297-2183-550

Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary

Product release 4.2 | Standard 1.0 | December 2002

NORTEL NETWORKS™

P0602732

Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary

Publication number:	297-2183-550
Product release:	4.2
Document release:	Standard 1.0
Date:	December 2002

Copyright © 2002 Nortel Networks, All Rights Reserved

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

The process of transmitting data and call messaging between the Meridian 1 and Symposium Call Center Server is proprietary to Nortel Networks. Any other use of the data and the transmission process is a violation of the user license unless specifically authorized in writing by Nortel Networks prior to such use. Violations of the license by alternative usage of any portion of this process or the related hardware constitutes grounds for an immediate termination of the license and Nortel Networks reserves the right to seek all allowable remedies for such breach.

*Nortel Networks, the Nortel Networks logo, the Globemark, CallPilot, DMS, DMS-100, DMS-250, DMS-MTX, DPN, Dualmode, Helmsman, IVR, MAP, Meridian, Meridian 1, Meridian Mail, Norstar, Optivity, SL-1, SL-100, Supernode, and Symposium are trademarks of Nortel Networks.

CRYSTAL REPORTS is a trademark of Crystal Decisions, Inc.

MICROSOFT, WINDOWS, WINDOWS NT, and WINDOWS XP are trademarks of Microsoft Corporation.

CRYSTAL REPORTS is a trademark of Seagate Software Inc.

SYBASE is a trademark of Sybase, Inc.

Publication history

December 2002	Standard 1.0 of the *Nortel Networks Symposium Call Center Server Historical Reporting and Data Dictionary* for Release 4.2 is released.

Contents

1 Getting started 15

Overview 16
Symposium Call Center Server database 18
Database changes for Release 4.2 22
Before you start 25
Skills you need 26
Related documents 28

2 Advanced reporting 29

Section A: Expert reports 31

Overview 32
Running the Database View Definitions report 34
Defining a connection to the server 35
Creating a new report in Crystal Reports 44
Using database aliases in Crystal Reports 50
Creating a new report in another application 54
Importing a report created in Crystal Reports 56
Adding customized formulas in Crystal Reports 59

Section B: Filter sets 63

Overview 64
Configuring the client 65
Creating filter sets 68

3 Frequently asked questions 73

Pegging questions 74
Questions about custom reports 78

4 Data dictionary 79

Overview 80

Section A: Summarized historical statistics 83

Overview of summarized historical statistics 84
Types of views 86

Linking views 89
Types of calls 94
ActivityCodeStat views 98
AgentByApplicationStat views. 104
AgentBySkillsetStat views 110
AgentPerformanceStat views 116
ApplicationStat views. 141
CDNStat views 162
DNISStat views. 166
IVRPortStat views 174
IVRStat views. 179
NetworkInCallStat views 184
NetworkOutStat views 191
RANMusicRouteStat views 198
RouteStat views 201
SCCSDBSpace views 205
SkillsetStat views 207
TrunkStat views 215

Section B: Event statistics 219

Overview of event statistics 220
eAgentLoginStat view 221
eCallbyCallStat views. 224
eIVRPortLoginStat view. 236
eNetCallByCallStat views 238

Section C: Configuration views 247

Overview of configuration views 249
AccessRights view 250
ActivityCode view 254
Agent view 255
Application view. 261
ApplicationByScript view. 263
ApplicationThresholdTemplate view 266
CDN view 268
CodeToMessage view. 270
DNIS view 271
DNISThresholdTemplate view 273
Formula view 274
HistoricalStatCollection view 276
HistoricalStatDuration view 280
HistoricalStatStorage view 282
IVRPort view 284

IVRQueue view 286
IVRThresholdTemplate view 288
NCCConfig view 290
NCCNetworkSkillset view 291
NCCRanking view 294
NCCRemoteApplication view 296
NCCSite view 298
NetworkConfig view. 300
NetworkRankingAssignment view. 301
NetworkSkillsetStatus view 304
NetworkThresholdTemplate view 306
PhonesetDisplay view. 308
Ranking view 309
RealTimeColumn view. 311
RealTimeStatCollection view. 313
RealTimeTemplate view. 317
RemoteApplication view 319
Route view 321
RouteThresholdTemplate view. 323
ScheduledSkillsetAssignment view 325
ScheduledSupervisorAssignment view. 328
Script view 331
ScriptVariableProperties view 333
ScriptVariables view. 335
Site view 337
Skillset view 339
SkillsetByAgent view 343
SkillsetByAssignment view 345
SkillsetThresholdTemplate view 348
SummaryThresholdTemplate view. 350
Supervisor view 352
SupervisorAgentAssignment view 356
SupervisorByAssignment view. 358
SwitchPort view 361
TargetSwitchComm view 363
UserTemplate view. 365
UserThresholdTemplate view. 368
Views view 370

5 Entity relationship diagrams 371

Overview of entity relationships 372
IDEF1X notation conventions 373
Statistics entity relationships 379
Symposium database entity relationships 388

A Standard reports 391

Overview 392

Section A: Activity code reports 395

Activity Code By Agent 396
Activity Code By Application 399
Not Ready Reason Codes By Agent 402

Section B: Agent reports 405

Agent Average Calls per Hour 406
Agent Average Calls per Hour, Bottom 5 409
Agent Average Calls per Hour, Top 5 411
Agent by Activity Code 413
Agent By Application Performance 416
Agent By Skillset Performance 419
Agent DN Performance 423
Agent DN Performance Calls Answered, Bottom 5 428
Agent DN Performance Calls Answered, Top 5 430
Agent Login/Logout 432
Agent Network/NACD Activity 435
Agent Performance 438
Agent Performance By Supervisor 445
Agent Performance Calls Answered, Bottom 5 451
Agent Performance Calls Answered, Top 5 457
Agent Short Calls 459
Agent Transferred/Conferenced Activity 464
Estimated Revenue Per Agent 471

Section C: Application reports 475

Application By Activity Code 476
Application By Skillset 479
Application Call Treatment 482
Application Delay Before Abandon 488
Application Delay Before Answer 492
Application Performance 496
Crosstab - Application Performance 500

Section D: Call by call reports 503
Call By Call Statistics 504

Section E: Configuration reports 507
Activity Code Properties. 508
Agent By Supervisor Properties 511
Agent Properties 514
Agent Skillset Assignment 520
Agent Skillset Properties 523
Agent Supervisor Assignment 527
Application Script Properties 530
Application Template Properties 533
CDN Properties. 536
Database View Definitions 539
DNIS Properties 543
Formula Properties 546
Historical and Real Time Statistics Properties 549
IVR Port Properties. 557
IVR Queue and Port Properties 560
Logged In Agent Position ID 563
Network Site and Application Properties 567
Network Skillset Routing Properties 571
Real Time Template Properties 575
Route Properties 578
Script Variable By Script 581
Script Variable Properties. 584
Skillset Properties 587
Supervisor Properties 592
Telephone Display Properties. 596
User Access Privilege 599

Section F: IVR reports 603
IVR Port First Login/Last Logout 604
IVR Port Statistics 606
IVR Queue Statistics. 609

Section G: NCC reports 613
Overview of NCC reports 614
Network Call By Call Statistics 615
Network Consolidated Application Performance 618
Network Consolidated DNIS Statistics. 622
Network Consolidated Incoming Calls. 627
Network Consolidated Outgoing Calls 631
Network Consolidated Route Performance 634

Network Consolidated Skillset Performance 638
Network Site and Application Properties 642
Network Skillset Routing Properties 645
Network Table Routing Assignments. 648
Nodal Consolidated Application Delay Before Abandon. 651
Nodal Consolidated Application Delay Before Answer. 654
Nodal Consolidated Application Performance 657

Section H: Network reports 661
Overview of network reports 662
Crosstab - Network Incoming Calls 663
Crosstab - Network Outgoing Calls 666
Network Application Performance 669
Network DNIS Statistics. 673
Network Incoming Calls. 677
Network Outgoing Calls 681
Network Route Performance 684
Network Skillset Performance 687

Section I: Resource reports 691
CDN Statistics. 692
Crosstab - CDN Statistics 696
Crosstab - DNIS Statistics 699
Crosstab - Route Performance 702
Crosstab - Trunk Performance 705
DNIS Statistics 708
Music/RAN Route Statistics. 713
Route Performance 716
Trunk Performance 719

Section J: Skillset reports 723
Crosstab - Skillset Performance 724
Skillset By Application. 727
Skillset Performance. 731

B Pegging examples 735
Local call pegging. 736
Network call pegging 739

C Agent state tracking 743
Pegging of agent state. 744

Glossary **749**

Index **773**

Chapter 1

Getting started

In this chapter

Overview 16

Symposium Call Center Server database 18

Database changes for Release 4.2 22

Before you start 25

Skills you need 26

Related documents 28

Overview

Introduction

Nortel Networks has designed Symposium Call Center Server to provide a call center solution for varied and changing business environments. It provides an open database that is accessible not only from the client application but also from other report writers and applications that support Open Database Connectivity (ODBC) and Structured Query Language (SQL).

This guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

Types of reports

Symposium Call Center Server offers a set of *standard* reports that enable you to analyze statistics such as skillset activity, agent performance, and the demographics of a specific customer. You can create *user-defined* reports using the standard reports as a template. You can also create *user-created* reports using Crystal Reports or any other standard report writer that conforms to the industry standards of ODBC and SQL.

Working with reports

In addition to the tasks described in this manual, you can perform the following tasks (for detailed instructions, refer to the *Supervisor's Guide*):

- Create user-defined reports.
- Change report properties.
- Change the site name.
- Print or preview a list of reports.
- Delete user-created or user-defined reports.
- Print or preview reports.
- Activate or deactivate report schedules.

Compatibility with Crystal Reports 8.5

Crystal Reports version 8.0 and Crystal Reports version 8.5 have the same report format. Therefore, if you create a report in Crystal Reports version 8.5, you can import it into the Symposium Call Center Server Release 4.0 client application, as long as it does not use any Crystal Reports 8.5-specific features.

Do not import reports that use features available in Crystal Reports version 8.5 but not in Crystal Reports version 8.0. These features are not compatible with the Crystal Reports 8.0 engine utilized in Symposium Call Center Server. For more information on the features specific to each version of Crystal Reports, see http://support.crystaldecisions.com/communityCS/TechnicalPapers/cr85_featuresmatrix.pdf.

Note: To create reports compatible with Symposium Call Center Server, use the Professional version of Crystal Reports. (You can use the Developer version, as long as you do not use any Developer-specific features.) The Standard version is not compatible with Symposium Call Center Server.

Symposium Call Center Server database

Introduction

The Symposium Call Center Server database is an open database; you can access the data in this database with any SQL- or ODBC-compliant application. You can use the data in many ways, including the following:

- Import the data into a spreadsheet for manipulation.
- Import the data into your corporate database.
- Import the data into a workforce management system for analysis.
- Generate customized reports using Crystal Reports or another reporting application.

ODBC

Since the Symposium Call Center Server database is ODBC-compatible, the PC from which you access it must have ODBC installed, and it must have a Data Set Name (DSN) defined for the database.

The correct version of ODBC is installed with the Symposium Call Center Server client application, and the installation process creates the required DSNs. If the Symposium Call Center Server client is not installed on your PC, you must do the following:

1. Install ODBC.

   ODBC is part of Microsoft's Data Access Components (DAC), and is distributed with Microsoft Windows.

2. Configure a DSN using the ODBC Administrator.

   User-created reports you import into the client must be associated with the ICCM_PREVIEW_DSN. If you do not import a report, you can use any DSN name.

Note: Nortel Networks does not supply or support ODBC software that is not installed with the client.

Sybase

The Sybase Server manages the database on Symposium Call Center Server. To connect to the Sybase server, you must use the Sybase Open Client version 10.0.4.

The Sybase Open Client is installed with the Symposium Call Center Server client application. If the Symposium Call Center Server client is not installed on your PC, you must do the following:

1. Install the Sybase Open Client.

   This product is available on the Sybase Open Client CD.

2. Configure the client with an entry for the Sybase Server (ICCM_PREVIEW), using the Sybase SQLEDIT utility.

Notes:

- The ICCM_PREVIEW definition created during the Symposium Call Center Server client installation is updated whenever you use the client to generate a report. When you generate a report, the definition is updated to point to the server to which you are currently connected.
- Nortel Networks does not supply or support Sybase software that is not installed with the client.

Database views

The actual structure of the database is invisible. You access data through database *views*, or logical representations of the database. Database views are used to organize the information in the database for your use.

Using views instead of tables

You cannot access the database tables directly. Direct access to the tables may compromise the integrity of the database and jeopardizes server performance. When you want to use external applications to access the Symposium Call Center Server database, you connect to database views. This guide provides a definition of all the database views available.

When creating data-warehouse-type applications, you use these database views. The database views contain all the information for customized reporting and queries, and are created on top of database tables. The database tables have indexes, therefore, SQL queries running on the database views can use the table indexes.

The Sysadmin logon account provides read-only access to a specific set of tables but not to all of the columns of those tables. For security and performance reasons, there is no logon account provided for read-only access to all of the database tables. Third-party applications can access the database views using the Sysadmin account. The logon account is not limited to the Sysadmin account. You can use other user-created accounts that have reporting privileges on Symposium Call Center Server to access data from the database views.

Types of data

The database contains three types of data:

- summarized historical statistics
- event statistics
- configuration data

Therefore, there are three types of database views—summarized historical statistic views, event statistic views, and configuration views.

Summarized historical statistics

Summarized historical statistics are statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly). Summarized statistics are stored as totals in the database. For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

For more information about summarized historical statistics, see “Overview of summarized historical statistics” on page 84.

Event statistics

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. Symposium Call Center Server records the following types of event statistics:

- agent logon and logoff statistics
- call-by-call statistics
- IVR port logon and logoff statistics

Event statistics are cumulated as events occur.

Configuration data

Configuration data describes the configuration of your server.

Storage duration

When you configure historical statistics collection, you can choose how long to store different types of statistics. The duration you choose determines the amount of disk space required for the database. For more information, see the *Administrator's Guide*.

Types of statistics collected

When you configure historical statistics collection, you can also choose the types of statistics to be collected. For example, you may choose not to collect call-by-call or activity code statistics. The number and type of statistics you choose also affect the amount of disk space required for the database.

Database changes for Release 4.2

Introduction

This section describes the database views added for Release 4.2, and the fields that were added and deleted from existing views. It also describes implications of the database changes for user-created reports created in previous versions of Symposium Call Center Server.

New database views

The following database view has been added for Release 4.2. For more information about this view, refer to Chapter 4, “Data dictionary.”

View	Description
SCCSDBSpace	Displays information about the size of the Symposium Call Center Server database, including the amount of space allocated, the amount of space used by the database, and the available space.

Changes to fields

A number of fields have been added. For more information about these fields, refer to Chapter 4, “Data dictionary.”

View	Fields added
DNIS DNISStat	DNIS_PREFIX—This field stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.
AgentPerformanceStat	DNInExtCallsHoldTime—This field stores hold time for calls to an agent’s DN key from an external number (that is, from another customer group).

View	Fields added
	DNInIntCallsHoldTime—This field stores hold time for calls to an agent's DN key from an internal number.
	DNOutExtCallsHold Time—This field stores hold time for calls from an agent's DN key to an external number.
	DNOutIntCallsHoldTime—This field stores hold time for calls from an agent's DN key to an internal number.
ActivityCodeStat	ActivityShortName—This field stores the short name for the activity code.

Updating user-created reports

You must update any user-created reports that

- contain agent names
- contain fields that have been deleted in Releases 3.0 and 4.0.

After upgrading your server, follow these steps to update a report.

To update a report

1. Create a copy of your report.
2. Open the copy in Crystal Reports.
3. Choose File → Print Preview.

   If the preview window appears, the report is unaffected by the database changes. If a database error appears, click OK and continue with the following steps.
4. In Design view, choose Database → Verify Database.

   Result: Crystal Reports displays the message `The database file "filename" has changed. Proceed to fix up the report?`

5 Click Yes.

Result: Crystal Reports displays the Map Fields dialog box.

6 In the Unmapped fields box, select a deleted Release 1.x field on the left side, and the corresponding Release 3.x field on the right side.

7 Click Map.

8 Repeat steps 6 and 7 until all fields are mapped.

9 Choose File → Print Preview.

If the preview window appears, the report is up to date. If Crystal Reports displays the message, `This field name is not known`, click OK. The Formula Editor appears. The cursor appears before the problem field.

10 Correct the formula by replacing the unknown field with the new field, by deleting it, or by recreating the formula.

11 Return to Design view, and repeat steps 9 and 10 until no more errors are reported.

Before you start

Who should read this guide

This guide is for Nortel Networks Symposium Call Center Server administrators and supervisors who are responsible for creating, managing, and using reports.

Access rights

This guide assumes that you have the required privileges and access rights to perform the procedures in this guide. For more information, refer to the *Administrator's Guide*.

Optional features

Some of the features described in this guide are optional. To determine which features you have access to, Nortel Networks supplies a special code called a keycode, which you use when you install the Symposium Call Center Server software. Fields and commands for features that you did not purchase are not available.

Skills you need

Introduction

This section describes the skills and knowledge you need to use this guide effectively.

Skills you need to use standard reports

Symposium Call Center Server comes with a number of standard reports designed to satisfy most requirements. You can generate these reports on an ad hoc basis, or use them as templates to create user-defined reports. To use standard or user-defined reports, you need the following skills and knowledge:

- understanding of Symposium Call Center Server
- understanding of call center concepts
- knowledge of your call center information requirements

Skills you need to create customized reports

If you are unsatisfied with the layout and content of the standard reports, you can change the arrangement of the fields, or remove fields and add new ones. To do so, you need the skills listed in the preceding section, plus familiarity with the following products, standards, and concepts:

- Crystal Reports
- Structured Query Language (SQL)—the ability to write reports with intervals, subtotals, totals, and calculations
- database management and administration—an understanding of database views, data dictionaries, and data schemas

Skills you need to create expert reports

Expert users can create new reports by manipulating the statistics in the tables, as well as change the formulas used to calculate statistics. To do so, you need the skills listed in the preceding section, plus familiarity with the following standards and concepts:

- Open Database Connectivity (ODBC)
- Structured Query Language (SQL)—the ability to write SQL queries, select statements, and commits; to repair, restore, and manipulate SQL databases; and to create and debug complex reports

To create applications that manipulate SQL databases or generate reports, you need to know Microsoft Visual Basic, C++, or a similar programming language.

Related documents

Introduction

This section lists the documents in which you can find additional information related to Symposium Call Center Server.

If you need information about	refer to
■ creating user-defined reports or generating reports	*Nortel Networks Symposium Call Center Server Supervisor's Guide*
■ the support and administration of the call center application that runs on client PCs connected to the server	*Nortel Networks Symposium Call Center Server Administrator's Guide*
■ creating and administering call center scripts	*Nortel Networks Symposium Call Center Server Scripting Guide*
■ support and administration of the network control center	*Nortel Networks Symposium Call Center Server Network Control Center Administrator's Guide*

Chapter 2

Advanced reporting

In this chapter

Section A: Expert reports 31

Section B: Filter sets 63

Section A: Expert reports

In this section

Overview 32
Running the Database View Definitions report 34
Defining a connection to the server 35
Creating a new report in Crystal Reports 44
Using database aliases in Crystal Reports 50
Creating a new report in another application 54
Importing a report created in Crystal Reports 56
Adding customized formulas in Crystal Reports 59

Overview

Introduction

You can create expert reports in any ODBC- or SQL-compliant application. This section provides a procedure for creating reports in Crystal Reports. The section also provides generalized instructions for creating reports in other applications.

Notes:

- Only reports created in Crystal Reports can be imported into the server. You cannot import reports created with CCMIS.
- Only reports created in Crystal Reports can be imported and scheduled.

Creating expert reports

The process of creating a report involves the following tasks:

1. Run the Database View Definitions report to identify the views to be used in the report.
2. Verify the server connection, and define a connection if necessary.
3. Create a new report.
4. (Optional) Create database aliases for database views (if you are using Crystal Reports).
5. Import a user-created report (if you are using Crystal Reports). When you import a report, it is added to the Reports window. You can schedule imported reports and modify their data range and output options.

Database views

A database view is a logical representation of part of the database and the relationships within that part. You use database views to access statistics and other data for use in reports.

Many historical statistics are available for different periods, including interval (15-minute), daily, weekly, and monthly. For each period, you use a different view to access the statistics. For example, to access daily skillset statistics, you use the dSkillsetStat view. To access monthly skillset statistics, you use the mSkillsetStat view.

Note: SQL does not support signed integers. Therefore, call IDs and site IDs may appear negative in the database views.

Working with reports

In addition to the tasks described in this manual, you can perform the following tasks. (For detailed instructions, refer to the *Supervisor's Guide*.)

Creating user-defined reports

You can create user-defined reports using the standard reports—or any other user-defined report—as a template. When you create a user-defined report, you specify

- general report information—including report name and company name
- selection criteria—the entities to be included in the report
- report schedule—when the report is to be generated
- data range—the data collection period for the report
- output options—the printer or file to which the report is output

Managing reports

You can change report properties, change the site name, print a list of reports, or delete a user-defined or user-created report.

Using reports

You can preview a report, generate a report immediately, activate the report schedule (so that it is generated at the next scheduled time), or deactivate the schedule.

Running the Database View Definitions report

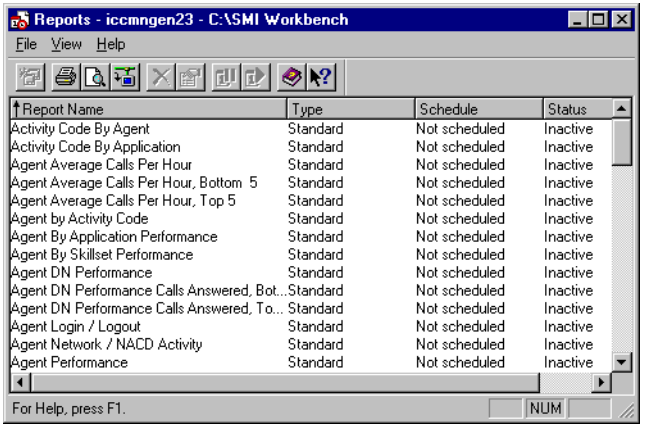
Introduction

Before creating a customized report, run the Database View Definitions report to display all the database views available. This report lists all of the field names available for use in your report. For more information about the report, see “Database View Definitions” on page 539.

To run the Database View Definitions report

1 From the SMI window, choose Reports & Displays → Reports.

Result: The Reports window appears.



2 Scroll through the list of reports and double-click Config – Database View Definitions.

Result: The print preview window appears.

3 Click the Printer icon if you require a printout of the database views.

Defining a connection to the server

Introduction

To access the Symposium Call Center Server database from a report writer application, you must

- install ODBC and Sybase Open Client
- configure a Sybase Server entry
- configure an ODBC DSN

ODBC and Sybase Open Client are automatically installed and configured when you install the Symposium Call Center Server client. If the client is not installed on the PC, you must install and configure these applications manually.

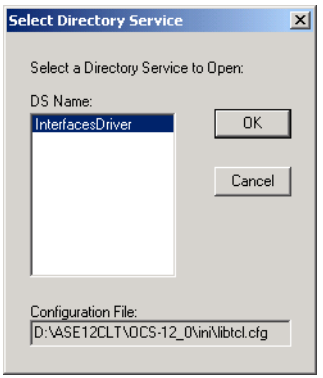
This section provides instructions for you to

- define a connection to the server
- define the DNS

To define a connection to the server

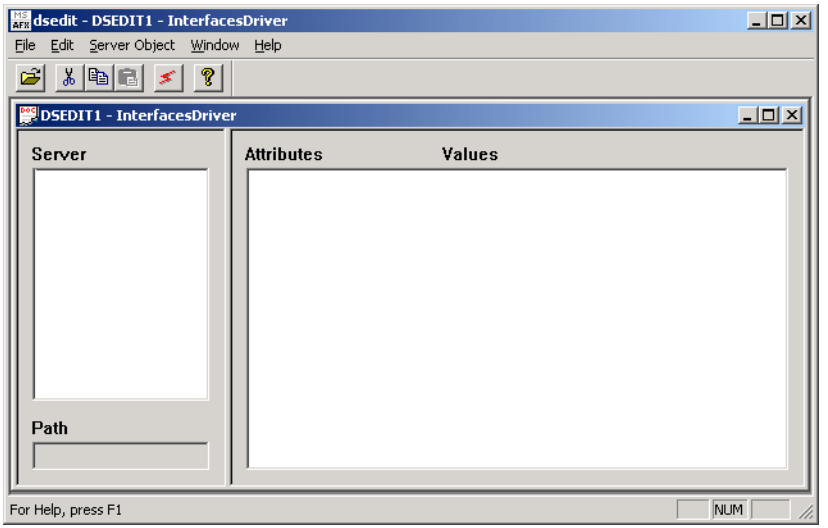
1. From the Windows Start menu, choose Run.
2. Type **dsedit**, and then click OK.

   Result: The Select Directory Service window appears.



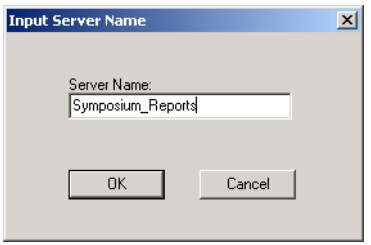
3 Click OK.

Result: The dsedit window appears.



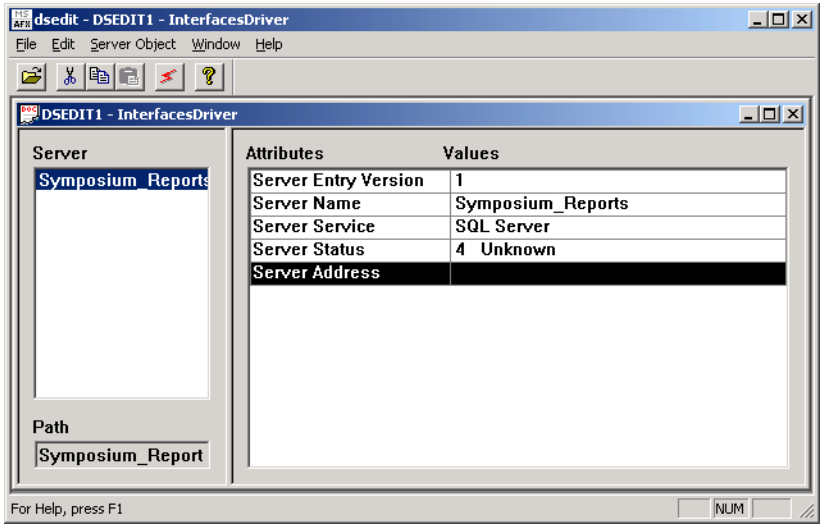
4 Choose Server Object → Add.

Result: The Input Server Name window appears.



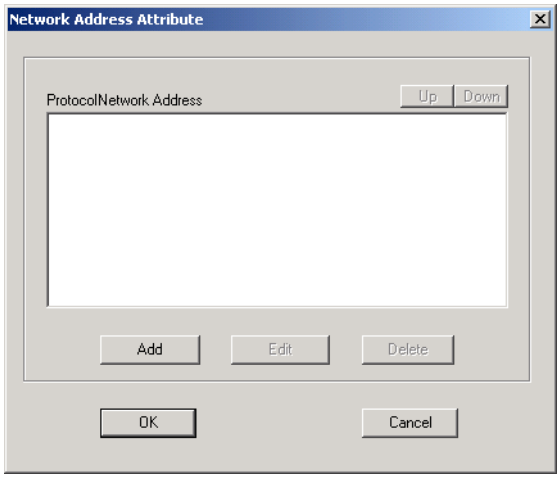
5 In the Server Name box, type a name (for example, Symposium_Reports), and then click OK.

Result: The dsedit window appears.



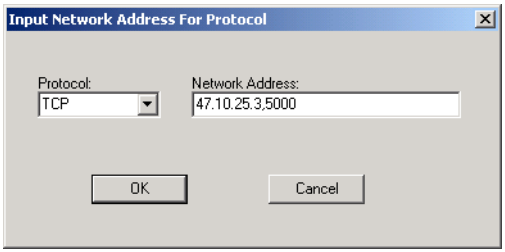
6 Double-click the Server Address.

Result: The Network Address Attribute window appears.



7 Click Add.

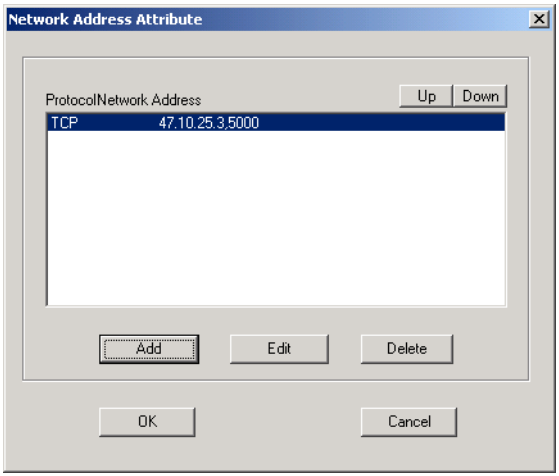
Result: The Input Network Address For Protocol window appears.



8 In the Network Address box, type ***<CLAN IP address of the Symposium Call Center Server>*,5000**.

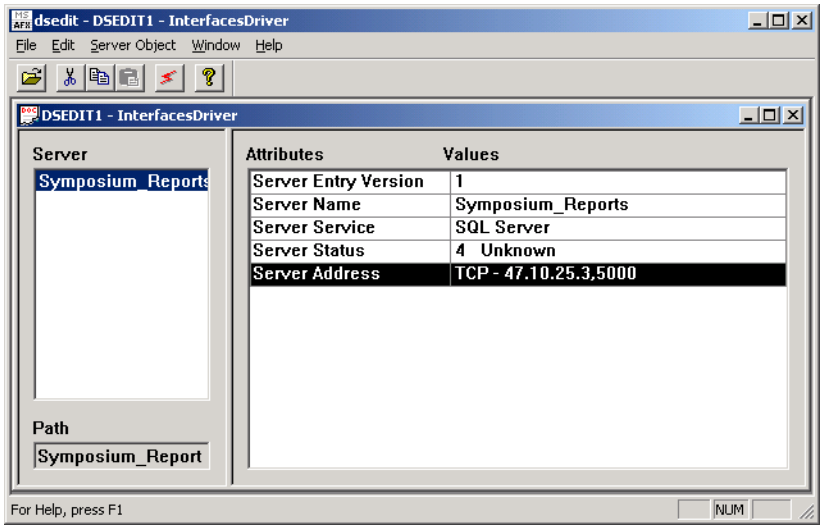
9 Click OK.

Result: The CLAN IP address appears on the Network Address Attribute window.



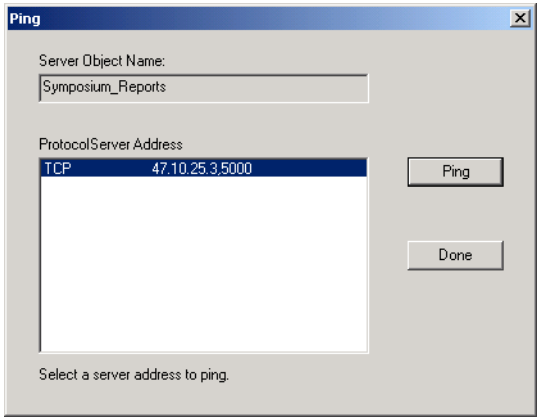
10 Click OK.

Result: The dsedit window appears.



11 Choose Server Object → Ping Server.

Result: The Ping window appears.



12 Click Ping.

Result: A message appears indicating that an open connection to the server succeeded. Click OK.

13 Click Done.

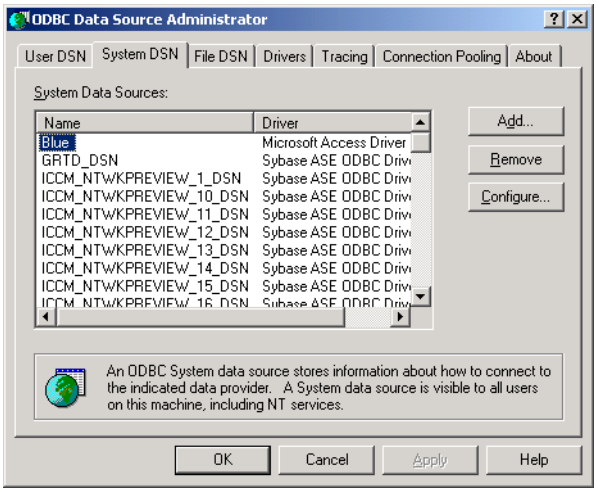
14 Choose File → Exit.

To define the DSN

1 From the Windows Start menu, choose Settings → Control Panel.

2 Double-click the ODBC Data Source icon.

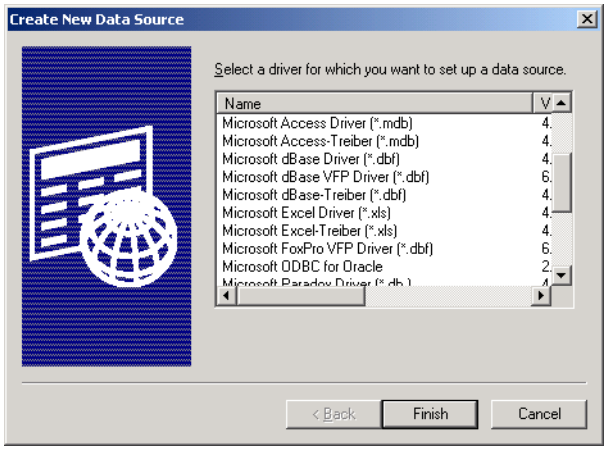
Result: The ODBC Data Source Administrator window appears.



3 Click the System DSN tab.

4 Click Add.

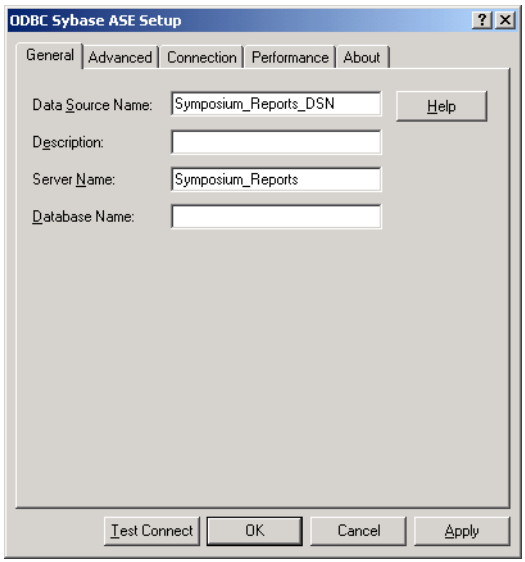
Result: The Create New Data Source window appears.



5 Select Sybase ASE ODBC Driver.

6 Click Finish.

Result: The ODBC Sybase ASE Setup window appears.



7 Enter information into the following boxes:

Data Source Name: The name for the data source (for example, REPORTS_DSN).

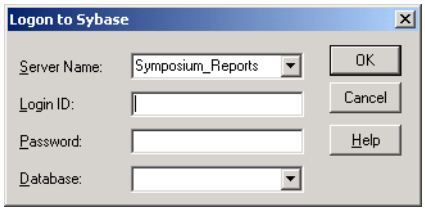
Description: (Optional) Additional information about the data source.

Server Name: The name of the server you defined in “To define a connection to the server” on page 35 (for example, REPORTS).

Database Name: (Can leave blank.)

8 Click Test Connect.

Result: The Logon to Sybase window appears.



9 Enter information into the following boxes:

Login ID: The logon ID of the Symposium Call Center Server user.

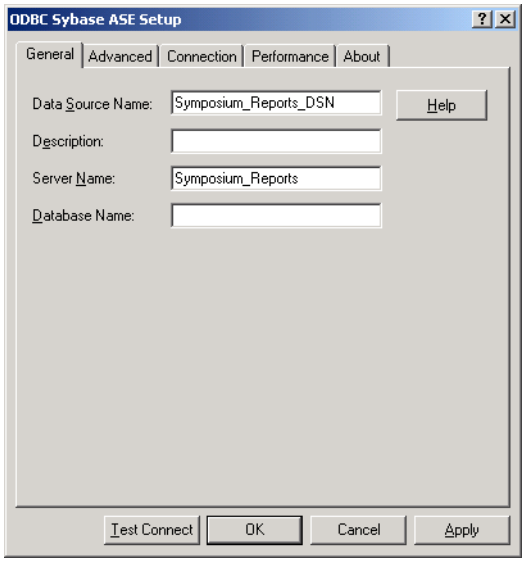
Password: The password of the Symposium Call Center Server user.

10 Click OK.

Result: The system displays the message, `Connection established.`

11 Click OK.

Result: The ODBC Sybase ASE Setup window appears.



12 Click OK.

Creating a new report in Crystal Reports

Purpose

Follow these steps to create a new report using Crystal Reports:

- Create the report and connect to the database.
- Select views and fields.

Detailed instructions are provided in the following procedures.

Before you begin

Before following this procedure, obtain training in Crystal Reports.

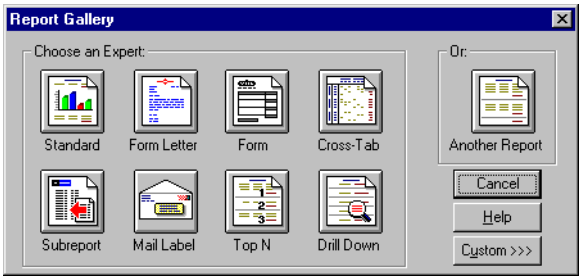
To create a report and connect to the database

1 From the desktop, open Crystal Reports Designer.

Result: The Crystal Reports Welcome dialog box appears.

2 Click New Report.

Result: The Report Gallery window appears.

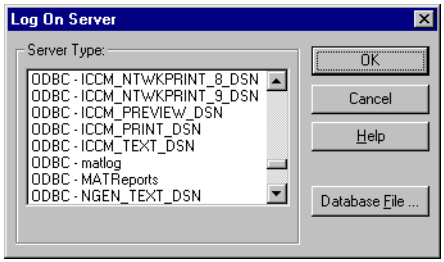


3 Click Standard.

Result: The Create Report Expert window appears.

4 Click SQL/ODBC.

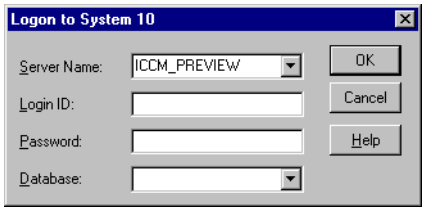
Result: The Log On Server dialog box appears.



5 In the Server Type box, select ODBC – ICCM_PREVIEW_DSN.

6 Click OK.

Result: The Logon to System 10 dialog box appears.



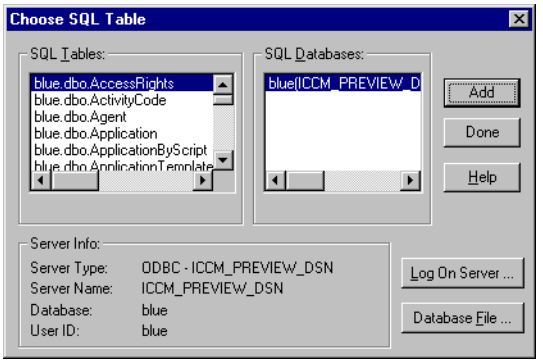
7 Enter your logon ID and password.

Note: If you do not know your logon ID and password, contact your system administrator.

8 For Database, select blue.

9 Click OK.

Result: The Choose SQL Table dialog box appears.



10 Go to the following procedure.

To select views and fields

1 From the Choose SQL Table dialog box, select the view or alias you want to use.

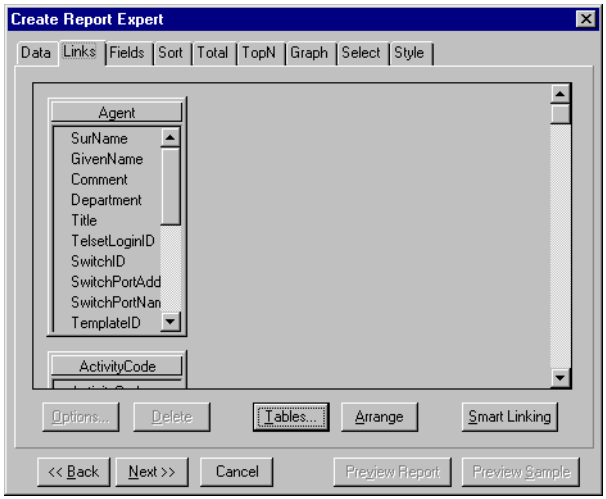
Note: For a list of views, see the Database View Definitions report.

2 Click Add.

3 Repeat step 2 until all required views or aliases are selected.

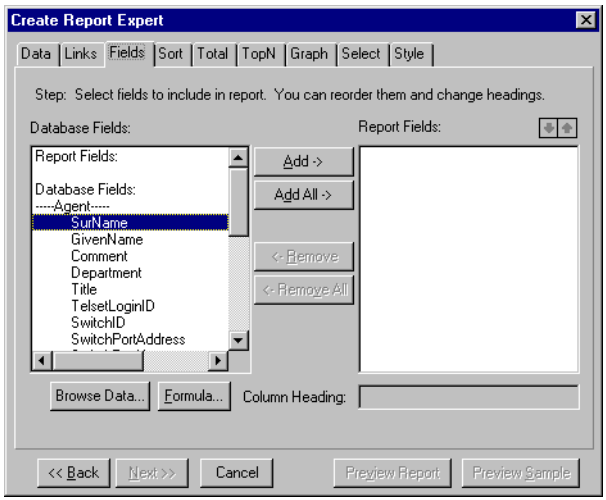
4 Click Done.

Result: You return to the Create Report Expert window.



5 Click the Fields tab.

Result: The Fields property page appears.



6 From the Database Fields box, select the view field you want to use.

7 Click Add.

8 Repeat steps 6 and 7 until all required fields are selected.

Note: Click Remove to delete a selected field.

9 If you want to check the report you have configured, click Preview Report.

Tip: Before previewing the report, you can edit it further by selecting the other property pages available in the Create Report Expert window:

- Sort — Sort fields.
- Total — Total fields.
- TopN — Sort totals by the top end.
- Graph — Create a graph.
- Select — Filter some of the records.
- Style — Modify the layout of the report.

For more information on these property pages, refer to your Crystal Reports user guide.

10 Go to the next procedure.

Tip

You can change the structure of the report using the menu items in the Crystal Reports Professional window. See the Crystal Reports user guide for more details.

Using database aliases in Crystal Reports

Introduction

A database alias is a name that represents a database view in the report definition. If you use an alias rather than a view name, you can easily change the view used by a report.

Example

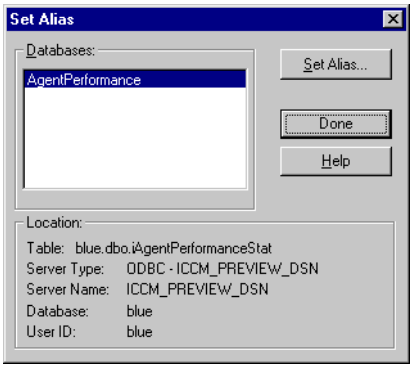
For example, you can create a custom daily report. If you want an interval report with identical fields, you can copy the daily report and change the database alias to point to an interval view.

To create a database alias

1 Open the report for which you want to define a database alias.

2 From the Crystal Reports menu, choose Database → Set Alias.

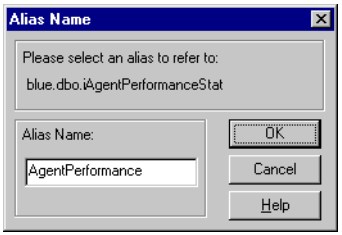
Result: The Set Alias dialog box appears.



3 In the Databases box, select the database view for which you want to create an alias name.

4 Click Set Alias.

Result: The Alias Name dialog box appears.



5 In the Alias Name box, type the name of the alias.

Example: Use the alias name AgentPerformance to refer to blue.dbo.dAgentPerformanceStat.

6 Click OK.

7 Repeat steps 2 to 6 until alias names are defined for each desired view.

8 In the Set Alias dialog box, click Done.

9 Choose File → Save and save the report to a selected directory.

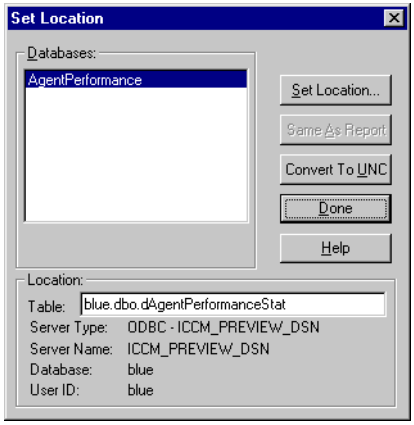
10 Choose File → Close.

To change a database alias

1 Open the report for which you want to change a database alias.

2 From the Crystal Reports menu, choose Database → Set Location.

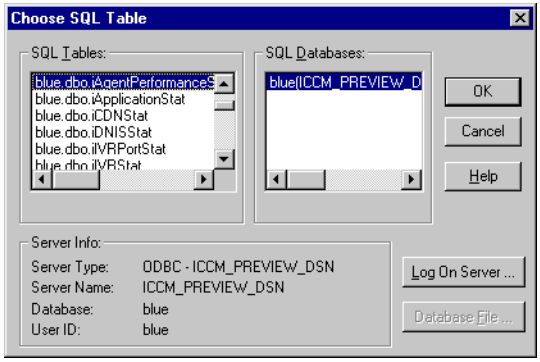
Result: The Set Location dialog box appears.



3 In the Databases box, select the alias for which you want to change the location.

4 Click Set Location.

Result: The Choose SQL Table dialog box appears.



5 In the SQL Tables box, select the view you want to use.

Example: Select blue.dbo.iAgentPerformanceStat to use the interval view.

6 Click OK.

7. Repeat steps 3 to 6 to change the alias for each desired view.
8. In the Set Location dialog box, click Done.
9. Choose File → Save and save the report.
10. Choose File → Close.

Creating a new report in another application

Introduction

Before you can create reports in an ODBC- or SQL-compliant application, you must define the server in Symposium Call Center Server as a data source. You need only perform this procedure once on the client PC.

Once the data source is defined, you can use the application to create reports.

Restriction

Reports created with this method cannot be imported into the server in Symposium Call Center Server.

To define a data source

1. Open the application's ODBC applet.

   Example: To create a report in Microsoft Excel, open Microsoft Query. Choose Data → Get External Data → Create New Query.

2. Define a new data source.

   Example: In Microsoft Query, choose File → New. Then, select <New Data Source>.

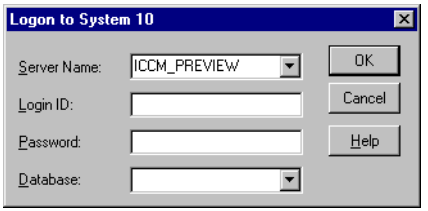
   Result: The application prompts for a data source name and driver.

3. For data source name, enter **ICCM_PREVIEW_DSN**.

4. For type, select Sybase System 10.

5 Connect to the data source.

Result: The data source prompts for the server name, logon ID, and password.



6 In the Server Name box, enter **ICCM_PREVIEW**.

7 Enter your logon ID and password.

Note: If you do not know your logon ID and password, contact your system administrator.

Result: The new data source is defined.

8 In the Database box, select blue.

9 Click OK.

10 Save the new data source.

To create the report

Choose the columns to be included in the report. Then, save the new report.

Importing a report created in Crystal Reports

Purpose

Follow this procedure to import a report you created in Crystal Reports into the server in Symposium Call Center Server.

CAUTION

Risk of data loss

Do not move the template file after you import the report. If you do move the file, the server cannot find the report, and you must import it again.

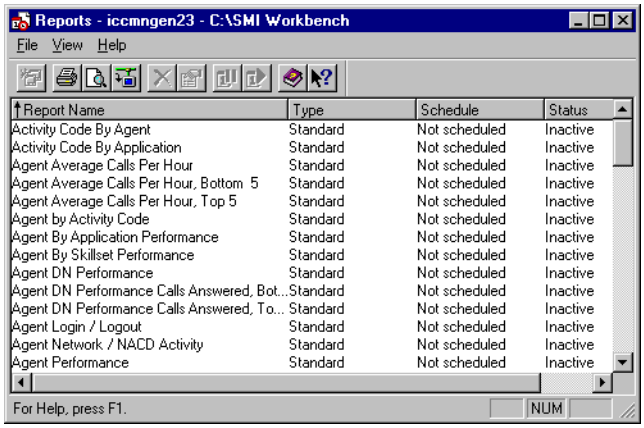
Restriction

- Reports created in other applications cannot be imported.
- Do not import reports that use features available in Crystal Reports version 8.5 but not in Crystal Reports version 8.0.

To import a user-created Crystal Report

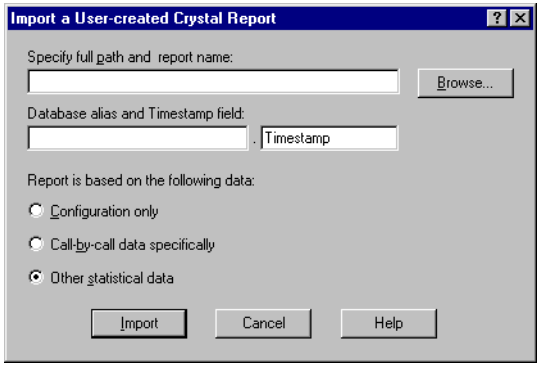
1 From the SMI window, choose Reports & Displays → Reports.

Result: The Reports window appears.



2 Choose File → Import User-created Report.

Result: The Import a User-created Crystal Report dialog box appears.



3 In the Specify full path and report name box, enter the path to the report that you want to import, or click Browse to search for the correct path.

4 In the Database alias and Timestamp field box, enter the Symposium Call Center Server database alias you assigned in Crystal Reports.

Notes:

- If you select the Configuration only option, you do not need to specify an alias.
- To determine the alias of a database, open the report in Crystal Reports and choose Database → Set Alias.
- The Timestamp field is not required for a configuration report.

5 Select the type of data the report collects.

Note: Call-by-call reports take much longer to generate than do reports that collect other types of data.

6 Click Import.

Result: The report is added to the list in the Reports window.

7 To modify the Schedule, Data Range, and Output Options property pages, see the *Supervisor's Guide*.

Adding customized formulas in Crystal Reports

Purpose

Follow this procedure to insert the following formulas in your reports:

- customized formulas
- special formulas defined for use with Symposium Call Center Server

The latter include the following formulas:

@company_name	the name of the company, as defined on the General – Report Properties property page
@report_interval	the collection period for the report
@report_title	the title of the report, as defined on the General – Report Properties property page
@report_user	the logon ID of the user who printed the report
@site_id	the name of the site; to change the site name, see the *Supervisor's Guide*

For more information about formulas, see the Formula Editor topic in the Crystal Reports online Help. (This topic is available from the Help Index. Search for "Formula Editor.")

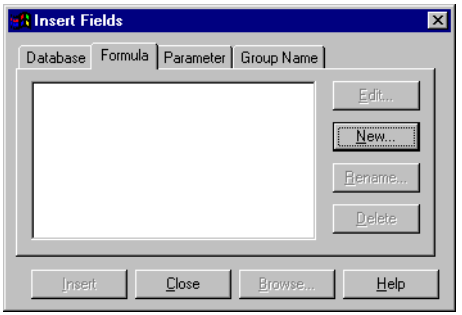
To add customized formulas to a report

1. In Crystal Reports, open the report you want to customize.
2. Choose Insert → Formula Field.

   Result: The Insert Fields property sheet appears.

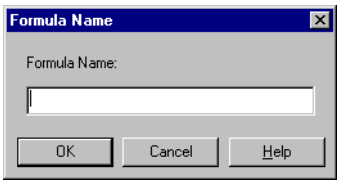
3 Click the Formula tab.

Result: The Formula property page appears.



4 Click New.

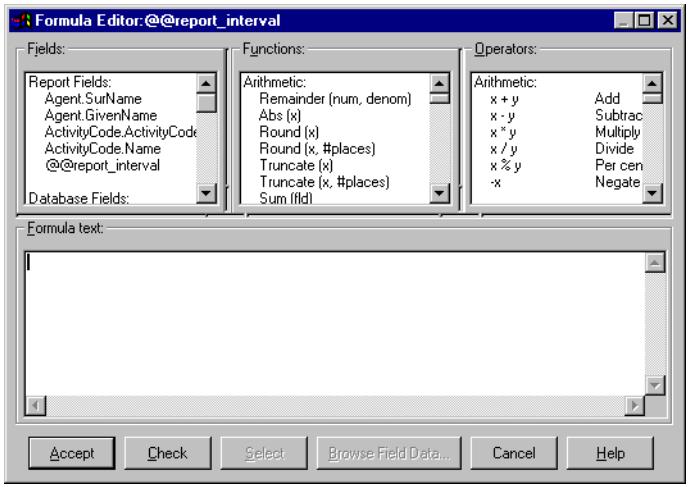
Result: The Formula Name dialog box appears.



5 Enter the name of the formula (for example, @report_interval).

6 Click OK.

Result: The Formula Editor dialog box appears.



7 In the Formula text box, enter the formula definition. You can compose the formula by inserting fields, functions, and operators from the boxes at the top of the dialog box. To insert an entity, select it and click Select.

Note: For the special formulas (@company_name, @report_interval, @report_title, @report_user, and @site_id_name), leave the definition blank.

8 To check the formula for errors, click Check.

9 Click Accept.

Section B: Filter sets

In this section

Overview 64
Configuring the client 65
Creating filter sets 68

Overview

Introduction

The filter sets feature allows you to select the sites and resources to be included in a network consolidated report. After you create a filter set, you can use it whenever you generate the report (for more information about using filter sets in reports, see the *Supervisor's Guide*). You can create multiple filter sets, selecting different sets of sites and resources for reporting.

The filter sets application (NICSETS.exe) is located in the path ..\Program Files\Nortel Networks\Symposium Call Center Server\Client\.

Filter sets are stored in a dedicated Microsoft Access database (RptSets.mdb), which is located on the NCC server.

CAUTION

Risk of data loss

The filter sets database, RptSets.mdb, is not backed up automatically on the NCC server. The administrator should back it up periodically.

Before you can use filter sets, you must do the following:

1. Configure the NCC. For more information, refer to the *Network Control Center Administrator's Guide*.
2. Configure the data source on the client (see the following section).

Configuring the client

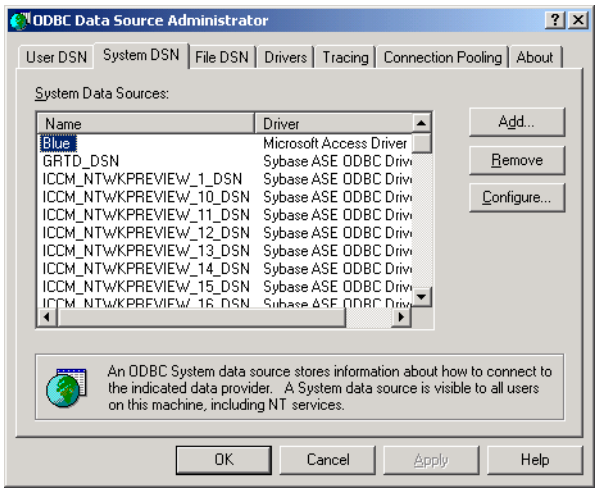
Introduction

Before you can work with filter sets on a client PC, you must configure the filter sets data source (ReportSets) on the client.

To configure the data source information on the client

1 From the Control Panel, choose ODBC Data Sources.

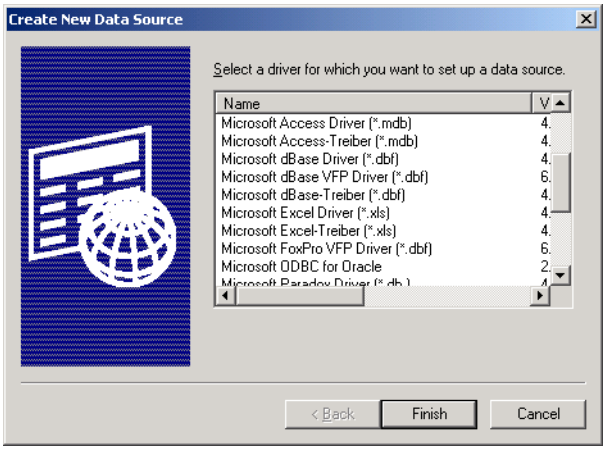
Result: The ODBC Data Source Administrator dialog box appears.



2 Click the System DSN tab.

3 Click Add.

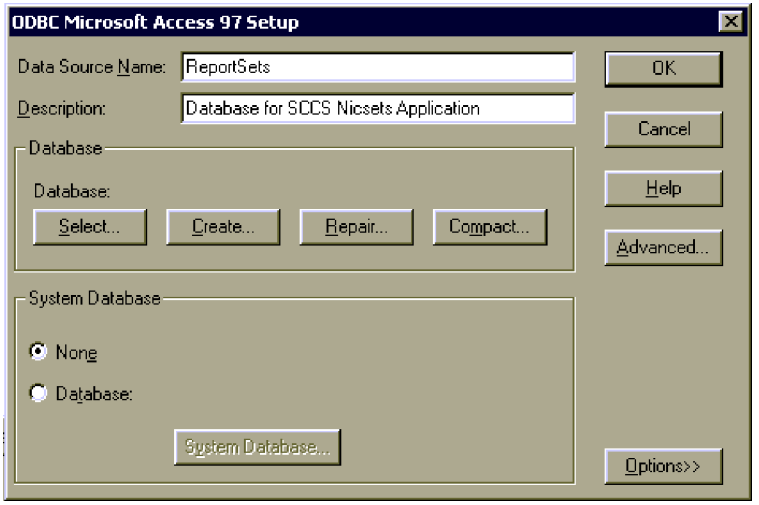
Result: The Create New Data Source dialog box appears.



4 Select Microsoft Access Driver.

5 Click Finish.

Result: The ODBC Microsoft Access 97 Setup dialog box appears.



6 In the Data Source Name box, type **ReportSets**.

CAUTION

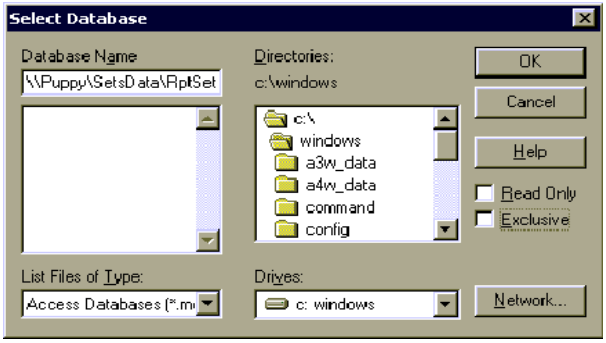
Risk of malfunction

If ReportSets is not typed correctly, you cannot create or view the filter sets. Note that this name is case-sensitive.

7 In the Description box, type a description.

8 Click Select.

Result: The Select Database dialog box appears.



9 In the Database Name box, enter the network path of the RptSets.mdb database shared from the NCC server. Alternatively, you can map the shared drive and fill in the corresponding path in the Database Name box.

10 Click OK.

11 Click OK in the Setup dialog box.

Creating filter sets

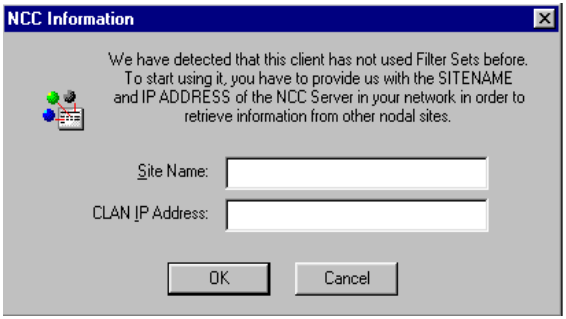
Introduction

After configuring the client, you use NICSETS.exe to create the filter sets to be used for your reports.

To start the filter sets application

1 Browse to ..\Program Files\Nortel Networks\Symposium Call Center Server\Client\, and then double-click NICSETS.exe.

Result: If this is the first time you are launching the application, a dialog box prompts you for NCC information. If this is not the first time, you are prompted for the User ID and password (go to step 3).



2 Enter the Site Name and CLAN IP Address for the NCC.

The filter sets application uses this information to access the NCC databases.

Note: After you enter the NCC information once, this dialog box does not appear again. However, you can change the NCC information by choosing File → Change NCC Info. When you change the NCC information, you do not change the way the client accesses the filter sets database. If you want

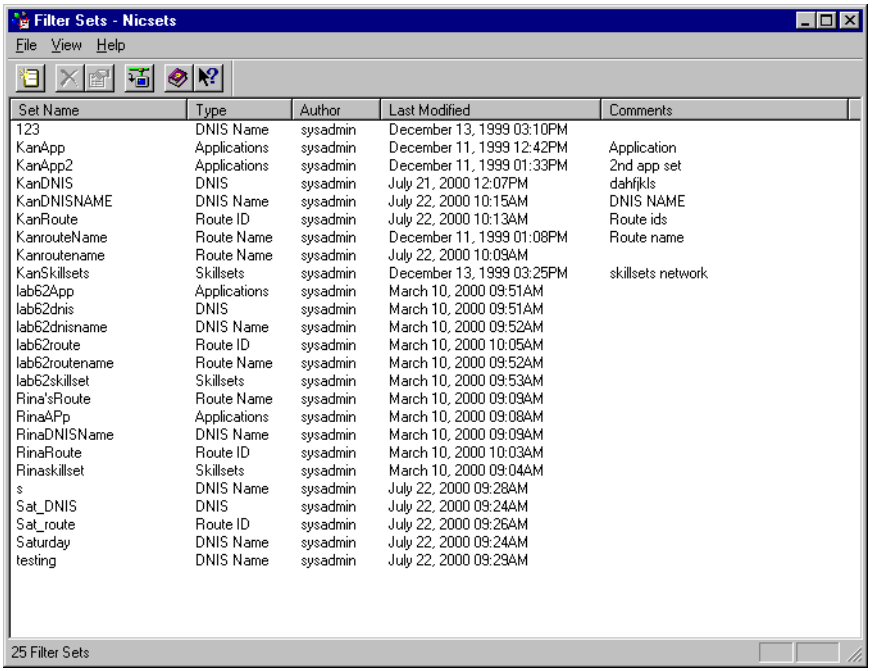
the client to access the filter sets of a different NCC server, you must manually update the DSN path using the ODBC administrator.

Result: The program prompts you for your User ID and Password.

3 Enter a Symposium Call Center Server user ID and password.

Note: You can click Guest User to log on as a guest user. The Guest User has view-only access; it can view filter sets, but it cannot change them.

Result: Once you have logged on, a window listing the filter sets appears.

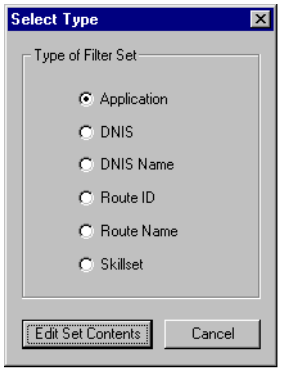


Set Name	Type	Author	Last Modified	Comments
123	DNIS Name	sysadmin	December 13, 1999 03:10PM	
KanApp	Applications	sysadmin	December 11, 1999 12:42PM	Application
KanApp2	Applications	sysadmin	December 11, 1999 01:33PM	2nd app set
KanDNIS	DNIS	sysadmin	July 21, 2000 12:07PM	dahfjkls
KanDNISNAME	DNIS Name	sysadmin	July 22, 2000 10:15AM	DNIS NAME
KanRoute	Route ID	sysadmin	July 22, 2000 10:13AM	Route ids
KanrouteName	Route Name	sysadmin	December 11, 1999 01:08PM	Route name
Kanroutename	Route Name	sysadmin	July 22, 2000 10:09AM	
KanSkillsets	Skillsets	sysadmin	December 13, 1999 03:25PM	skillsets network
lab62App	Applications	sysadmin	March 10, 2000 09:51AM	
lab62dnis	DNIS	sysadmin	March 10, 2000 09:51AM	
lab62dnisname	DNIS Name	sysadmin	March 10, 2000 09:52AM	
lab62route	Route ID	sysadmin	March 10, 2000 10:05AM	
lab62routename	Route Name	sysadmin	March 10, 2000 09:52AM	
lab62skillset	Skillsets	sysadmin	March 10, 2000 09:53AM	
Rina'sRoute	Route Name	sysadmin	March 10, 2000 09:09AM	
RinaAPp	Applications	sysadmin	March 10, 2000 09:08AM	
RinaDNISName	DNIS Name	sysadmin	March 10, 2000 09:09AM	
RinaRoute	Route ID	sysadmin	March 10, 2000 10:03AM	
Rinaskillset	Skillsets	sysadmin	March 10, 2000 09:04AM	
s	DNIS Name	sysadmin	July 22, 2000 09:28AM	
Sat_DNIS	DNIS	sysadmin	July 22, 2000 09:24AM	
Sat_route	Route ID	sysadmin	July 22, 2000 09:26AM	
Saturday	DNIS Name	sysadmin	July 22, 2000 09:24AM	
testing	DNIS Name	sysadmin	July 22, 2000 09:29AM	

To add a new filter set

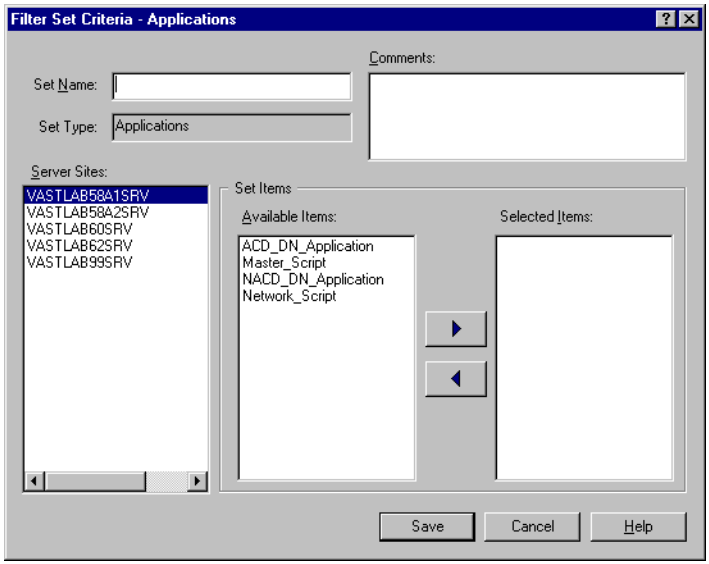
1 Choose File → New Set.

Result: The Select Type dialog box appears.



2 Choose the appropriate resource type, and then click Edit Set Contents.

Result: The Filter Set Criteria dialog box for the selected resource appears. The dialog box lists all server sites that are configured under the NCC server. When you click on a server site, the available resources from that site appear for you to select.



3 Select the desired resource items, and then click Save.

Note: If a server is down, the program cannot retrieve information about the site. When this happens, a message appears informing you which servers cannot be contacted.

Chapter 3

Frequently asked questions

In this chapter

Pegging questions 74

Questions about custom reports 78

Pegging questions

Can we change the length of the interval from 15 minutes to 60?

The interval length is not configurable. It is fixed at 15 minutes.

How are ACD statistics sent to the server?

Symposium Call Center Server does not report on statistics relating to the ACD queue. The server does not have delay or abandon information for ACD calls.

However, the server can provide the following statistics for ACD calls presented to a phoneset that has been acquired by the server:

- the number of ACD calls answered
- the number of ACD calls conferenced and transferred
- the amount of time spent on ACD calls

You can also map each ACD-DN to a dummy skillset. All calls to that ACD-DN that are answered on a phoneset acquired by the server, are pegged against the dummy skillset. (If you do not map an ACD-DN, calls to that ACD-DN are pegged against the Default_ACD_Skillset.)

Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

This can occur for two reasons:

- A call pegs as offered in the interval when it is first processed by the Master script. It pegs as answered when the call is answered, or it pegs as abandoned when the call is released.
- A call that is offered to a Symposium Call Center Server agent (that is, an agent who is configured on the server) can be
  - answered
  - abandoned
  - given a treatment, such as Force Disconnect, Overflow, Route To, or Default

You can create a custom formula to account for all calls given a treatment (this formula varies depending on the types of treatments you use). When you add this custom formula to CallsAnswered and CallsAbandoned, the result should be close to CallsOffered. (The result may not be equal to CallsOffered if calls were offered in one interval, and answered, abandoned, or given a treatment in another.)

Why do agent activity times not add up to logon time?

All agent state timers are maintained independently. For example, the following events occur:

9:00:00	The agent logs on.
9:00:10	The agent answers an DN call from an internal number.
9:00:20	The agent places the DN call on hold and answers a Symposium Call Center Server call.
9:01:20	The agent releases the Symposium Call Center Server call and resumes the DN call.
9:01:30	The agent releases the DN call and logs off.

At the end of this period, the agent timers have the following values:

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS/MSL-100) or DNIntInCallsTalkTime (Meridian 1/CSE 1000)	80 seconds
TalkTime	60 seconds

The total activity time for the agent, as calculated below, exceeds the agent logon time of 90 seconds.

WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 150 seconds

Similarly, on the Meridian 1/CSE 1000 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

What is the difference between ReturnedToQ and ReturnedToQDueToTimeout?

Calls are pegged as ReturnedToQ under the following conditions:

- An agent manually returns the call to the queue.
- An agent presses a key just as a call is being presented (this should only occur rarely).

Calls are pegged as ReturnedToQDueToTimeout if they are not answered within a period of time specified in the agent's call presentation class.

What is the difference between service level threshold for an application and service level threshold for a skillset?

In the application statistics, wait time for calls abandoned and answered is calculated from the time the call is handed off by the Master script to a primary application. As a result, it includes the time required for the caller to navigate menus and listen to recorded announcements. When you calculate the service level for an application threshold class, you must allow for this time.

In the skillset statistics, wait time for calls abandoned and answered is calculated from the time the call is queued to the skillset. It does not include the time required for the caller to navigate menus and listen to recorded announcements.

Why is my service level 0%?

If no calls are answered or abandoned during an interval, the service level is 0% (that is, zero calls are answered within the service level threshold).

Why is the agent name field blank on an agent statistical report?

If an agent record has been deleted, the agent name appears blank in any reports based on the AgentPerformanceStat, AgentByApplication, or AgentBySkillset views. Symposium Call Center Server pegs statistics against an agent ID, and when you generate this report, looks up the corresponding agent name in the database. If the agent record has been deleted, the server cannot retrieve the agent name.

What is the reporting impact of having a primary script and skillset with the same name?

This does not impact pegging. However, reports are easier to interpret if entities have unique names.

What time period does the interval from 7:00 to 7:15 represent?

When you generate a report for the interval from 7:00 to 7:15, the data included in the report includes events occurring between 7:00 and 7:14:59.

Questions about custom reports

What is the maximum number of custom reports I can create?

Symposium Call Center Server does not limit the number of reports you can create.

What join type do I use to join tables in Crystal Reports?

When you link views to generate a custom report, use the Left Outer [=(+), *=] join type.

Chapter 4

Data dictionary

In this chapter

Overview 80

Section A: Summarized historical statistics 83

Section B: Event statistics 219

Section C: Configuration views 247

Overview

Introduction

The Symposium Call Center Server database is an open database; you can access the data in this database with any SQL- or ODBC-compliant application. You can use the data in many ways, including the following:

- Import it into a spreadsheet for manipulation.
- Import it into your corporate database.
- Generate customized reports using Crystal Reports or another reporting application.

This appendix describes the data that is available to you.

Types of data

This appendix describes the following types of data:

- summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly)
- event statistics—statistics that report each occurrence of an event
- configuration data—information about the configuration of your server

Database views

Summarized historical statistics, event statistics, and configuration data are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

Statistical field types

The following table describes the field types used in the statistics descriptions in this appendix. For each type, it provides a range of valid values and a size:

Field type	Description	Value range	Length
binary	binary data	n/a	n bytes, data dependent
char	fixed character length	n/a	n bytes
datetime	time stamp	Jan 1, 1753 to Dec 31, 9999	8 bytes
int	integer	-2 147 483 648 to 2 147 483 647	4 bytes
smalldatetime	time stamp	Jan 1, 1900 to June 6, 2079	4 bytes
smallint	small integer	-32 768–32 767	2 bytes
tinyint	tiny integer	0–255	1 byte
varchar	variable length character	n/a	n bytes, data dependent

Resource usage

When you generate reports or export data from the database, you use system resources, including server CPU and LAN bandwidth. To calculate resource requirements for a specific application, refer to the *Planning and Engineering Guide*.

Note: If you are generating large reports or exporting large amounts of data, do so at off-peak times.

Section A: Summarized historical statistics

In this section

Overview of summarized historical statistics 84

Types of views 86

Linking views 89

Types of calls 94

ActivityCodeStat views 98

AgentByApplicationStat views 104

AgentBySkillsetStat views 110

AgentPerformanceStat views 116

ApplicationStat views 141

CDNStat views 162

DNISStat views 166

IVRPortStat views 174

IVRStat views 179

NetworkInCallStat views 184

NetworkOutStat views 191

RANMusicRouteStat views 198

RouteStat views 201

SCCSDBSpace views 205

SkillsetStat views 207

TrunkStat views 215

Overview of summarized historical statistics

Introduction

Summarized historical statistics are accumulated over a period of time (15-minute interval, daily, weekly, or monthly). For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

These statistics are used in standard and user-defined reports. You can also include these statistics in your user-created reports.

Database views

Summarized historical statistics are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

Data collection option

When you configure Historical Statistics Collection, you can choose whether to collect statistics in each of the following statistics groups:

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN statistics
- DNIS statistics
- IVR port statistics (Meridian 1/CSE 1000 switch)
- IVR queue statistics (Meridian 1/CSE 1000 switch)
- network call-by-call statistics (NSBR option)
- network incoming call statistics (NSBR option)
- network outgoing call statistics (NSBR option)

- RAN and music route statistics
- route statistics (Meridian 1/CSE 1000 switch)
- skillset statistics
- trunk statistics (Meridian 1/CSE 1000 switch)

You can enable or disable data collection for one of these groups at any time while the system is running.

IVR transfers

If you are using Meridian Mail or another IVR system that uses a two-stage transfer (IVR Transfer), rather than a hook-flash transfer, the CallsOffered statistic is pegged each time a call is transferred by the IVR system.

Your ApplicationStat view may contain the following statistics:

CallsOffered = 1000
CallsAnswered = 600
IVRTransferred = 400

In this case, although CallsOffered is 1000, the number of calls from outside callers is actually 600.

Types of views

Introduction

Summarized historical statistics are available in interval, daily, weekly, and monthly views.

Interval views

The server accumulates interval statistics for 15 minutes. At the end of the 15-minute interval, the server creates a new record in the database for each entity (or combination of entities). The new record contains the summarized statistics for that entity for that interval. (The statistics collected depend on the type of entity.) The time-stamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00, where MM is 00, 15, 30, or 45.

For example, to record agent by skillset statistics, the server creates a record for each skillset for which an agent answered calls during the interval just ended.

Note: Interval statistics are not available until after the interval ends. If you shut down the server without properly shutting down the Symposium Call Center Server services, data for the current interval is lost.

Interval views begin with the prefix i.

Daily views

Immediately after the end of the business day (that is, at 12:00 a.m. the next day), the server sums all of the interval records for the day, and creates corresponding daily records. The time-stamp field of the daily records is in the format YYYY/MM/DD 00:00:00:00.

Note: Daily statistics are not available until the beginning of the next day.

Daily views begin with the prefix d.

Weekly views

After the end of the first day of the week (that is, at 12:00 a.m. of the next day), the server creates weekly records that contain each of the daily totals. After the end of each subsequent day in the week, the server adds the day's totals to the fields in the weekly records. The time-stamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

Notes:

- Weekly statistics are not available until the beginning of the next week.
- The first day of the week is configurable in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

Monthly views

Immediately after the end of the first day of the month (that is, at 12:00 a.m. of the next day), the server creates monthly records that contain each of the daily totals. After the end of each subsequent day in the month, the server adds the day's totals to the fields in the monthly record. The time-stamp field of the monthly records is in the format YYYY/MM/DD 00:00:00:00, where DD is 01.

Note: Monthly statistics are not available until 12:00 a.m of the first day in the next month.

Monthly views begin with the prefix m.

When statistics are cumulated

The following table shows when different types of statistics are cumulated and become available for reporting:

Type	When cumulated
interval	every 15 minutes
daily	immediately after the end of the day (that is, at 12:00 a.m. the next day)

Type	When cumulated
weekly	immediately after the end of the week (that is, at 12:00 a.m. on the first day of the next business week)
monthly	immediately after the end of the month (that is, at 12:00 a.m. on the first day of the next month)

Linking views

Introduction

Linkages between database views allow you to generate customized reports that combine statistics from two or more views. You can only combine views that share a linkage key. If you combine views that do not share a linkage key, the resulting statistics are meaningless and misleading.

If several views use the same linkage key, you can create a report combining all of those views.Introduction

If the SQL queries you are using perform calculations such as Max, Min, Sum, or Avg, use the Group By statement to ensure that the joined view does not contain duplicated data.

Example

BestAir's call center administrator wants to create a report containing the following statistics for each agent:

- CallsAnswered
- CallsOffered
- TalkTime

The AgentPerformanceStat view provides CallsAnswered and CallsOffered statistics, but it does not provide TalkTime statistics. The AgentByApplicationStats view provides CallsAnswered and TalkTime statistics, but it does not provide CallsOffered statistics. To obtain all of these statistics, the administrator must use both of these views.

The following tables provide examples of statistics for these views:

AgentPerformanceStat view

Timestamp	UserID	CallsAnswered	CallsOffered
13:00 31/10/2000	6709	8	9
13:00 31/10/2000	6761	5	5

AgentByApplicationStat view

Timestamp	UserID	ApplicationID	CallsAnswered	TalkTime
13:00 31/10/2000	6709	10000	6	400
13:00 31/10/2000	6709	10001	2	100
13:00 31/10/2000	6761	10000	5	300

From the AgentPerformanceStat view, you can see that the number of CallsAnswered for UserID 6709 is 8. The AgentByApplicationStat view tells you that six of these calls were answered for Application ID 10000, and two calls were answered for ApplicationID 10001.

Proper join

To obtain correct grand totals, you must use the following SQL query:

```
(select a.Timestamp, a.UserID, max (a.CallsAnswered),
   max(a.CallsOffered), sum(b.CallsAnswered),
   sum(b.TalkTime)
 from iAgentPerformanceStat a, iAgentByApplicationStat
   b
 where a.Timestamp = “13:00 3/10/2000”
   and b.Timestamp = “13:00 3/10/2000”
   and a.Timestamp = b.Timestamp
   and a.Userid     = b.UserId
group by a.Timestamp, a.UserId
)
```

This SQL query uses Timestamp and UserID as linkage keys. The “group by” statement creates a record for each unique combination of Timestamp and UserID, rather than for each unique combination of Timestamp, UserID, and ApplicationID.

This query takes the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat. The query takes the *maximum* value for the iAgentPerformanceStat statistics and the *sum* of the values for each agent for the iAgentByApplicationStat statistics. The “group by” statement is essential to obtaining the correct results.

The following table shows the resulting statistics:

Timestamp	UserID	Calls Answered	CallsOffered	Calls Answered	TalkTime
13:00 31/10/2000	6709	8	9	8	500
13:00 31/10/2000	6761	5	5	5	300

The grand totals are correct:

- CallsAnswered = 8 + 5 = 13
- CallsOffered = 9 + 5 = 14
- TalkTime = 500 + 300 = 800

Elimination of the “group by” statement causes the CallsOffered field to be counted multiple times for some agents. Each agent’s total CallsAnswered is multiplied by the number of applications for which the agent answered calls. Therefore, it only provides correct results if each agent answered calls for only one application.

The following simple join illustrates this problem:

Simple join

The simplest join uses the following SQL query:

```
(select a.Timestamp, a.UserID, b.ApplicationID,
   a.CallsAnswered, a.CallsOffered, b.CallsAnswered,
   b.TalkTime
 from iAgentPerformanceStat a, iAgentByApplicationStat
   b
 where a.Timestamp = “13:00 3/10/2000”
   and b.Timestamp = “13:00 3/10/2000”
```

```
        and a.Timestamp = b.Timestamp
        and a.Userid     = b.UserId
    )
```

This query uses the Timestamp and UserId fields as linkage keys for the two views. It creates a record for each unique combination of Timestamp, UserID, and ApplicationID in iAgentByApplicationStat. For each record in iAgentByApplicationStat, it finds the record with a matching UserID and Timestamp in iAgentPerformanceStat. The new record contains the Timestamp and UserID, the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat.

The following table shows the resulting statistics:

Timestamp	UserID	Application ID	Calls Answered	Calls Offered	Calls Answered	Talk Time
13:00 31/10/2000	6709	10000	8	9	6	400
13:00 31/10/2000	6709	10001	8	9	2	100
13:00 31/10/2000	6761	10000	5	5	5	300

Each entry contains two CallsAnswered fields. One field contains the calls answered by the agent; the other field contains the calls answered by the agent for the application. Grand totals of the two CallsAnswered fields produce the following results:

- 8 + 8 + 5 = 21
- 6 + 2 + 5 = 13

The second total is correct (13). The first total counts agent 6709's CallsAnswered twice, because it multiplies the agent's total CallsAnswered by the number of applications for which the agent answered calls. The result is correct only if each agent answered calls for only one application.

The grand total of the CallsOffered field is 9 + 9 + 5 = 23. Again, this total is misleading because the agent's total CallsOffered is included twice.

Types of calls

Introduction

The call types described on this page and the following pages are referred to in the descriptions of database views.

Symposium Call Center Server calls

Symposium Call Center Server calls are calls that

- arrive at a CDN that is acquired by Symposium Call Center Server
- are presented to the Incalls key of a phoneset that is acquired by Symposium Call Center Server

Local Symposium Call Center Server calls are calls that arrive at a CDN configured as a local CDN; network Symposium Call Center Server calls are calls that arrive at a CDN configured as a network CDN (that is, incoming calls), or calls that are offered to a remote site by the local server (that is, outgoing calls).

Note: Unless otherwise specified, Symposium Call Center Server calls include both local and network calls.

Tracking

Symposium Call Center Server calls are tracked from the time that a call notification message arrives from the switch until the call is

- abandoned
- routed to the default DN
- given Force Disconnect command
- given Busy treatment
- given Overflow treatment
- given Queue to NACD treatment

- given Queue to Network Skillset treatment, and then
  - abandoned
  - answered
  - reaching a non-ISDN trunk
  - treated by the Network script at the remote site
- released
- transferred or conferenced out by an agent or resource

ACD calls

ACD calls are calls to an Automatic Call Distribution Directory Number (ACD-DN) that are presented to a phoneset that is acquired by Symposium Call Center Server. ACD calls are distributed to agents in an ACD group based on the routing table defined on the switch.

Notes:

- Networking statistics only contain calls controlled by the server. They do not include ACD calls.
- On the DMS/MSL-100 switch, ACD call statistics include NACD calls.

Tracking

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time that they are answered at a phoneset acquired by Symposium Call Center Server. Therefore, the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

NACD calls

NACD calls arrive at the server via a network ACD-DN and are presented to a phoneset acquired by Symposium Call Center Server.

Notes:

- Delay and abandon statistics are not available for NACD calls.
- On the DMS/MSL-100 switch, Symposium Call Center Server cannot distinguish between ACD and NACD calls. NACD calls are pegged as ACD calls.

Tracking

For NACD calls, the server does not record information about call activity on the switch. NACD calls are tracked from the time that they are answered at a phoneset acquired by Symposium Call Center Server. Therefore the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

DN calls

DN calls are presented to the DN key of a phoneset that is acquired by Symposium Call Center Server. DN calls are usually personal calls. The server only pegs DN calls in the AgentPerformanceStat views. Activity code and application statistics do not include DN calls.

Tracking

DN calls are tracked from the time that they are answered. The server does not track activity for calls automatically redirected by the switch, including

- hunting
- call forward—busy
- call forward—all calls
- call forward—no answer

Note: For the DMS/MSL-100 switch, only one DN key can be configured in the Phoneset Properties sheet and monitored by Symposium Call Center Server. Activity on other DN keys is not reported.

ActivityCodeStat views

Introduction

Activity code statistics provide accounting information based on a combination of activity code, agent, and application call information. These statistics allow you to monitor agents' work and time distribution within their working hours.

On the Meridian 1/CSE 1000 switch, activity code statistics include statistics for Not Ready reason codes. Agents enter these codes when they go into Not Ready state.

Notes:

- The server does not record activity time for DN calls.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

Definition: Activity code

An activity (or Line of Business) code identifies the type of call being answered. For example, your call center manager can define activity codes to identify sales, service, or support calls.

Requirements

- Define activity codes on the server in Symposium Call Center Server. If you do not, activity codes statistics are collected, but ActivityCodeName is blank.
- Configure the server to collect activity code statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all activity codes; you cannot configure the system to collect statistics for selected activity codes.

Database views

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

Field descriptions

ActivityCode

Description: A unique identifier for an activity code, as defined on the Activity Code Properties property sheet.

Type: varchar

Length: 32

ActivityCodeName

Description: The name of the activity code, as defined on the Activity Code Properties property sheet.

Type: varchar

Length: 30

ActivityTime

Description: The total call time that was charged to this activity code by this agent.

Triggers: For the first activity code entered during a call, activity time begins when the call is answered. For subsequent activity codes, activity time begins after the agent presses the Activity or LOB key and enters the activity code. Activity time ends when the call is released or the agent enters a new activity code.

Type: int

Length: 4

ActivityShortName

Description: Stores the short name for the activity code.

Type: varchar

Length: 30

AgentGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Triggers: A logon is pegged after the agent enters a logon ID and (if required) a logon password.

Type: varchar

Length: 16

AgentSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Application

Description: The name of the application, as defined on the Application Properties property sheet.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application. Statistics for Not Ready reason codes are pegged against the System_Application.

Type: varchar

Length: 30

ApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

Occurrences

Description: The number of times this activity code was entered by an agent. Multiple activity codes (up to three for a DMS/MSL-100 switch) may be entered during a single call.

Pegging: An occurrence is pegged after the agent presses the Activity or LOB key and enters this activity code.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time that the statistic was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link activity code statistics to other statistics groups to generate customized reports. For more information, see "When statistics are cumulated" on page 87.

The following table shows the statistics groups to which activity code statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
AgentByApplicationStat	Timestamp UserID ApplicationID
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID

IF you are generating a custom report using	THEN the linkage key data field is
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp ApplicationID

AgentByApplicationStat views

Introduction

Agent by application statistics provide summarized performance information for a Symposium Call Center Server agent. You can use these statistics to monitor an agent's contribution to an application.

The data fields are pegged based on a combination of application and agent activities.

Note: These statistics do not include DN calls.

Requirements

- Configure the server to collect agent by application code statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

Field descriptions

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

Application

Description: The name of the application for which the agent answered the call, as defined on the General – Application Properties property page.

Type: varchar

Length: 30

ApplicationID

Description: A unique identifier for the application for which the agent answered the call, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered by an agent for this application.

Triggers: Call answer is pegged upon answer.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

PostCallProcessingTime

Description: This is the total time an agent spends performing post-call processing. Normally, an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Call Center Server call, and ends when the agent presses the Not Ready key again.

Note: If the Not Ready state is terminated by an action other than the pressing of the Not Ready key (for example, if the agent makes or receives a DN call or logs out of the skillset), PostCallProcessingTime is not calculated for the call. Any subsequent Not Ready periods are not pegged against PostCallProcessingTime.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time an agent spends on the phoneset answering local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls for this application. This statistic includes hold time.

Triggers: Talk time begins when the call is answered. For the Meridian 1/ CSE 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link agent by application statistics to other statistics groups to generate customized reports. For more information, see "When statistics are cumulated" on page 87.

The following table shows the statistics groups to which agent by application statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID ApplicationID
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID

IF you are generating a custom report using	THEN the linkage key data field is
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutCallStat	Timestamp ApplicationID

AgentBySkillsetStat views

Introduction

Agent by skillset statistics provide summarized performance information for Symposium Call Center Server agents. The data fields are pegged based on a combination of skillset and agent call information.

Note: These statistics do not include DN calls.

Requirements

- Configure the server to collect agent by skillset statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

Pegging thresholds

You can define skillset threshold classes with different values for the length (talk time) of a short call. Then, you assign each skillset to a threshold class. The value for short call length, then, can vary from one skillset to another. For more information about threshold classes, refer to the *Administrator's Guide.*

Field descriptions

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered for this skillset.

Triggers: Calls are pegged upon answer.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and the answering skillset. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General –

Skillset Properties property page (if defined), or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined), or the Default_NACD_Skillset.

Type: int

Length: 4

PostCallProcessingTime

Description: The total time an agent spends performing post-call processing. Normally an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

Triggers: Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Call Center Server call and ends when the agent presses the Not Ready key again.

Type: int

Length: 4

ShortCallsAnswered

Description: The total number of local and incoming network Symposium Call Center Server, ACD, and NACD calls answered that had a talk time less than the short call threshold assigned to the threshold class for the skillset.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 30

SkillsetID

Description: A unique number to identify a skillset, which is assigned by the server when the skillset is added.

Type: int

Length: 4

TalkTime

Description: The total time spent by the agent on local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls, including hold time, for this skillset.

Triggers: Talk time begins when the call is answered. For the Meridian 1/ CSE 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The total time an agent was logged on and assigned to this skillset.

Triggers: Staffed time begins when the agent logs on (if the agent is assigned to a skillset), or after the agent is assigned to the skillset with a priority of 1 or more, either from the Skillset – User Properties property page or with an agent to skillset assignment. Staffed time ends when the agent logs out, is removed from the skillset, or is put on standby for the skillset.

Type: int

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate customized reports. For more information, see "When statistics are cumulated" on page 87.

The following table shows the statistics groups to which agent by skillset statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp SkillsetID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp ApplicationID

AgentPerformanceStat views

Introduction

Agent performance statistics provide summarized performance measurement information for Symposium Call Center Server agents. The data fields are pegged based on agent activities.

Requirements

- Configure the server to collect agent performance statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database views

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

Agent state timers

All agent state timers are maintained independently. For example, the following events occur:

9:00:00	The agent logs on.
9:00:10	The agent answers an DN call from an internal number.
9:00:20	The agent places the DN call on hold and answers a Symposium Call Center Server call.

9:01:20	The agent releases the Symposium Call Center Server call and resumes the DN call.
9:01:30	The agent releases the DN call and logs off.

At the end of this period, the agent timers have the following values:

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS/MSL-100) or DNIntInCallsTalkTime (Meridian 1/CSE 1000)	80 seconds
TalkTime	60 seconds

The total activity time for the agent, as calculated below, exceeds the agent logon time of 90 seconds.

WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 120 seconds

Similarly, on the Meridian 1/CSE 1000 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

Agents and supervisors

Agents are linked to reporting supervisors. An agent can have only one reporting supervisor at any given time. However, he or she can have a different supervisor at different times of the day. To allow supervisors to monitor all of their reporting agents, these statistics allow agents to be linked to multiple supervisors.

Transferred and conferenced calls

On the DMS/MSL-100 switch, a call is pegged as a transfer when the agent uses the Fast Transfer key. It is pegged as a conference when the agent uses the 3WC key.

Notes:

- A transfer or conference is pegged when an agent presses the key the second time to complete the transfer or conference.
- On the DMS/MSL-100 switch, when an agent is in consultation with another agent (during a transfer or conference), he or she cannot use the Emergency or LOB keys. However, when the other agent drops off the call, these keys become available again.

Blind transfers and conferences

Blind transfers and (on the DMS/MSL-100 switch) blind conferences are pegged as transfers or conferences to “Other.” The Meridian 1/CSE 1000 switch does not support blind conferences (conferences that are completed before the call is presented to the destination phoneset).

Transfers and conferences to Incalls

On the DMS/MSL-100 switch, calls that are transferred or conferenced directly to an Incalls key are pegged as calls transferred or conferenced to Incalls. The Meridian 1/CSE 1000 switch does not support direct transfer to or conference with an Incalls key.

DN statistics (DMS/MSL-100 switch)

For the DMS/MSL-100 switch, only one DN key can be configured in the Phoneset Properties property sheet and monitored by Symposium Call Center Server. Transfers and conferences to or from other DN keys are not reported.

Field descriptions

ACDCallsAnswered

Description: The number of ACD calls answered by the agent. On the Meridian 1/CSE 1000 switch, this statistic includes parked ACD calls that are returned to an agent. On the DMS/MSL-100 switch, this statistic includes NACD calls answered.

Pegging: Answered calls are pegged upon release or (on the Meridian 1/CSE 1000 switch) when the Call Park feature is used.

Type: int

Length: 4

ACDCallsConfToCDN

Description: The number of ACD calls that are conferenced from a phoneset aquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/CSE 1000 switch, this statistic includes calls conferenced to agents on a remote node. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToDN

Description: The number of ACD calls that are conferenced from a phoneset aquired by Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToIncalls

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS/MSL-100 switch) conferenced directly to an Incalls key on such a phoneset. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsConfToOther

Description: The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind conferences and NACD calls conferenced.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

ACDCallsTalkTime

Description: The total time spent on ACD calls, including hold time. On the DMS/MSL-100 switch, this field includes talk time for NACD calls.

Triggers: Talk time begins when the call is answered. For the Meridian 1/ CSE 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

Type: int

Length: 4

ACDCallsTransferredToCDN

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/CSE 1000 switch, this statistic includes calls transferred to agents at a remote node. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred to a CDN.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToDN

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToIncalls

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS/MSL-100 switch) transferred directly to an Incalls key on such a phoneset. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ACDCallsTransferredToOther

Description: The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers and NACD calls transferred.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

Note: If an agent record has been deleted since the data was collected, the agent name is blank.

BreakTime

Description: Meridian 1/CSE 1000 switch only. The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in break state after each call.

Triggers: Break time begins when a call is released and ends when the timer elapses.

Type: int

Length: 4

BusyMiscTime

Description: Meridian 1/CSE 1000 switch only. The total time the Incalls key of an agent was busy because of events not related to DN calls, for example, programming the Call Forward key or ACD call ringing.

Triggers: The following table shows when busy time begins and ends:

Busy time begins when	and ends when
the agent presses the Forward key to program call forward	the agent presses the Forward key again to activate call forward.
the agent presses the DN key	the agent completes dialing the number.
an ACD call is presented to the agent's phoneset	the agent answers the ACD call.

Type: int

Length: 4

BusyOnDNTime

Description: Meridian 1/CSE 1000 switch only. The total time the Incalls key of an agent was busy because the agent pressed the personal DN key or was busy on a DN call.

Triggers: Busy time begins when the agent presses the DN key and ends when the DN call is released.

Type: int

Length: 4

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server calls answered. This statistic includes NACD calls routed to a local CDN.

Pegging: Calls are pegged upon answer.

Restriction: This statistic does not include DN, ACD, or NACD calls answered.

Type: int

Length: 4

CallsOffered

Description: The number of local and incoming network Symposium Call Center Server calls presented to an agent. On the Meridian 1/CSE 1000 switch, this statistic also includes parked calls that are returned to an agent.

Pegging: Calls are pegged against the Master_Script application upon arrival and against a primary application when the Master_Script application hands over control.

Type: int

Length: 4

CallsReturnedToQ

Description: The number of local and incoming network Symposium Call Center Server calls returned to the skillset queue for reasons other than timeout.

Triggers: A call is pegged as returned to queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while a call is being presented.

Type: int

Length: 4

CallsReturnedToQDueToTimeout

Description: The number of local and incoming network Symposium Call Center Server calls returned to the associated skillset queue automatically, after a wait greater than or equal to the answering timeout for the agent, as defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

CDNCallsConfToCDN

Description: The number of CDN calls that are conferenced to a CDN acquired by Symposium Call Center Server. On the Meridian 1/CSE 1000 switch, this statistic includes calls conferenced to agents at a remote node.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToDN

Description: The number of CDN calls that are conferenced to an agent's personal or secondary DN on a phoneset acquired by Symposium Call Center Server.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToIncalls

Description: The number of CDN calls that are conferenced to an ACD-DN and presented to a phoneset acquired by Symposium Call Center Server.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsConfToOther

Description: The number of CDN calls that are conferenced to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToCDN

Description: The number of CDN calls that are transferred to a CDN acquired by Symposium Call Center Server. On the Meridian 1/CSE 1000 switch, this statistic includes calls transferred to agents at a remote node.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToDN

Description: The number of CDN calls that are transferred to a personal or secondary DN on a phoneset acquired by Symposium Call Center Server.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToIncalls

Description: The number of CDN calls that are transferred to an ACD-DN and presented to a phoneset acquired by Symposium Call Center Server, or (for the DMS/MSL-100 switch) transferred directly to an Incalls key on such a phoneset.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

CDNCallsTransferredToOther

Description: The number of CDN calls that are transferred to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

ConsultationTime

Description: Meridian 1/CSE 1000 switch only. The total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

Triggers: Consultation time begins when the caller disconnects and ends when the call is released.

Type: int

Length: 4

DNCallsConfToACDDN

Description: The number of DN calls that are conferenced from a phoneset acquired by Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by Symposium Call Center Server.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNCallsConfToCDN

Description: The number of DN calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/CSE 1000 switch, this statistic includes calls conferenced to agents at a remote node.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsConfToDN

Description: The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsConfToOther

Description: The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind conferences.

Pegging: The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToACDDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the Symposium Call Center Server.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToCDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/CSE 1000 switch, this statistic includes calls transferred to agents at a remote node.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToDN

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNCallsTransferredToOther

Description: The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

Pegging: The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

Type: int

Length: 4

DNInCalls

Description: DMS/MSL-100 switch only. The number of calls to an agent's DN key.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInCallsTalkTime

Description: DMS/MSL-100 switch only. The total time spent on incoming DN calls, including hold time.

Triggers: Talk time begins when the call is answered and ends when the agent releases the call.

Type: int

Length: 4

DNInExtCalls

Description: Meridian 1/CSE 1000 switch only. The number of calls to an agent's DN key from an external number (that is, from another customer group). This statistic includes parked external calls returned to the agent.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInExtCallsHoldTime

Description: Stores hold time for calls to an agent's DN key from an external number (that is, from another customer group).

Type: int

Length: 4

DNInExtCallsTalkTime

Description: Meridian 1/CSE 1000 switch only. The total time spent on incoming DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNInIntCalls

Description: Meridian 1/CSE 1000 switch only. The number of calls to an agent's DN key from an internal number (that is, from the same customer group). This statistic includes parked internal calls returned to the agent.

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInIntCallsHoldTime

Description: Stores hold time for calls to an agent's DN key from an internal number.

Type: int

Length: 4

DNInIntCallsTalkTime

Description: Meridian 1/CSE 1000 switch only. The total time spent on incoming DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNOutCalls

Description: DMS/MSL-100 switch only. The total number of DN calls originated by the agent from his or her DN key.

Pegging: A call is pegged when the agent presses the secondary DN key, even if the agent does not make a call.

Type: int

Length: 4

DNOutCallsTalkTime

Description: DMS/MSL-100 switch only. The total time spent on outgoing DN calls, including hold time.

Triggers: Talk time begins when the agent presses the DN key and ends when the agent releases the call.

Type: int

Length: 4

DNOutExtCalls

Description: Meridian 1/CSE 1000 switch only. The total number of DN calls originated by the agent from his or her DN key to a number external to the customer group. This statistic includes external parked calls retrieved by an agent.

Pegging: The call is pegged when the agent presses the DN key.

Type: int

Length: 4

DNOutExtCallsHoldTime

Description: Stores hold time for calls to an agent's DN key to an external number.

Type: int

Length: 4

DNOutExtCallsTalkTime

Description: Meridian 1/CSE 1000 switch only. The total time spent on outgoing DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the agent presses the DN key and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

DNOutIntCalls

Description: Meridian 1/CSE 1000 switch only. The total number of DN calls originated by the agent from his or her DN key to the same customer group. This statistic includes internal parked calls retrieved by an agent.

Triggers: Meridian 1/CSE 1000 **switch:** A call is pegged when the caller is connected. **DMS/MSL-100 switch:** A call is pegged when the agent presses the secondary DN key, even if the agent does not make a call.

Type: int

Length: 4

DNOutIntCallsHoldTime

Description: Stores hold time for calls from an agent's DN key to an internal number.

Type: int

Length: 4

DNOutIntCallsTalkTime

Description: Meridian 1/CSE 1000 switch only. The total time spent on outgoing DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

HoldTime

Description: Meridian 1/CSE 1000 switch only. The total time the agent had Symposium Call Center Server calls on hold while answering calls. This statistic also includes agent walkaway time and the time that elapses while an agent is parking a call.

Triggers: The following table shows when hold time begins and ends:

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call (for example, by pressing the Incalls key).
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

Type: int

Length: 4

LoggedInTime

Description: The total time an agent is in the Login state.

Triggers: Logon time begins after the agent enters a logon ID and (if required) a logon password, and the server determines that the agent is valid. Logon time ends when the agent logs off.

Type: int

Length: 4

NACDCallsAnswered

Description: Meridian 1/CSE 1000 switch only. The number of NACD calls answered by an agent.

Pegging: Calls are pegged upon answer.

Note: For the DMS/MSL-100 switch, NACD calls are pegged as ACD calls.

Type: int

Length: 4

NACDCallsTalkTime

Description: Meridian 1/CSE 1000 switch only. The total time spent on NACD calls by an agent, including hold time.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Note: For the DMS/MSL-100 switch, NACD calls are pegged as ACD calls.

Type: int

Length: 4

NetworkCallsAnswered

Description: NSBR option only. The number of incoming network calls answered by an agent.

Type: int

Length: 4

NetworkCallsTalkTime

Description: NSBR option only. The total time spent by an agent on incoming network calls, including hold time.

Triggers: Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

Type: int

Length: 4

NotReadyTime

Description: The total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and (on the Meridian 1/CSE 1000 switch) not ready time with reason codes.

Triggers: Not Ready time begins when the agent presses the Not Ready key and ends when the agent presses the Not Ready key again.

Type: int

Length: 4

ReservedForCall

Description: NSBR and NACD options only. The number of times the agent was reserved to answer a network or NACD call.

Type: int

Length: 4

ReservedTime

Description: NSBR and NACD options only. The total time the agent was in Reserved state.

Triggers: Reserved time begins when the switch reserves the agent for a network or NACD call and ends when the call is presented or the agent reservation is cancelled.

Type: int

Length: 4

RingTime

Description: The total time an agent spends in the Ring state before answering a Symposium Call Center Server call.

Triggers: Ring time begins when a call is presented to the phoneset and ends when the call is answered, abandoned, or returned to the queue.

Note: On the Meridian 1/CSE 1000 switch, if call force is set for the agent's call presentation class, ring time equals the call force timer.

Type: int

Length: 4

ShortCallsAnswered

Description: The total number of calls answered that had a talk time less than the short call threshold assigned to the application for which the call was answered. Local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls are eligible to be short calls.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

SupervisorGivenName

Description: The first or given name of the agent's reporting supervisor, as defined on the supervisor's General – User Properties property page.

Type: varchar

Length: 64

SupervisorLogin

Description: The numeric ID the supervisor uses to log on to the phoneset, as defined on the supervisor's Phoneset – User Properties property page.

Type: varchar

Length: 16

SupervisorSurName

Description: The last or surname of the agent's supervisor, as defined on the supervisor's General – User Properties property page.

Type: varchar

Length: 64

SupervisorUserID

Description: A unique identifier for the agent's reporting supervisor, which is assigned by the server when the agent is added.

Type: binary

Length: 16

TalkTime

Description: The total time spent by the agent on local and incoming network Symposium Call Center Server calls, including hold time.

Triggers: Talk time begins when the call is answered. For the Meridian 1/ CSE 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

VariableWrapTime

Description: DMS/MSL-100 switch only. The total time an agent is in the Variable Wrap state for all skillsets. You can configure the Variable Wrap feature on the switch for an ACD group or agent. If you do, the agent is put into Variable Wrap state for a predefined time after each call. To allow Symposium Call Center Server to report Variable Wrap time, you must enable the Variable Wrap feature for the call presentation class to which the agent belongs.

Triggers: Variable Wrap time begins when a call is released and ends when the timer elapses.

Type: int

Length: 4

WaitingTime

Description: The total time an agent spends waiting for calls. On the DMS/MSL-100 switch, this includes time when the agent is active on a secondary DN and when the agent is reserved on the switch.

Triggers: Wait time begins when the agent goes into Idle state, for example, if

- the agent logs on and presses the Not Ready key
- the agent releases a call, and the agent’s call presentation class is not configured for Break time or Variable Wrap
- the agent’s break or variable wrap timer elapses after a call is released

- the agent presses the Not Ready key a second time after entering Not Ready state

Type: int

Length: 4

WalkawayTime

Description: The total time an agent is in the Walkaway state.

Triggers:

Meridian 1/CSE 1000 **switch:** Walkaway time begins when

- an agent puts a call on Hold, and hangs up or unplugs the headset
- an agent in Not Ready state puts a call on hold

Walkaway time ends when the agent takes the phoneset off hook or plugs in the headset.

DMS/MSL-100 switch: Walkaway time begins after the agent presses the Not Ready key and enters a Not Ready reason code other than zero. Walkaway time ends when the agent presses the Not Ready key again.

Type: int

Length: 4

Calculations

Calls abandoned while being presented

To calculate the number of calls abandoned while they were being presented, use the following formula:

CallsOffered – (CallsAnswered + CallsReturnedtoQ + CallsReturnedtoQDuetoTimeout)

Number of network calls not answered

To calculate the number of network calls not answered, use the following formula:

(ReservedForCall – NACDCallsAnswered) – NetworkCallsAnswered

Note: A call can be pegged more than once if it is returned to the queue and then presented to another agent.

Linkages with other statistics groups

You can link agent performance statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the statistics groups to which agent performance statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID
AgentBySkillsetStat	Timestamp UserID

ApplicationStat views

Introduction

Application statistics provide summarized performance data on a per-application basis. The server collects and reports application statistics to give call center managers specific details about call types, callers, or conditions. You can use these statistics to monitor an application's contribution to the operation of a call center.

Definition: Application

An application is a logical entity that represents a script for reporting purposes. The Master script and each script it references (that is, each primary script) has an application with a name that is the same as the script name.

Requirements

- Configure the server to collect application statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Database views

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

Pegging

When a local call enters Symposium Call Center Server, it is handled by the Master script. Most calls are handed off by the Master script to a primary script. The primary script may hand off the call to a secondary script.

Calls handled by Master script

If the call does not leave the Master script, all time delays and events (such as call treatments) are pegged against the Master_Script application.

Calls handled by primary script

If a call is handed off to a primary script, all events occurring up to the handoff are pegged against the Master_Script application. Events that occur after handoff are pegged against the primary application.

Note: All delays, including those experienced at the Master_Script application, are pegged against the primary application.

Calls handled by secondary script

If a call is handed off to a secondary script, all delays and events are pegged against the primary application.

Pegging thresholds

You can define application threshold classes with different values for the service level threshold and the length (talk time) of a short call. Thus, the value for service level and short call length can vary from one application to another. For more information about threshold classes, refer to the *Administrator's Guide.*

Non-ISDN trunks and call information

If a call encounters a non-ISDN trunk while being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot identify those calls that originate within the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

Field descriptions

AbdDelay2, AbdDelay4, AbdDelay6, ... AbdDelay60
AbdDelay70, AbdDelay80, AbdDelay90, ... AbdDelay300
AbdDelay360, AbdDelay420, AbdDelay480, AbdDelay540, AbdDelay600
AbdDelayBeyond

Description: An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

Pegging: Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

AnsDelay2, AnsDelay4, AnsDelay6, ... AnsDelay60
AnsDelay70, AnsDelay80, AnsDelay90, ... AnsDelay300
AnsDelay360, AnsDelay420, AnsDelay480, AnsDelay540, AnsDelay600
AnsDelayBeyond

Description: An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

Pegging: Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

Application

Description: The name of the application, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

ApplicationID

Description: A unique number used to identify an application, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAbandoned

Description: The number of Symposium Call Center Server calls that were abandoned.

Pegging: Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of Symposium Call Center Server calls abandoned for this application after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Type: int

Length: 4

CallsAbandonedDelay

Description: The wait time experienced by all Symposium Call Center Server calls abandoned by callers.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of calls of all types answered for this application.

Triggers: Calls are pegged upon answer.

Pegging: Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of Symposium Call Center Server calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all Symposium Call Center Server calls answered for this application.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnsweredDelayAtSkillset

Description: The total wait time experienced in the skillset queue by all Symposium Call Center Server calls that were answered for this application.

Triggers: Delays begin when the call is queued against the first skillset and end when the call is answered.

Type: int

Length: 4

CallsConferencedIn

Description: The number of local and incoming network Symposium Call Center Server calls conferenced to this application.

Type: int

Length: 4

CallsConferencedOut

Description: The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were conferenced out of this application.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsGivenBroadcast

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls given broadcast treatment for this application.

Pegging: This statistic is pegged when the Give Controlled Broadcast Announcement script command is executed.

Restrictions: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenDefault

Description: The number of local and incoming network Symposium Call Center Server calls given default treatment as a result of an error condition.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of local Symposium Call Center Server calls given Force Busy treatment for this application.

Triggers: This statistic is pegged when the Give Busy script command is executed.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of local and incoming network Symposium Call Center Server calls given Force Disconnect treatment for this application.

Triggers: This statistic is pegged when the Disconnect script command is executed.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of local Symposium Call Center Server calls given Force Overflow treatment for this application.

Triggers: This statistic is pegged when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenHostLookup

Description: The number of local and incoming network Symposium Call Center Server calls for which data was obtained from a remote host through Meridian Link for this application.

Triggers: This statistic is pegged when the Send Request script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenIVR

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls given IVR treatment for this application.

Triggers: This statistic is pegged when the Give IVR script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenMusic

Description: The number of local and incoming network Symposium Call Center Server calls given music treatment through a music route for this application.

Triggers: This statistic is pegged when the Give Music script command is executed.

Type: int

Length: 4

Restriction: The count is not increased if the same call receives this treatment more than once.

CallsGivenNACD

Description: Meridian 1/CSE 1000 switch only. The number of local Symposium Call Center Server calls given Network ACD (NACD) treatment. This treatment sends calls to a switch that does not use the Symposium Call Center Server NSBR feature.

Triggers: This statistic is pegged when the Queue To NACD script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRAN

Description: The number of local and incoming network Symposium Call Center Server calls given recorded announcement (RAN) treatment for this application.

Triggers: This statistic is pegged when the Give RAN script command is executed.

Restriction: The count is not increased if the same call receives this treatment more than once.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of local and incoming network Symposium Call Center Server calls given Route Call treatment for this application.

Triggers: This statistic is pegged when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut

Description: Meridian 1/CSE 1000 switch only. The number of local Symposium Call Center Server calls that were networked out through an NACD queue and answered at remote switches. NACD is used to send calls to a switch that does not use the Symposium Call Center Server NSBR feature.

Triggers: This statistic is pegged when a call is routed to the NACD-DN.

Type: int

Length: 4

CallsOffered

Description: The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were offered to this application.

Triggers: Symposium Call Center Server calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. ACD and NACD calls are pegged when the call is answered.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

CallsTransferredIn

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred to this application.

Type: int

Length: 4

CallsTransferredOut

Description: The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were transferred out of this application.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

Type: int

Length: 4

IVRAbandoned

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls that were abandoned during IVR treatment.

Type: int

Length: 4

IVRTerminated

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

Type: int

Length: 4

IVRTransferred

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for this application.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Type: int

Length: 4

MaxCallsAbandonedDelay

Description: The wait time experienced by the Symposium Call Center Server call that waited the longest before being abandoned.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

Type: smallint

Length: 2

MaxCallsAnsDelay

Description: The wait time experienced by the Symposium Call Center Server call that waited the longest before being answered.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

Type: smallint

Length: 2

MaxCallsAnsDelayAtSkillset

Description: The wait time experienced by the Symposium Call Center Server call that waited the longest in the skillset queue before being answered.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: Delays begin when the call is queued against the first skillset and end when the call is answered for this application.

Type: smallint

Length: 2

MaxNetOutCallsAbandonedDelay

Description: NSBR option only. The wait time experienced by the outgoing network Symposium Call Center Server call that waited the longest before being abandoned at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the destination site.

Type: smallint

Length: 2

MaxNetOutCallsAnsweredDelay

Description: NSBR option only. The wait time experienced by the outgoing networked Symposium Call Center Server call that waited the longest before being answered or terminated at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is answered by an agent, answered by IVR, or terminated at the destination site.

Type: smallint

Length: 2

NetOutCalls

Description: NSBR option only. The number of outgoing network Symposium Call Center Server calls sent from this application to another site.

Type: int

Length: 4

NetOutCallsAbandoned

Description: NSBR option only. The number of outgoing network Symposium Call Center Server calls sent by this application and abandoned at the destination sites.

Type: int

Length: 4

NetOutCallsAbandonedDelay

Description: NSBR option only. The total time delay experienced by outgoing network Symposium Call Center Server calls sent by this application and abandoned at the destination sites.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the remote site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

NetOutCallsAnswered

Description: NSBR option only. The number of outgoing network Symposium Call Center Server calls sent by this application and answered by an agent, answered by IVR, or terminated at the destination site.

Note: A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable, and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

Type: int

Length: 4

NetOutCallsAnsweredDelay

Description: NSBR option only. The total wait time experienced by all outgoing network Symposium Call Center Server calls sent by this application and answered at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is answered by an agent, answered by IVR, or terminated at the destination site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

NetOutCallsReachNonISDN

Description: NSBR option only. The number of outgoing network Symposium Call Center Server calls sent by this application that reached a non-ISDN trunk on the way to its destination.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

TimeBeforeDefault

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls that received default treatment for this application.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

TimeBeforeForceBusy

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Busy treatment for this application.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

TimeBeforeForceDisconnect

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Disconnect treatment for this application.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

TimeBeforeForceOverflow

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Overflow treatment for this application.

Pegging: For incoming network Symposium Call Center Server calls, this field is pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

TimeBeforeInterflow

Description: The total amount of time that all calls spent in the Master_Script application before being passed to a primary application. For the Master_Script application, this is the total time for all calls. For primary applications, this is the total time spent in the Master_Script application by all calls that were answered for the primary application.

Type: int

Length: 4

TimeBeforeIVRTransferred

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls transferred to an IVR session for this application.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

TimeBeforeNACDOut

Description: Meridian 1/CSE 1000 switch only. The total time spent in the system by local Symposium Call Center Server calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Symposium Call Center Server NSBR feature.

Triggers: Pegging begins when the call arrives at the site and ends when treatment is given.

Type: int

Length: 4

TimeBeforeNetOut

Description: NSBR option only. The total time spent in the system by local Symposium Call Center Server calls that were networked out for this application.

Triggers: Pegging begins when the call arrives at the site and ends when the call is routed to the destination.

Type: int

Length: 4

TimeBeforeReachNonISDN

Description: NSBR option only. The total time spent in the system by outgoing network Symposium Call Center Server calls before they reached a non-ISDN trunk.

Triggers: Pegging begins when the call arrives at the site and ends when the call is routed to a non-ISDN trunk.

Type: int

Length: 4

TimeBeforeRouteTo

Description: The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Route Call treatment.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Triggers: For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

Type: int

Length: 4

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

Calculations

IVR not treated

To calculate the number of calls given IVR that did not complete IVR treatment, use the following formula:

CallsGivenIVR – (IVRAbandoned + IVRTerminated)

Network outcalls blocked by All Trunks Busy

To calculate the number of calls that could not be networked out because all trunks were busy, use the following formula:

NetOutCalls – (NetOutCallsAnswered + NetOutCallsAbandoned + NetOutCallsReachNonISDN)

Linkages with other statistics groups

You can link application statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the statistics groups to which application statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp ApplicationID

CDNStat views

Introduction

Control Directory Number (CDN) statistics provide summarized call traffic information on a per-CDN basis.

Definition: CDN

A CDN is a number configured in the switch as the entry point for calls into Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Call Center Server.

Requirements

- Define CDNs on Symposium Call Center Server.
- Configure the server to collect CDN statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all CDNs; you cannot configure the system to collect statistics for selected CDNs.

Database views

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

Non-ISDN trunks and call information

If a call encounters a non-ISDN trunk while being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot distinguish that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

Field descriptions

CallsAbandoned

Description: The number of local and incoming network Symposium Call Center Server calls abandoned from this CDN. This includes local calls networked out and abandoned or terminated at the destination site.

Type: int

Length: 4

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server calls answered by this CDN. This includes local calls that have been networked out and answered by an agent or IVR at the destination site.

Pegging: Calls are pegged upon answer.

Note: A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable, and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

Type: int

Length: 4

CallsOffered

Description: The number of local and incoming network Symposium Call Center Server calls offered to this CDN.

Type: int

Length: 4

CallsTerminated

Description: The number of local and incoming network Symposium Call Center Server calls for this CDN terminated under one of the following conditions:

- The call was given a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- (NSBR option only) The call reached a non-ISDN trunk while being routed to a remote site.
- (Meridian 1/CSE 1000 switch only) The call was transferred to an IVR queue.
- (Meridian 1/CSE 1000 switch only) The call was networked out through an NACD queue.

Type: int

Length: 4

CallsWithDigitsCollected

Description: DMS/MSL-100 switch only. The number of calls that received IVR treatment and arrived at this CDN accompanied by data collected during the IVR session.

Type: int

Length: 4

CDN

Description: A unique number to identify a CDN, which is assigned by the server when the CDN is added.

Type: varchar

Length: 7

CDNName

Description: The name of the CDN, as defined on the CDN Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

DNISStat views

Introduction

Dialed Number Identification Service (DNIS) statistics provide summarized information on a per-DNIS basis. These statistics provide a means of monitoring the call traffic and call handling for each DNIS.

Definition: DNIS

DNIS is an optional service that allows you to identify the dialed number for calls coming in to the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company may give customers different 1-800 numbers for sales and customer service calls.

Requirements

- Define DNISs on Symposium Call Center Server.
- Configure the server to collect DNIS statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all DNISs; you cannot configure the system to collect statistics for selected DNISs.

Database views

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

Field descriptions

CallsAbandoned

Description: The number of local and incoming network Symposium Call Center Server calls abandoned for a DNIS number.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of local and incoming network Symposium Call Center Server calls abandoned that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all local and incoming network Symposium Call Center Server calls abandoned for a DNIS number.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server calls answered for a DNIS number.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of local and incoming network Symposium Call Center Server calls answered that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local and incoming network Symposium Call Center Server calls answered for a DNIS number.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsGivenDefault

Description: The number of local and incoming network Symposium Call Center Server calls given default treatment for a DNIS number.

Type: int

Length: 4

CallsGivenForceBusy

Description: The number of local and incoming network Symposium Call Center Server calls given Force Busy treatment for a DNIS number.

Triggers: This statistic is pegged when the Give Busy script command is executed.

Type: int

Length: 4

CallsGivenForceDisconnect

Description: The number of local and incoming network Symposium Call Center Server calls given Force Disconnect treatment for a DNIS number.

Triggers: This statistic is pegged when the Disconnect script command is executed.

Type: int

Length: 4

CallsGivenForceOverflow

Description: The number of local and incoming network Symposium Call Center Server calls given Force Overflow treatment for a DNIS number.

Triggers: This statistic is pegged when the Give Overflow script command is executed.

Type: int

Length: 4

CallsGivenRouteTo

Description: The number of local and incoming network Symposium Call Center Server calls given Route Call treatment for a DNIS number.

Triggers: This statistic is pegged when the Route Call script command is executed.

Type: int

Length: 4

CallsNACDOut

Description: Meridian 1/CSE 1000 switch only. The number of local Symposium Call Center Server calls networked out through an NACD queue and answered at remote sites.

Type: int

Length: 4

CallsNetworkedOut

Description: NSBR option only. The number of local Symposium Call Center Server calls that were routed to a remote site and answered or abandoned.

Type: int

Length: 4

CallsOffered

Description: The number of local and incoming network Symposium Call Center Server calls offered to this server with this DNIS number.

Triggers: Calls are pegged upon arrival.

Type: int

Length: 4

CallsReachNonISDN

Description: NSBR option only. The number of local Symposium Call Center Server calls that reached a non-ISDN trunk while being routed to a remote site.

Restriction: If a call encounters a non-ISDN trunk while it is being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is terminated.

Type: int

Length: 4

DNIS

Description: A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

Type: varchar

Length: 16

DNISName

Description: The name of a DNIS, as defined on the DNIS Properties property sheet.

Type: varchar

Length: 30

DNIS_PREFIX

Description: Stores the prefix of a DNIS number. It allows you to sort filter and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

IVRTransferred

Description: Meridian 1/CSE 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for a DNIS number.

Type: int

Length: 4

MaxAbandonedDelay

Description: The wait time experienced by the local or incoming network Symposium Call Center Server call that waited the longest before being abandoned.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: smallint

Length: 2

MaxAnsweredDelay

Description: The wait time experienced by the local or incoming network call that waited the longest before being answered.

Triggers: For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: smallint

Length: 2

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time spent by all agents on local and incoming network Symposium Call Center Server calls for a DNIS number, including hold time.

Triggers:

Meridian 1/CSE 1000 **switch:** The call is pegged when the caller hangs up or the agent releases the call.

DMS/MSL-100 switch: The time is pegged when the agent releases the call.

Pegging: Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

IVRPortStat views

Introduction

Meridian 1/CSE 1000 switch only. Interactive Voice Response (IVR) port—or voice port—statistics provide summarized performance measurement information on a per-IVR port basis. These statistics provide a means of monitoring the usage of the specific ports.

Requirements

- Define voice ports on Symposium Call Center Server.
- Configure the server to collect IVR port statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Restrictions

IVR statistics may not be available if a third-party IVR application is used instead of a Meridian Mail application.

Database views

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

Field descriptions

CallsAnswered

Description: The number of calls answered by this IVR port.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced out from this IVR port.

Pegging: Type: int

Length: 4

CallsTransferred

Description: The number of calls transferred out from this IVR port.

Pegging: Type: int

Length: 4

IVRPortID

Description: A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

Type: varchar

Length: 30

IVRPortName

Description: The name of the IVR port, as defined on the Voice Port Properties property sheet.

Type: varchar

Length: 30

IVRQueueID

Description: A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue, as defined on the IVR ACD-DN Properties property sheet.

Type: varchar

Length: 30

LoggedInTime

Description: The total time the IVR port is logged on.

Type: int

Length: 4

NotReadyTime

Description: The total time spent by the IVR port in the Not Ready state.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

TalkTime

Description: The total time the IVR port is in use.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

WaitingTime

Description: The total time the IVR port is idle.

Type: int

Length: 4

Linkages with other views

You can link IVR port statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

If you are generating a custom report using	THEN the linkage key data fields are
IVRStat	Timestamp IVRQueueID

IVRStat views

Introduction

Meridian 1/CSE 1000 switch only. Interactive Voice Response (IVR) statistics provide summarized performance measurement information on a per-IVR queue (IVR ACD-DN) basis. These statistics provide a way to monitor the usage of the port resources of an IVR queue.

Requirements

- Define IVR ACD-DNs on Symposium Call Center Server.
- Configure the server to collect IVR queue statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all IVR queues; you cannot configure the system to collect statistics for selected IVR queues.

Restrictions

IVR statistics may not be available if you use a third-party IVR application instead of Meridian Mail.

Database views

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Field descriptions

CallsAnswered

Description: The number of calls answered by this IVR queue.

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of calls answered that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all the calls answered.

Triggers: The delay begins once a call enters the IVR queue.

Type: int

Length: 4

CallsConferenced

Description: The number of calls conferenced out during an IVR session.

Type: int

Length: 4

CallsNotTreated

Description: The number of calls abandoned or pulled back while waiting in this IVR queue.

Type: int

Length: 4

CallsNotTreatedAftThreshold

Description: The number of calls abandoned or pulled back that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

Triggers: The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Length: 4

CallsNotTreatedDelay

Description: The total wait time experienced by all the calls abandoned or pulled back from an IVR queue.

Triggers: The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

Type: int

Length: 4

CallsOffered

Description: The number of calls offered to this IVR queue.

Type: int

Length: 4

CallsTransferred

Description: The number of calls transferred out during an IVR session.

Type: int

Length: 4

IVRAbandoned

Description: The number of calls abandoned while connected to this IVR port.

Type: smallint

Length: 2

IVRCompleted

Description: The number of calls connected to this IVR port for which the IVR session completed successfully.

Type: smallint

Length: 2

IVRInterrupted

Description: The number of calls connected to this IVR port for which the IVR session was interrupted by a script command.

Type: smallint

Length: 2

IVRQueueID

Description: A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

Type: varchar

Length: 7

IVRQueueName

Description: The name of the IVR queue, defined on the IVR ACD-DN Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate customized reports. For more information, see "When statistics are cumulated" on page 87.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
IVRPortStat	Timestamp IVRQueueID

NetworkInCallStat views

Introduction

NSBR option only. Network call statistics provide information that can be used to monitor call distribution and handling in a network environment. They record statistics for all incoming network calls received at a server.

Notes:

- Network statistics only report on calls that are controlled by the server (that is, Symposium Call Center Server calls). They do not report on ACD or NACD calls.
- In these statistics, the local site is the destination site.

Requirements

- Configure the server to collect network call statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

Restrictions

Network call statistics generated on the server are collected on the destination site only. To report on network call handling at all sites, you must generate a network-wide report from the Network Control Center (NCC).

Database views

- iNetworkInCallStat
- dNetworkInCallStat
- wNetworkInCallStat
- mNetworkInCallStat

Field descriptions

CallsAbandoned

Description: The number of incoming network calls abandoned at the local site.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of incoming network calls abandoned at the local site after a wait greater than or equal to the service level threshold for the application.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all incoming network calls abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the local site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the local site by all incoming network calls abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated and end when the call is abandoned at the local site.

Type: int

Length: 4

CallsAnswered

Description: The number of incoming network calls answered at the local site.

Type: int

Length: 4

CallsAnsweredAftThreshold

Description: The number of incoming network calls answered at the local site after a wait greater than or equal to the service level threshold for the application. The delay begins when a call enters the local site. The service level threshold is set during system configuration of the local site.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all incoming network calls answered at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is answered at the local site.

Note: The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

Type: int

Length: 4

CallsAnsweredDelayAtDest

Description: The total wait time experienced at the local site by all incoming network calls answered at the local site.

Triggers: Delays begin when the call is queued to the local site and end when the call is answered at the local site.

Type: int

Length: 4

CallsOffered

Description: The number of incoming network calls offered to the local site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application. This is always "Network_Script."

Type: varchar

Length: 30

DstApplicationID

Description: A unique number that identifies the Network_Script application.

Type: int

Length: 4

DstSite

Description: The name of the local Symposium Call Center Server site, as defined on the NCC.

Type: varchar

Length: 30

DstSiteID

Description: The unique identifier for the local Symposium Call Center Server site, as assigned when the site is defined on the NCC.

Type: int

Length: 4

MaxAbandonedDelay

Description: The wait time experienced by the incoming network call that waited the longest before being abandoned at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the local site.

Type: smallint

Length: 2

MaxAbandonedDelayAtDest

Description: The wait time experienced by the call that waited the longest at the local site before being abandoned.

Triggers: Delays begin when a call is logically queued to the local site and end when the call is abandoned.

Type: smallint

Length: 2

MaxAnsweredDelay

Description: The total wait time experienced by all calls answered at the local site.

Triggers: Delays begin when the Master_Script is initiated at the source site and end when the call is answered at the local site.

Type: smallint

Length: 2

MaxAnsweredDelayAtDest

Description: The wait time experienced by the call that waited the longest at the local site before being answered.

Triggers: Delays begin when a call is logically queued to the local site and end when the call is answered.

Type: smallint

Length: 2

SrcApplication

Description: The name of the source application, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

SrcApplicationID

Description: A unique number to identify the source application, which is assigned by the server when the application is added.

Type: int

Length: 4

SrcSite

Description: The name of the source Symposium Call Center Server site, as assigned when the site is defined on the NCC.

Type: varchar

Length: 30

SrcSiteID

Description: The unique identifier for the source Symposium Call Center Server site where a call originated.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged, in local (destination) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link network call statistics to other statistics groups to generate customized reports. For more information, see "When statistics are cumulated" on page 87.

The following table shows the statistics groups to which network call statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkOutStats	Timestamp ApplicationID

NetworkOutStat views

Introduction

NSBR option only. Network outcall statistics provide summarized performance measurement information based on the origination and destination of a call. They record statistics for all calls networked out from your server.

Note: In these statistics, the local site is the source site.

Requirements

- Configure the server to collect network outcall statistics (see the *Administrator's Guide*).

Restrictions

At each Symposium Call Center Server site, the historical network call statistics are only collected against the local site. These statistics contain network call traffic and handling information for calls for which the local site is the source.

Database views

- iNetworkOutStat
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

Field descriptions

CallsAbandoned

Description: The number of calls abandoned at the destination site.

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the destination site by all calls from the local site that were abandoned at the destination site.

Triggers: Delays begin when the call is queued to the destination site and end when the call is abandoned.

Type: int

Length: 4

CallsAnswered

Description: The number of calls answered by an agent, answered by IVR, or terminated at the destination site.

Note: A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

Type: int

Length: 4

CallsAnsweredDelayAtDestination

Description: The total wait time experienced at the destination site by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the call is queued to the destination site and end when the call is answered.

Type: int

Length: 4

CallsOffered

Description: The number of calls offered to the destination site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application (this is always "Network_Script").

Type: varchar

Length: 30

DstApplicationID

Description: A unique number to identify the destination application.

Type: int

Length: 4

DstSite

Description: The name of the destination Symposium Call Center Server site, as defined when the site is configured on the NCC.

Type: varchar

Length: 30

DstSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

MaxCallsAbandonedDelay

Description: The wait time experienced by the call originating at the local site that waited the longest before being abandoned at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.

Type: smallint

Length: 2

MaxCallsAbandonedDelayAtDest

Description: The wait time experienced by the call originating at the local site that waited the longest at the destination site before being abandoned.

Triggers: Delays begin when the call is queued to the destination site and end when the call is abandoned.

Type: smallint

Length: 2

MaxCallsAnsweredDelay

Description: The wait time experienced by the call originating at the local site that waited the longest before being answered by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the call is answered.

Type: smallint

Length: 2

MaxCallsAnsweredDelayAtDest

Description: The wait time experienced by the call originating at the local site that waited the longest at the destination site before being answered by an agent, answered by IVR, or terminated.

Triggers: Delays begin when the call is logically queued to the destination site and end when the call is answered.

Type: smallint

Length: 2

SrcApplication

Description: The name of the source application.

Type: varchar

Length: 30

SrcApplicationID

Description: A unique number to identify the source application, assigned by the server when the application is defined.

Type: int

Length: 4

SrcSite

Description: The name of the local Symposium Call Center Server site, as defined when the site is defined on the NCC.

Type: varchar

Length: 30

SrcSiteID

Description: The unique identifier for a source Symposium Call Center Server site where a call originated, as assigned when the site is defined on the NCC.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged in local (source) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 5

TotalCallsAbandonedDelay

Description: The total wait time experienced by all calls from the local site that were abandoned at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.

Type: int

Length: 4

TotalCallsAnsweredDelay

Description: The total wait time experienced by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.

Triggers: Delays begin when the Master_Script is initiated at the local site and end when the call is answered.

Type: int

Length: 4

Linkages with other statistics groups

You can link network outcall statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the statistics groups to which network outcall statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify all these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID

RANMusicRouteStat views

Introduction

RAN and music route statistics provide summarized resource usage information for each RAN and music route.

Requirements

- Define RAN and music routes codes on Symposium Call Center Server.
- Configure the server to collect music and route statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all music and RAN routes; you cannot configure the system to collect statistics for selected routes.

Database views

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

Field descriptions

RouteAccess

Description: The number of times a music or RAN route was accessed. Each time the route is accessed by a single call, this statistic is incremented.

Type: int

Length: 4

RouteAccessTime

Description: The total time a music or RAN route was in use.

Type: int

Length: 4

RouteID

Description: A unique number to identify a music or RAN route, which is assigned by the server when the route is defined.

Type: int

Length: 4

RouteName

Description: The name of the music or RAN route, as defined on the Music/ RAN Route Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

RouteStat views

Introduction

Meridian 1/CSE 1000 switch only. Route statistics provide summaries of all occurrences of all trunks busy (ATB) and network outcall blocked information on a per-route basis.

Requirements

- Define routes on Symposium Call Center Server.
- Configure the server to collect route statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all routes; you cannot configure the system to collect statistics for selected routes.

Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes, and are therefore pegged against the Default_Route, 999.

Database views

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

Field descriptions

AllTrunksBusy

Description: The number of times all trunks in this route were busy.

Type: int

Length: 4

AllTrunksBusyTime

Description: The total time all trunks in this route were busy.

Type: int

Length: 4

CallsBlockedByAllTrunksBusy

Description: NSBR option only. The number of calls offered to the network through this route that were blocked because all trunks were busy.

Pegging: This field is only pegged against the Default_Route, 999.

Type: int

Length: 4

CallsReachNonISDN

Description: NSBR option only. The number of calls that reached a non-ISDN trunk while being routed to a remote site through this route.

Restriction: If a call encounters a non-ISDN trunk while it is being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

Type: int

Length: 4

RouteID

Description: A unique number to identify a route, which is assigned by the server when the route is defined.

Type: int

Length: 4

RouteName

Description: The name of the route, as defined on the Route Properties property sheet.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link route statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
TrunkStat	Timestamp RouteID

SCCSDBSpace views

Introduction

SCCSDBSpace views display information about the size of the Symposium Call Center Server database, including

- space allocated for the database
- space used by the database
- space available

With a report writer application, you can create a custom report using this view.

Field descriptions

DBName

Description: The name of the database. Symposium Call Center Server uses three databases:

- Master—Contains Sybase control information.
- Blue—Contains all server configuration information and interval, daily, weekly, and monthly statistics.
- Call-by-call (CBC)—Contains call-by-call data, if you have configured your server to collect it.

Type: varchar

Length: 30

DBSize

Description: The database size in Mbytes.

Type: float

Length: 8

FreeSpace

Description: The amount of free space in the database in Mbytes.

Type: float

Length: 8

UsedSpace

Description: The current data volume in the database in Mbytes.

Type: float

Length: 8

Float field

The following table contains a description of the float field type:

Field type	Description	Value range	Length
Float	integer	1 to 100 000	8 bytes

SkillsetStat views

Introduction

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned up to 50 skillsets. Skillset statistics provide summarized performance information based on a combination of skillset and application call information. Statistics are pegged against a combination of skillset and application.

Requirements

- Configure the server to collect skillset statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all skillsets; you cannot configure the system to collect statistics for selected skillsets.

Pegging

Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the call was queued to a specific agent). Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

The following statistics are applicable to multiple applications, and are, therefore, pegged against the System_Application:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

Database views

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Field descriptions

ActiveTime

Description: The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

AllAgentBusyTime

Description: The total time that all agents assigned this skillset were busy with calls or no agents were logged on.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

Application

Description: The name of the application to which this skillset is assigned, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

ApplicationID

Description: A unique number to identify an application, which is assigned by the server when the application is added.

Type: int

Length: 4

CallsAnswered

Description: The number of local and incoming network Symposium Call Center Server, ACD, and NACD calls answered for this skillset.

Triggers: Calls are pegged upon answer.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset. Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

Restriction: This statistic does not include DN calls handled by agents assigned to this skillset.

Type: int

Length: 4

CallsAnsweredAfterThreshold

Description: The number of local and incoming network Symposium Call Center Server calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

Triggers: Delays begin when the call is queued at the skillset and end when the call is answered.

Restriction: This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsAnsweredDelay

Description: The wait time experienced by all local and incoming network Symposium Call Center Server calls answered for this skillset.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

Triggers: Delays begin when the call is queued at the skillset and end when it is answered. If a call is requeued to the same skillset, the delay begins when the call is first queued.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Call Center Server calls offered to this skillset. This statistic is not incremented if the same call is offered to this skillset again.

Triggers: Calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control.

Note: If a call is offered to multiple skillsets, this statistic is pegged multiple times.

Type: int

Length: 4

MaxAnsweredDelay

Description: The wait time experienced by the local or incoming network Symposium Call Center Server call that waited the longest before being answered.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: smallint

Length: 2

MaxSkillsetAbandonedDelay

Description: The wait time experienced by the local or incoming network Symposium Call Center Server call queued to this skillset that waited the longest before being abandoned.

Triggers: The delay begins when a call is queued to the skillset.

Type: smallint

Length: 2

NetCallsAnswered

Description: NSBR option only. The number of incoming network Symposium Call Center Server calls answered for this skillset.

Pegging: Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the General – Skillset Properties property sheet.

Type: varchar

Length: 30

SkillsetAbandoned

Description: The number of Symposium Call Center Server calls abandoned for this skillset. This statistic does not include calls abandoned while ringing at an agent phoneset.

Type: int

Length: 4

SkillsetAbandonedDelay

Description: The total wait time experienced by Symposium Call Center Server calls that were abandoned for this skillset.

Triggers: The delay begins when the call is queued to this skillset and ends when the call is abandoned.

Type: int

Length: 4

SkillsetAbandonedAftThreshold

Description: The number of Symposium Call Center Server calls abandoned for this skillset after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

Type: int

Length: 4

SkillsetID

Description: A unique number to identify a skillset, which is assigned by the server when the skillset is added.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: int

Length: 4

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 84.

Type: smalldatetime

Length: 4

TotalStaffedTime

Description: The amount of logon time for all agents belonging to this skillset.

Pegging: This field is only pegged against the System_Application.

Triggers: The logon time begins when an agent logs on to the skillset or is reassigned (while logged on) to the skillset and ends when the agent logs off or is reassigned out of the skillset.

Type: int

Length: 4

Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the statistics groups to which skillset statistics can be linked, as well as the data fields used as linkage keys.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
AgentBySkillsetStat	Timestamp SkillsetID
ApplicationStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp Application ID

TrunkStat views

Introduction

Meridian 1/CSE 1000 switch only. Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

Requirements

- Define the routes to which the trunks belong on Symposium Call Center Server.
- Configure the server to collect trunk statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all trunks; you cannot configure the system to collect statistics for selected trunks.

Database views

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

Field descriptions

CallsAbandoned

Description: The number of Symposium Call Center Server calls abandoned while waiting on this trunk.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by Symposium Call Center Server calls that were abandoned.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsAnswered

Description: The number of Symposium Call Center Server calls answered.

Triggers: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredDelay

Description: The total wait time experienced by all Symposium Call Center Server calls that came in through a trunk.

Triggers: For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Call Center Server calls offered to this trunk.

Triggers: Calls are pegged upon arrival.

Type: int

Length: 4

OccupancyTime

Description: The total time the trunk was occupied with Symposium Call Center Server calls.

Triggers: Occupancy times begin when the Master_Script is initiated at the source site and end when the call ends.

Type: int

Length: 4

Route

Description: The name of the route, as defined on the Route Properties property sheet.

Type: varchar

Length: 30

RouteID

Description: A number that identifies the route to which the trunk belongs, which is assigned by the server when the route is defined.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 84.

Type: smalldatetime

Length: 4

TrunkID

Description: A unique number to identify the trunk within the route, as defined on the switch.

Type: int

Length: 4

Linkages with other views

You can link trunk statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 87.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

Note: You must specify both of these fields as your linkage key, in the specified order.

IF you are generating a custom report using	THEN the linkage key data fields are
RouteStat	Timestamp RouteID

Section B: Event statistics

In this section

Overview of event statistics 220
eAgentLoginStat view 221
eCallbyCallStat views 224
eIVRPortLoginStat view 236
eNetCallByCallStat views 238

Overview of event statistics

Introduction

Event statistics are collected on a per-event basis rather than accumulated over a period of time.

Database views

Event statistics are accessible through database views. A database view is a logical representation of the database, which is used to organize information in the database for your use.

Data collection option

When you configure Historical Statistics Collection, you can choose whether to collect each of the following types of event statistics:

- agent logon and logoff statistics
- call-by-call statistics
- IVR port logon and logoff statistics

You can enable or disable the data collection option at any time while the system is running.

When statistics are cumulated

Event statistics are cumulated as the events occur and written to the database at the end of each pegging interval (that is, every 15 minutes).

eAgentLoginStat view

Introduction

Agent logon and logoff statistics provide detailed information about the distribution of an agent's time during work hours. They show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway.

Requirements

- Configure the server to collect agent login statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

Database view

- eAgentLoginStat

Field descriptions

AgentGivenName

Description: The first or given name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

AgentLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

AgentSurName

Description: The last or surname of the agent, as defined on the General –User Properties property page.

Type: varchar

Length: 64

Duration

Description: For events of type logoff, the time between first logon (or, if the first event of the day is *not* logon, 12:00 a.m. that morning) and the last logoff of the day (or if the last event of the day is *not* logoff, 12:00 a.m. that night).

For events of type walkaway, the amount of time the agent was in the Walkaway state.

For all other event types, this field contains zeros.

Type: int

Length: 4

Event Type

A unique identifier for an agent event.

Valid values:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)

Type: char

Length: 2

PositionID

Description: A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time of the event.

Type: char

Length: 8

Timestamp

Description: The date and time when the data was pegged.

Type: datetime

Length: 8

UserID

Description: A unique identifier for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

eCallbyCallStat views

Introduction

Call-by-call statistics provide detailed information on a per-call event basis. These statistics enable you to trace a Symposium Call Center Server call from beginning to end regardless of the number of treatments being applied to it. It also provides a means of monitoring the performance of a specified agent, application, or skillset.

Requirements

- Configure the server to collect call-by-call statistics, and select the applications for which statistics will be collected (see the *Administrator's Guide*).

Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

Database view

- eCallByCallStatYYYYMMDD

Field descriptions

AssociatedData

Description: Associated data is information associated with a specific event, such as

- the other extension, trunk ID (on the Meridian 1/CSE 1000 switch), or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

Description: A unique identifier for the type of call event.

Type: int

Length: 4

CallEventName

Description: The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 227.

Type: varchar

Length: 80

CallID

Description: A unique number that identifies a local or network call, which is assigned by the server.

Note: SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

Type: int

Length: 4

Destination

Description: The location where a call was directed during an event. The destination can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

Type: varchar

Length: 40

EventData

Description: The information related to or generated by this event. The data can be a PIN entered by the caller in response to the collect digits command; an ANI, CLID, site ID, or activity code; or reasons for the event.

Type: varchar

Length: 40

NodeID

Description: (DMS/MSL-100 switch only) A unique identifier for the switch.

Type: varchar

Length: 40

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique number that identifies the switch on the network, as received from the switch.

Note: SQL does not support signed integers. Therefore, site IDs may appear negative in the database views.

Type: int

Length: 4

Source

Description: The location of this call before this event occurred. The source can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

Type: varchar

Length: 40

TelsetLoginID

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

Time

Description: The time when the data was pegged.

Type: char

Length: 8

Timestamp

Description: The date and time when the data was pegged.

Type: datetime

Length: 8

Call events

The following table lists the call event types and the field contents for each one:

Call event	Source	Destination	Associated data	Event data
ACD Call Answered	ACD DN	agent ID	NULL	NULL

Call event	Source	Destination	Associated data	Event data
ACD Call On Hold (Meridian 1/ CSE 1000 switch)	NULL	NULL	NULL	NULL
ACD Call Released	NULL	NULL	NULL	NULL
ACD Call Restored	NULL	NULL	NULL	NULL
Application Interflowed	source application ID	destination application ID	NULL	NULL
Call Answered At IVR Queue (Meridian 1/ CSE 1000 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB (NSBR option)	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1/ CSE 1000)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1/ CSE 1000 switch)	NULL	NULL	intercall ID	dialed number

Call event	Source	Destination	Associated data	Event data
Call Data (DMS/ MSL-100 switch)	NULL	NULL	call data	CDN
Call Entered IVR Queue (Meridian 1/ CSE 1000 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL
Call On Hold At IVR Port (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call PriorityChanged At NACD queue	NACD DN	NULL	new priority	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Removed From NACD (Meridian 1/ CSE 1000 switch)	NACD DN	NULL	NULL	NULL
Call Restored	NULL	NULL	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start
Call Transferred At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Dequeued From Skillset	skillset ID	NULL	call priority	“dequeue reason + queue time duration; reason can be one of the following: ABANDONED, PRESENTED, SK_SET_OUT_OF_SERVICE, CANCELLED, NET_NODE_BLOCKED, NET_ALREADY_SERVICED and UNKNOWN”
Digit Collection (DMS/MSL-100 switch)	NULL	NULL	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Digit Collection Ended	NULL	NULL	digits collected	duration time
DN Call Answered	calling number	NULL	DN call type (int or ext)	NULL
DN Call Initiated	NULL	dialed number	DN call type (int or ext)	NULL
DN Call On Hold	NULL	NULL	NULL	NULL
DN Call Released	NULL	NULL	NULL	NULL
DN Call Restored	NULL	NULL	NULL	NULL
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Give Music Completed	route ID	application ID	NULL	duration time
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call (NSBR option)	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Master Application	CDN	Application ID (if applicable)	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID””””	NULL
Handed Over to Network Script Application (NSBR option)	CDN	Application ID	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””””	NULL
Host Response	NULL	NULL	Host Name	NULL
Local Call Abandoned	NULL	NULL	NULL	NULL
Local Call Answered	NULL	NULL	skillset ID	NULL
Local Call Arrived	route ID + trunk ID	CDN	DNIS	CLID

Call event	Source	Destination	Associated data	Event data
Local Call NACD Out	NULL	destination site name	NULL	NULL
Local Call Networked Out (NSBR option)	application ID	destination site name	NULL	NULL
Local Call Released	NULL	NULL	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID””””	NULL
NACD Call Answered	NACD DN	agent ID	NULL	NULL
NACD Call On Hold	NULL	NULL	NULL	NULL
NACD Call Released	NACD DN	Application ID (if applicable)	“for normal NACD call - ““NORM””; for transferred call - ““TRANF + intercall ID””””	NULL
NACD Call Restored	NULL	NULL	NULL	NULL
Network Call Abandoned (NSBR option)	application ID	NULL	NULL	NULL
Network Call Answered (NSBR option)	NULL	NULL	skillset ID	time answered minus time queued
Network Call Arrived (NSBR option)	route ID + trunk ID	CDN	DNIS	CLID

Call event	Source	Destination	Associated data	Event data
Network Call Dequeued (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Network Call Queued (NSBR option)	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released (NSBR option)	NULL	NULL	NULL	NULL
Network Out Call Abandoned At Remote Node (NSBR option)	destination site name	NULL	NULL	time abandoned minus time arrived
Network Out Call Answered At Remote Node (NSBR option)	destination site name	NULL	NULL	time answered minus time arrived
Network Out Call Reached Non ISDN (NSBR option)	route ID	NULL	NULL	NULL
Network Out Call Released At Remote Node (NSBR option)	NULL	NULL	NULL	NULL
Play Prompt (Meridian 1/ CSE 1000 switch)	NULL	NULL	NULL	voice file name + language ID

Call event	Source	Destination	Associated data	Event data
Play Prompt Ended (Meridian 1/ CSE 1000 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Network Skillset	application name	remote site name and skillset name	NULL	first time queued? YES or NO
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1/ CSE 1000 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

eIVRPortLoginStat view

Introduction

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

Requirements

- Define IVR ports on Symposium Call Center Server.
- Configure the server to collect IVR port statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

Database view

- eIVRPortLoginStat

Field descriptions

Event Type

A unique identifier for an IVR port event.

Valid values:

- login (LI)
- logout (LO)

Type: char

Length: 2

IVRPortID

Description: A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

Type: varchar

Length: 30

Site

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 8

Timestamp

Description: The date and time when the event occurred.

Type: datetime

Length: 8

eNetCallByCallStat views

Introduction

The eNetCallByCallStat views provide detailed information for call events that occurred at the destination site. The database for these statistics is located on the Network Control Center (NCC). These statistics, combined with call-by-call statistics, allow you to trace a network Symposium Call Center Server call during the selected interval.

Notes:

- To populate the eNetCallByCallStat view, Symposium Call Center Server regularly copies data from the eCallByCallStat views at the destination server to the eNetCallByCallStat view at the NCC. If your servers are in different time zones, you can convert destination site times to source site times before writing them to the eNetCallByCallStat view. (To do so, ensure that Time Zone Relative to GMT is configured correctly in the parameters for each site.) This makes tracking a call easier.

  For example, a call may arrive at the source at 13:00:00 local time and be answered at the destination 5 seconds later, at 14:00:05 local time. If Time Zone Relative to GMT is configured correctly for both sites, the answer time is pegged as 13:00:05 in the eNetCallByCallStat view, and the events appear in chronological order, regardless of time zone.
- Server times are not synchronized automatically. If server times are unsynchronized, events may appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a call may arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

  Furthermore, if the administrator at the destination site wants to generate a report containing that call, he or she may request a report for the interval from 13:00 to 13:15. However, the call will not appear in the report. It will be included in reports for the interval during which it was networked out from the source site (that is, 13:15 to 13:30).
- Changing the Time Zone Relative to GMT for a site (for example, for a change to or from daylight saving time) affects pegging of calls that have been networked out but not answered. All events at the source site are

pegged with the old time, and all events at the destination site are pegged with the new time.

Enabling network call-by-call statistics collection

To enable the collection of network call-by-call statistics for an application, configure the application for network call-by-call statistics collection at the source site (see the *Administrator's Guide*).

Note: Statistics are collected at the destination site, regardless of the configuration of call-by-call statistics collection at that site.

If you change the call-by-call statistics collection option at the source site, the change is effective only for calls arriving after the change is propagated through the network. Propagation can take several minutes.

Restrictions

The amount of data generated for call-by-call statistics is very large, and the time required to generate a report using call-by-call statistics is much longer than the time required to generate a report using summarized statistics.

Field descriptions

Associated Data

Description: Associated data is information associated with a specific event, such as

- the other extension, trunk ID, or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

Description: A unique identifier for the type of call event.

Type: int

Length: 4

CallEventName

Description: The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 227.

Type: varchar

Length: 80

CallID

Description: A unique number to identify a network call, as assigned by the server.

Note: SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

Type: int

Length: 4

Destination

Description: The location where a call was directed during an event. The destination could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

Type: varchar

Length: 40

EventData

Description: The information related to or generated by this event. The data could be a PIN entered by the caller in response to the collect digits command; or an ANI, CLID, site ID, or activity code; or reasons for the event.

Type: varchar

Length: 40

Site

Description: The name of the source Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

Source

Description: The location of this call before this event occurred. The source could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

SourceSiteID

Description: A unique number that identifies the switch on the network, as received from the switch.

Note: SQL does not support signed integers. Therefore, site IDs can appear negative in the database views.

Type: int

Length: 4

TelsetLoginID

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

Time

Description: The time when the event occurred. If Time Zone Relative to GMT is configured correctly for the source and destination sites, this time is in the time zone of the source site.

Type: char

Length: 8

Timestamp

Description: The date and time when the data was pegged. The time is in the time zone of the source site.

Type: datetime

Length: 8

Call events

The following table lists the call event types and the field contents for each one:

Call event	Source	Destination	Associated data	Event data
Call Answered At IVR Queue (Meridian 1/ CSE 1000 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1/ CSE 1000)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1/ CSE 1000 switch)	NULL	NULL	intercall ID	dialed number

Call event	Source	Destination	Associated data	Event data
Call Entered IVR Queue (Meridian 1/ CSE 1000 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL
Call On Hold At IVR Port (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Restored	NULL	NULL	NULL	NULL
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start

Call event	Source	Destination	Associated data	Event data
Call Transferred At IVR Queue (Meridian 1/ CSE 1000 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Digit Collection (DMS/MSL-100 switch)	NULL	NULL	NULL	NULL
Digit Collection Ended	NULL	NULL	digits collected	duration time
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL
Give Music Completed	route ID	application ID	NULL	duration time

Call event	Source	Destination	Associated data	Event data
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Network Script Application (NSBR option)	CDN	Application ID	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””””	NULL
Host Response	NULL	NULL	Host Name	NULL
Network Call Abandoned	application ID	NULL	NULL	NULL
Network Call Answered	NULL	NULL	skillset ID	time answered minus time queued
Network Call Arrived	route ID + trunk ID	CDN	DNIS	CLID
Network Call Dequeued	skillset ID	NULL	NULL	dequeue reason
Network Call Queued	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released	NULL	NULL	NULL	NULL

Call event	Source	Destination	Associated data	Event data
Play Prompt (Meridian 1/ CSE 1000 switch)	NULL	NULL	NULL	voice file name + language ID
Play Prompt Ended (Meridian 1/ CSE 1000 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1/ CSE 1000 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

Section C: Configuration views

In this section

Overview of configuration views 249
AccessRights view 250
ActivityCode view 254
Agent view 255
Application view 261
ApplicationByScript view 263
ApplicationThresholdTemplate view 266
CDN view 268
CodeToMessage view 270
DNIS view 271
DNISThresholdTemplate view 273
Formula view 274
HistoricalStatCollection view 276
HistoricalStatDuration view 280
HistoricalStatStorage view 282
IVRPort view 284
IVRQueue view 286
IVRThresholdTemplate view 288
NCCConfig view 290
NCCNetworkSkillset view 291
NCCRanking view 294
NCCRemoteApplication view 296
NCCSite view 298
NetworkConfig view 300

NetworkRankingAssignment view 301
NetworkSkillsetStatus view 304
NetworkThresholdTemplate view 306
PhonesetDisplay view 308
Ranking view 309
RealTimeColumn view 311
RealTimeStatCollection view 313
RealTimeTemplate view 317
RemoteApplication view 319
Route view 321
RouteThresholdTemplate view 323
ScheduledSkillsetAssignment view 325
ScheduledSupervisorAssignment view 328
Script view 331
ScriptVariableProperties view 333
ScriptVariables view 335
Site view 337
Skillset view 339
SkillsetByAgent view 343
SkillsetByAssignment view 345
SkillsetThresholdTemplate view 348
SummaryThresholdTemplate view 350
Supervisor view 352
SupervisorAgentAssignment view 356
SupervisorByAssignment view 358
SwitchPort view 361
TargetSwitchComm view 363
UserTemplate view 365
UserThresholdTemplate view 368
Views view 370

Overview of configuration views

Introduction

Configuration data describes the configuration of your server.

Database views

Configuration data is accessible through database views. A database view is a logical representation of the database, which is used to organize the information in the database for your use.

AccessRights view

Introduction

This view lists all desktop users and their access levels.

Field descriptions

Comment

Description: The comments defined on the General – Access Class Properties property page, if any.

Type: varchar

Length: 127

CreateDeleteAccess

Description: Shows whether the user can add or remove objects of this type.

Type: char

Length: 1

CreateDeleteAgentAccess

Description: Shows whether the user can add or remove agents.

Type: char

Length: 1

CreateDeleteAllAgentAccess

Description: Shows whether the user can add or remove all agents.

Type: char

Length: 1

ExecuteAccess

Description: Shows whether the user can run objects of this type.

Type: char

Length: 1

ExecuteAgentAccess

Description: Shows whether the user can run objects of this type to process his or her reporting or associated agents.

Type: char

Length: 1

ExecuteAllAgentAccess

Description: Shows whether the user can run objects of this type for all agents.

Type: char

Length: 1

GivenName

Description: The desktop user's first or given name, as defined on the General – User Properties property page.

Type: varchar

Length: 64

GroupName

Description: The access class to which the desktop user belongs.

Type: varchar

Length: 40

ObjectKey

Description: A unique identifier for a function for which the user has been assigned access rights.

Type: varchar

Length: 40

ObjectName

Description: A function for which the user has been assigned access rights.

Type: varchar

Length: 40

PCLoginName

Description: The desktop user's userid, defined on the Desktop – User Properties property page.

Type: varchar

Length: 30

ReadAccess

Description: Shows whether the user has view access for this function.

Type: char

Length: 1

ReadAgentAccess

Description: Shows whether the user has view access for his or her reporting or associated agents.

Type: char

Length: 1

ReadAllAgentAccess

Description: Shows whether the user has view access for all agents.

Type: char

Length: 1

SurName

Description: The desktop user's last or surname, as defined on the General – User Properties property page.

Type: varchar

Length: 64

WriteAccess

Description: Shows whether the user has modify access for this function.

Type: char

Length: 1

WriteAgentAccess

Description: Shows whether the user has modify access for his or her agents.

Type: char

Length: 1

WriteAllAgentAccess

Description: Shows whether the user has modify access for all agents.

Type: char

Length: 1

ActivityCode view

Introduction

This view lists all of the activity codes and their assigned names.

Field descriptions

ActivityCode

Description: The number assigned to the activity code on the Activity Code Properties property sheet.

Type: nvchar

Length: 32

Name

Description: The name assigned to the activity code on the Activity Code Properties property sheet.

Type: varchar

Length: 30

Agent view

Introduction

This view lists agents and their properties.

Field descriptions

AlternateCallAnswer

Description: Meridian 1/CSE 1000 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Meridian 1/CSE 1000 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: Meridian 1/CSE 1000 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

Description: The department to which the agent belongs, as defined on the General – User Properties property page.

Type: varchar

Length: 64

GivenName

Description: The agent's first or given name, as defined on the General – User Properties property page.

Type: varchar

Length: 64

NROSDN

Description: DMS/MSL-100 switch only. Shows whether the agent can receive calls while active on an outgoing call on his or her secondary DN.

Type: char

Length: 1

PersonalDN

Description: Meridian 1/CSE 1000 switch only. The agent's personal DN (if any), as defined on the Phoneset – User Properties page.

Type: varchar

Length: 32

ReturnToQueueMode

Description: The mode of the agent's phoneset after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls are returned to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call is returned to the queue.

Type: smallint

Length: 2

SecondaryDN

Description: DMS/MSL-100 switch only. The secondary DN configured on the phoneset at which the agent is logged on.

Type: varchar

Length: 16

SurName

Description: The agent's last or surname, as defined on the General – User Properties property page.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phoneset at which the agent is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phoneset at which the agent is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phoneset at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginID

Description: The numeric ID that the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

TelsetShowReserve

Description: NSBR option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

Type: char

Length: 1

TemplateID

Description: A unique ID for the agent's call presentation class, assigned when the call presentation class is added. The call presentation class is assigned to the agent on the Call Presentation property page. It determines how calls are presented to the agent.

Type: varchar

Length: 30

TemplateName

Description: The call presentation class assigned to the agent on the Call Presentation property page. The call presentation class determines how calls are presented to the agent.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique ID for the agent's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

Type: varchar

Length: 30

ThresholdTemplateName

Description: The threshold class assigned to the agent on the Threshold Class – User Properties property page.

Type: varchar

Length: 30

Title

Description: The agent's title, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UnionBreakTimer

Description: Meridian 1/CSE 1000 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

VariableWrap

Description: DMS/MSL-100 switch only. Shows whether the agent will be put into Variable Wrap state after a call. Calls will not be presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

Valid values:

- 0 (variable wrap configured with an interval of 0)

- 1 (variable wrap configured with an interval greater than zero)
- 2 (release guard configured)

Application view

Introduction

The Application view lists all applications (Master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field descriptions

ApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Call by Call – Historical Statistic Configuration property page.

Type: tinyint

Length: 1

Name

Description: The name of the application, as defined on the General – Application Properties property page.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: varchar

Length: 30

TemplateID

Description: A unique ID for the application's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

Type: int

Length: 4

ApplicationByScript view

Introduction

The ApplicationByScript view describes the relationship between application scripts.

Parent script: definition

A parent script is any script that directs a call to another secondary script.

Child script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

Field descriptions

ChildComment

Description: Not used in this version.

Type: varchar

Length: 80

ChildName

Description: The name of the referenced script.

Type: varchar

Length: 30

ChildStatus

Description: The status of the referenced script.

Type: varchar

Length: 80

ChildUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ChildUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ParentComment

Description: Not used in this version.

Type: varchar

Length: 80

ParentName

Description: The name of the referencing script.

Type: varchar

Length: 30

ParentStatus

Description: The status of the referencing script.

Type: varchar

Length: 80

ParentUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ParentUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ApplicationThresholdTemplate view

Introduction

The ApplicationThresholdTemplate view lists your applications threshold classes and their threshold levels.

Note: This view supersedes the ApplicationTemplate view.

Field descriptions

Field

Description: A field for which a threshold is defined in the threshold class to which the application belongs.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the threshold class to which this application belongs.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

CDN view

Introduction

The CDN view lists the CDNs and their assigned names and statuses.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the CDN.

Type: char

Length: 1

CDN

Description: The number assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 7

Name

Description: The name assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 30

Status

Description: The status of the CDN.

Type: varchar

Length: 80

Type

Description: The call type.

Valid values:

- Local
- Network

Type: varchar

Length: 80

CodeToMessage view

Introduction

This view is used internally by the program.

Field descriptions

Category

Description: A system-defined classification for the status code.

Type: varchar

Length: 30

Code

Description: The numeric status code value.

Type: int

Length: 4

Msg

Description: The corresponding message text.

Type: varchar

Length: 80

DNIS view

Introduction

The DNIS view lists the DNIS numbers and their properties.

Field descriptions

DNIS

Description: A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

Type: varchar

Length: 16

DNIS_PREFIX

Description: Stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.

Type: varchar

Length: 16

Name

Description: The name of a DNIS, as defined on the DNIS Properties property sheet.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the DNIS, as defined on the DNIS Properties property sheet.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class assigned to this DNIS. The system contains a single, system-defined DNIS threshold class.

Type: int

Length: 4

DNISThresholdTemplate view

Introduction

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class.

Field descriptions

Name

Description: The system-defined name of the threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: The system-defined unique identifier for the threshold class.

Type: int

Length: 4

Formula view

Introduction

The Formula view lists all of the customized formulas and their definitions. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Field descriptions

Class

Description: The class to which the formula belongs.

Type: varchar

Length: 80

Comment

Description: Additional information about the formula (if any), as defined on the Formula Properties property sheet.

Type: varchar

Length: 127

Definition

Description: The standard formulas used to create the custom formula.

Type: varchar

Length: 255

Format

Description: The display format for the formula

Type: varchar

Length: 80

FormulaID

Description: A unique identifier for a formula, which is assigned by the server when the formula is added.

Type: int

Length: 4

Name

Description: The name of the formula.

Type: varchar

Length: 30

HistoricalStatCollection view

Introduction

The HistoricalStatCollection view lists all of the data types Symposium Call Center Server can collect and, for each one, indicates whether it is selected.

Field descriptions

ActivityCode

Description: Shows whether statistics in the activity code statistics group will be collected.

Type: char

Length: 1

AgentByApplication

Description: Shows whether statistics in the agent by application statistics group will be collected.

Type: char

Length: 1

AgentLogin

Description: Shows whether statistics in the agent logon and logoff statistics group will be collected.

Type: char

Length: 1

AgentPerformance

Description: Shows whether statistics in the agent performance statistics group will be collected.

Type: char

Length: 1

Application

Description: Shows whether statistics in the application statistics group will be collected.

Type: char

Length: 1

CDN

Description: Shows whether statistics in the CDN statistics group will be collected.

Type: char

Length: 1

DNIS

Description: Shows whether statistics in the DNIS statistics group will be collected.

Type: char

Length: 1

IVR

Description: Meridian 1/CSE 1000 switch only. Shows whether statistics in the IVR statistics group will be collected.

Type: char

Length: 1

IVRPort

Description: Meridian 1/CSE 1000 switch only. Shows whether statistics in the IVR port statistics group will be collected.

Type: char

Length: 1

IVRPortLogin

Description: Meridian 1/CSE 1000 switch only. Shows whether statistics in the IVR port login and logout statistics group will be collected.

Type: char

Length: 1

NetworkCall

Description: NSBR option only. Shows whether statistics in the network call statistics group will be collected.

Type: char

Length: 1

NetworkOutCall

Description: NSBR option only. Shows whether statistics in the network outcall statistics group will be collected.

Type: char

Length: 1

RANMusicRoute

Description: Shows whether statistics in the RAN/Music route statistics group will be collected.

Type: char

Length: 1

Route

Description: Meridian 1/CSE 1000 switch only. Shows whether statistics in the route statistics group will be collected.

Type: char

Length: 1

Skillset

Description: Shows whether statistics in the skillset statistics group will be collected.

Type: char

Length: 1

SkillsetByAgent

Description: Shows whether statistics in the agent by skillset statistics group will be collected.

Type: char

Length: 1

SkillsetState

Description: Not used in this version.

Trunk

Description: Meridian 1/CSE 1000 switch only. Shows whether statistics in the trunk statistics group will be collected.

Type: char

Length: 1

HistoricalStatDuration view

Introduction

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

Field descriptions

BusinessDaysPerWeek

Description: The number of business days per week for which the system collects historical statistics data.

Type: smallint

Length: 2

BusinessHoursPerDay

Description: The number of hours per business day that the system collects historical statistics data.

Type: smallint

Length: 2

DaysofAgentLogin

Description: The number of days agent logon statistics are stored by the system.

Type: smallint

Length: 2

DaysOfCallByCall

Description: The number of days call-by-call statistics are stored by the system.

Type: smallint

Length: 2

DaysOfDaily

Description: The number of days daily statistics are stored by the system.

Type: smallint

Length: 2

DaysOfInterval

Description: The number of days interval statistics are stored by the system.

Type: smallint

Length: 2

DaysofIVRPortLogin

Description: Meridian 1/CSE 1000 switch only. The number of days IVR port logon statistics are stored by the system.

Type: smallint

Length: 2

DaysOfSkillsetState

Description: Not used in this version.

FirstDayOfWeek

Description: The day defined as the first day of the business week. This is the day that weekly statistics are cumulated for the previous week.

Type: varchar

Length: 80

MonthsOfMonthly

Description: The number of months monthly statistics are stored by the system.

Type: smallint

Length: 2

WeeksOfWeekly

Description: The number of weeks weekly statistics are stored by the system.

Type: smallint

Length: 2

HistoricalStatStorage view

Introduction

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

Where properties are defined

Historical Statistics Storage Properties are defined on the Historical Statistics Configuration property page.

Field descriptions

Configured

Description: The value configured for this parameter on the Historical Statistics Configuration property sheet.

Type: int

Length: 4

Parameter

Description: The name of the parameter.

Type: varchar

Length: 80

Purchased

Description: The purchased value for this parameter.

Type: int

Length: 4

System

Description: The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged on.

Type: int

Length: 4

IVRPort view

Introduction

Meridian 1/CSE 1000 switch only. The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the voice port.

Type: char

Length: 1

IVRPortID

Description: A unique identifier for the voice port, which is assigned by the server when the port is added.

Type: varchar

Length: 16

IVRQueueID

Description: The threshold class to which the IVR queue is assigned.

Type: varchar

Length: 7

Name

Description: The name of the voice port, as defined on the Voice Port Properties property page.

Type: varchar

Length: 30

Status

Description: The status of the voice port.

Type: varchar

Length: 80

SwitchID

Description: The switch ID of an IVR port, as received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch address of the IVR port, as received from the switch.

Type: varchar

Length: 40

SwitchPortName

Description: The name assigned to the IVR port on the switch, as received from the switch.

Type: varchar

Length: 30

IVRQueue view

Introduction

Meridian 1/CSE 1000 switch only. The IVRQueue view lists the IVR ACD-DNs and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the IVR ACD-DN.

Type: char

Length: 1

IVRQueueID

Description: A unique identifier for the IVR ACD-DN, which is assigned by the server when the IVR ACD-DN is added.

Type: varchar

Length: 7

Name

Description: The name of the IVR ACD-DN, as defined on the IVR ACD-DN Properties property page.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

Status

Description: The status of the IVR ACD-DN.

Type: varchar

Length: 80

TemplateID

Description: The name of the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

IVRThresholdTemplate view

Introduction

Meridian 1/CSE 1000 switch only. The IVRThresholdTemplate view lists the IVR threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the IVR threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

NCCConfig view

Introduction

NCC option only. The NCCConfig view is not used in the this version.

Field descriptions

NumBestNodes

Description: Not used in this version.

Type: int

Length: 4

StaleDataRatio

Description: Not used in this version.

Type: int

Length: 4

UpdateRate

Description: Not used in this version.

Type: int

Length: 4

NCCNetworkSkillset view

Introduction

NCC option only. The NCCNetworkSkillset view lists all the network skillsets and, for each one, indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

Round robin

The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

Field descriptions

Comment

Description: Additional information about the network skillset, as defined on the Skillset Properties property page, if any.

Type: int

Length: 4

IdleAgentsPriority

Description: Not used in this release.

Type: smallint

Length: 2

NetworkSkillset

Description: The name of the network skillset, as defined on the Skillset Properties property sheet.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as defined when the network skillset is added.

Type: int

Length: 4

UseBestNode

Description: Not used in this release.

Type: char

Length: 1

UseRoundRobin

Description: The routing table method used for the network skillset.

Type: char

Length: 1

Valid values:

- 0 (sequential)
- 1 (round robin)

NCCRanking view

Introduction

NCC option only. The NCCRanking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field descriptions

DstSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

NetworkSkillsetID

Description: The unique identifier for a network skillset, assigned when the skillset is configured on the NCC.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

Description: The ranking of the destination site in the routing table.

Type: smallint

Length: 2

SrcSiteID

Description: The unique identifier for a source site, assigned when the site is configured on the NCC.

Type: int

Length: 4

SrcSiteName

Description: The name of the source site.

Type: varchar

Length: 30

NCCRemoteApplication view

Introduction

NCC option only. The NCCRemoteApplication view lists all applications (Master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field descriptions

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network)
- 3 (local and network)

Name

Description: The name of the application, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

RemoteApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: int

Length: 4

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

SiteName

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

NCCSite view

Introduction

NCC option only. The NCCSite view lists each site in the network and, for each one, shows its properties.

Field descriptions

Comment

Description: The comments defined on the Site Properties dialog box, if any.

Type: varchar

Length: 127

ContactNumber

Description: The phone number of the contact person.

Type: varchar

Length: 30

ContactPerson

Description: The contact person name for the site.

Type: varchar

Length: 30

Name

Description: The name of the site.

Type: varchar

Length: 30

OutOfServiceTimer

Description: The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

Type: int

Length: 4

RelativeGMT

Description: The time difference (in hours) between GMT and the time zone in which the site is located.

Type: int

Length: 4

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

NetworkConfig view

Introduction

NSBR option only. This view contains the name of the NCC for the server.

Field descriptions

NCCSite

Description: The name of the NCC, as defined when the server was installed. You can view the NCC name from the Network Communication Parameters dialog box.

Type: varchar

Length: 30

NetworkRankingAssignment view

Introduction

NSBR option only. The NetworkRankingAssignment view provides a listing of the network control center (NCC) table routing assignments.

Field descriptions

AssignName

Description: The name of the table routing assignment, as defined when the assignment was configured on the NCC.

Type: varchar

Length: 30

Comment

Description: The comments defined on the Ranking Table Properties property sheet, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

DestSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DestSiteName

Description: A destination site for this network skillset, as defined in the routing table.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset included in this table routing assignment.

Type: varchar

Length: 30

Rank

Description: The ranking of the site in the routing table.

Type: smallint

Length: 2

RankingAssignID

Description: The unique identifier for the table routing assignment, as defined when the assignment was configured on the NCC.

Type: int

Length: 4

SrcSiteID

Description: The unique identifier for the source site, assigned when the site is configured on the NCC.

Type: int

Length: 4

SrcSiteName

Description: The source site for which the table routing assignment has been defined.

Type: varchar

Length: 30

Status

Description: The current status for this table routing assignment.

Type: varchar

Length: 80

NetworkSkillsetStatus view

Introduction

NSBR option only. The NetworkSkillsetStatus view provides a listing of the network skillsets and their statuses.

Field descriptions

FilterStatus

Description: Indicates whether the skillset is being filtered.

Type: smallint

Length: 2

Valid values:

- 11 (Server communication failure)
- 12 (Dialable DN has not been configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)
- 15 (Trunk allocation problem, server suspended)
- 16 (Incompatible server versions)
- any other value (Undefined)

FlowControlStatus

Description: Indicates whether the skillset is rejecting calls, because too many calls are queued.

Type: smallint

Length: 2

Valid values:

- 0 (Off)
- 1 (Max Request)
- 2 (Out of Service)

- 3 (Unknown Skillset)
- any other value (Undefined)

NetworkSkillset

Description: The name of the network skillset.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

Type: int

Length: 4

SiteName

Description: The destination site.

Type: varchar

Length: 30

NetworkThresholdTemplate view

Introduction

NSBR option only. Not used in this version.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the IVR threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

PhonesetDisplay view

Introduction

Meridian 1/CSE 1000 switch only. This view lists the configured display types, the width of each display, and the number of rows in each display.

Field descriptions

DisplayTypeName

Description: The type of display the phoneset uses.

Valid values:

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

Type: varchar

Length: 80

FieldName

Description: The name of the field displayed on the phoneset.

Type: varchar

Length: 80

Row

Description: The row in which the field appears.

Type: smallint

Length: 2

Width

Description: The display width for the field.

Type: smallint

Length: 2

Ranking view

Introduction

NSBR option only. The Ranking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field descriptions

DstSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

Description: The ranking of the destination site in the routing table.

Type: smallint

Length: 2

SrcSiteID

Description: The unique identifier for a source site, assigned when the site is configured on the NCC.

Type: int

Length: 4

SrcSiteName

Description: The name of the source site.

Type: varchar

Length: 30

RealTimeColumn view

Introduction

The RealTimeColumn view lists the real-time display definitions and their column definitions.

Field descriptions

Column

Description: The column number of a field that appears on a real-time display definition.

Type: smallint

Length: 2

Format

Description: The format of the column.

Valid values:

- text
- numeric
- time
- bar chart

Type: varchar

Length: 80

FormulaID

Description: A unique identifier for the formula used in this column, which is assigned by the server when the formula is added.

Type: int

Length: 4

Label

Description: The label of the column, as it appears on the real-time display.

Type: varchar

Length: 80

TemplateID

Description: A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

Type: int

Length: 4

ScaleFrom

Description: For columns with bar format only. The minimum scale value to be reported in this column.

Type: smallint

Length: 2

ScaleTo

Description: For columns with bar format only. The maximum scale value to be reported in this column.

Type: smallint

Length: 2

RealTimeStatCollection view

Introduction

The RealTimeStatCollection view lists the real-time statistical information you configured Symposium Call Center Server to collect.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Field descriptions

IntervalDuration

Description: The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

Type: smallint

Length: 2

IntervalStartTime

Description: The interval start time for collecting real-time statistics.

Type: char

Length: 8

ITDAgent

Description: Shows whether agent statistics are displayed using the interval-to-date format.

Type: char

Length: 1

ITDApplication

Description: Shows whether application statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDIVR

Description: Meridian 1/CSE 1000 switch only. Shows whether IVR statistics appear using the interval-to-date format.

Type: char

Length: 1

ITDNetworkCall

Description: NSBR option only. Shows whether network call statistics appear using the interval-to-date format.

Type: varchar

Length: 80

ITDNodalCall

Description: NSBR option only. Shows whether call center summary statistics appear using the interval-to-date format.

Type: int

Length: 4

ITDRoute

Description: Meridian 1/CSE 1000 switch only. Shows whether route statistics appear using the interval-to-date format.

Type: varchar

Length: 80

ITDSkillset

Description: Shows whether skillset statistics appear using the interval-to-date format.

Type: varchar

Length: 80

MinRefreshRate

Description: The minimum interval between refreshes of real-time statistics displays.

Type: varchar

Length: 80

MWAgent

Description: Shows whether agent statistics appear using the interval-to-date format.

Type: char

Length: 1

MWApplication

Description: Shows whether application statistics appear using the moving window format.

Type: char

Length: 1

MWIVR

Description: Meridian 1/CSE 1000 switch only. Shows whether IVR statistics appear using the moving window format.

Type: char

Length: 1

MWNetworkCall

Description: NSBR option only. Shows whether network call statistics appear using the moving window format.

Type: varchar

Length: 80

MWNodalCall

Description: NSBR option only. Shows whether call center summary statistics appear using the moving window format.

Type: int

Length: 4

MWRoute

Description: Meridian 1/CSE 1000 switch only. Shows whether route statistics appear using the moving window format.

Type: varchar

Length: 80

MWSkillset

Description: Shows whether skillset statistics appear using the moving window format.

Type: varchar

Length: 80

RealTimeTemplate view

Introduction

The RealTimeTemplate view lists the real-time display definitions and their general properties.

Field descriptions

Class

Description: The class to which the real-time display definition belongs.

Type: varchar

Length: 80

Name

Description: The name of the real-time display definition.

Type: varchar

Length: 30

RefreshRate

Description: The refresh rate defined for the real-time display definition.

Type: int

Length: 4

TemplateID

Description: A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

Type: int

Length: 4

ViewMode

Description: The view mode defined for the real-time display definition.

Valid values:

- Moving Window
- Interval To Date

Type: varchar

Length: 80

RemoteApplication view

Introduction

NSBR option only. The RemoteApplication view lists all applications defined in the network except those defined at the local site.

Field descriptions

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network only)
- 3 (local and network)

Name

Description: The name of the application, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

RemoteApplicationID

Description: The ID of the application, which is assigned by the server when the application is defined.

Type: int

Length: 4

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: int

Length: 4

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

SiteName

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

Route view

Introduction

Meridian 1/CSE 1000 switch only. The Route view lists the routes and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The name of the route, as defined on the Route Properties property page.

Type: varchar

Length: 30

RouteID

Description: The route number.

Type: int

Length: 4

Status

Description: The status of the route.

Type: varchar

Length: 80

TemplateID

Description: A unique identifier for the threshold class to which the route belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

RouteThresholdTemplate view

Introduction

Meridian 1/CSE 1000 switch only. The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the route threshold class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

ScheduledSkillsetAssignment view

Introduction

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

Field descriptions

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Properties property page.

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Properties property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserTelsetLogin

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the General – User Properties property page.

Type: varchar

Length: 16

ScheduledSupervisorAssignment view

Introduction

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

Field descriptions

AgentID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the General – Agent to Supervisor Assignment Properties property page.

Type: varchar

Length: 64

AssignType

The assignment type.

Type: varchar

Length: 80

Comment

Description: The comments defined on the General – Agent to Supervisor Assignment Properties property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorID

Description: A unique ID for the supervisor to which the user is assigned when this assignment is run. This identifier is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: char

Length: 1

Script view

Introduction

The Script view lists the scripts and their properties. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Comment

Description: Additional information about the script, as defined on the Script Properties property sheet, if any.

Type: varchar

Length: 30

GivenName

Description: The first or given name of the user who performed the most recent action on the script.

Type: varchar

Length: 30

LastModified

Description: The date when the most recent action was performed on the script.

Type: datetime

Length: 8

Name

Description: The name of the script, as defined in the Scripts window.

Type: varchar

Length: 30

Owner

Description: The name of the user who created the script.

Type: nvarchar

Length: 80

ScriptID

Description: A unique identifier for the script, which is assigned by the server when the script is added.

Type: int

Length: 4

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

SurName

Description: The last or surname of the user who performed the most recent action on the script.

Type: varchar

Length: 30

Type

Description: The type of script.

Valid values:

- Local Master
- Network
- Primary
- Secondary

Type: varchar

Length: 80

ScriptVariableProperties view

Introduction

The ScriptVariableProperties view lists the script variables and their properties. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Class

Description: The name of the variable class to which this variable belongs.

Valid values:

- Item
- Set Of Values

Type: varchar

Length: 80

Comment

Description: Not used.

Grouping

Description: The name of the variable group to which this variable belongs.

Valid values:

- Global Variable
- Call Variable

Type: varchar

Length: 80

Name

Description: The name of the script variable.

Type: varchar

Length: 30

Status

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

Type

Description: The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

Type: varchar

Length: 80

ScriptVariables view

Introduction

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Script

Description: The name of a script that uses this variable, as defined in the Scripts window.

Type: varchar

Length: 32

ScriptStatus

Description: The status of the script.

Valid values:

- Edited
- Validated
- Activated

Type: varchar

Length: 80

ScriptType

Description: The type of script.

Valid values:

- Local Master
- Network
- Primary
- Secondary

Type: varchar

Length: 80

Variable

Description: The name of the script variable.

Type: varchar

Length: 30

VariableStatus

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

VariableType

Description: The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

Type: varchar

Length: 80

Site view

Introduction

NSBR option only. The Site view lists the sites and their properties.

Field descriptions

Comment

Description: The comments defined on the Site Properties dialog box, if any.

Type: varchar

Length: 127

ContactNumber

Description: The phone number of the contact person.

Type: varchar

Length: 30

ContactPerson

Description: The name of the contact person for the site.

Type: varchar

Length: 30

IsLocal

Description: Specifies whether the site is the local site or a remote site.

Valid values:

- 0 (remote)
- 1 (local)

Type: char

Length: 1

Name

Description: The name of the site.

Type: varchar

Length: 30

OutOfServiceTimer

Description: The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

Type: int

Length: 4

RelativeGMT

Description: The time difference (in hours) between GMT and the time zone in which the site is located.

Type: int

Length: 4

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

TemplateID

Description: Not used in this version.

Type: char

Length: 1

TemplateName

Description: Not used in this version.

Type: varchar

Length: 30

Skillset view

Introduction

The Skillset view lists all skillsets and their general properties.

Field descriptions

ActivityCode

Description: Meridian 1/CSE 1000 switch only. The default activity code for the skillset.

Type: varchar

Length: 32

CallAgePreference

Description: The call age preference for a skillset.

Valid values:

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

Type: smallint

Length: 2

CallSourcePreference

Description: NSBR option only. The call source preference for a skillset.

Valid values:

- 15 (Local)
- 16 (Network)
- 17 (None)

Type: smallint

Length: 2

CallRequestQueueSize

Description: The maximum number of calls that can be queued to this skillset.

Type: int

Length: 4

CallRequestQueueSizeThreshold

Description: The number by which queued calls must decrease before more calls will be queued to this skillset.

Type: int

Length: 4

Comment

Description: The comments defined on the General – Skillset Properties property page, if any.

Type: varchar

Length: 127

DN

Description: The ACD-DN number for which calls will be pegged to this skillset, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 7

IdleAgentsPriority

Description: The agent idle time preference defined on the Global Settings dialog box.

Type: smallint

Length: 2

IsNetworked

Description: NSBR option only. Shows whether a skillset is networked.

Type: char

Length: 1

MinShortCallDelay

Description: The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered to be short calls.

Type: int

Length: 4

NetworkSkillsetComment

Description: NSBR option only.

Type: varchar

Length: 127

NetworkSkillsetID

Description: NSBR option only.

Type: int

Length: 4

NetworkSkillsetName

Description: NSBR option only.

Type: varchar

Length: 30

NightServiceType

The night service type for a skillset.

Valid values:

- 20 (Transition)
- 21 (Night)
- any other value (None)

Type: smallint

Length: 2

ServiceLevelThreshold

Description: The service level for the threshold class to which the skillset belongs.

Type: int

Length: 4

Skillset

Description: The name of the skillset, as defined on the Skillset Properties property sheet.

Type: varchar

Length: 30

SkillsetID

Description: A unique identifier for the skillset, which is assigned by the server when the skillset is added.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class to which the skillset belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

UseBestNode

Description: Not used.

UseRoundRobin

Description: NSBR option only.

Type: char

Length: 1

Valid values:

- 0 (round robin)
- 1 (sequential)

SkillsetByAgent view

Introduction

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

Field descriptions

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset, assigned when the skillset is added.

Type: int

Length: 4

SkillsetState

Description: The skillset state.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

UserID

Description: A unique ID for an agent assigned to this skillset, which is assigned by the server when the agent is added.

Type: binary

Length: 16

SkillsetByAssignment view

Introduction

The SkillsetByAssignment view lists skillsets and the agent to skillset assignments in which they are assigned.

Field descriptions

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Assignment property page.

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Assignment property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

Description: The given or first name of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

UserSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page.

Type: varchar

Length: 64

UserTelsetLoginID

Description: The numeric ID the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

SkillsetThresholdTemplate view

Introduction

The SkillsetThresholdTemplate view lists the skillset threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

MinShortCallDelay

Description: The length of a short call for this threshold class.

Type: int

Length: 4

Name

Description: The name of the skillset threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

SummaryThresholdTemplate view

Introduction

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the nodal threshold class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

Supervisor view

Introduction

The Supervisor view lists all of the Symposium Call Center Server supervisors and their general properties.

Field descriptions

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

Description: The department to which the supervisor belongs, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

GivenName

Description: The given or first name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

PCLoginName

Description: The supervisor's desktop userid, defined on the Desktop – User Properties property page.

Type: varchar

Length: 40

PersonalDN

Description: Meridian 1/CSE 1000 switch only. The supervisor's personal directory number.

Type: varchar

Length: 32

SurName

Description: The family or surname of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SwitchID

Description: The switch ID of the phoneset at which the supervisor is logged on, received from the switch.

Type: int

Length: 4

SwitchPortAddress

Description: The switch port address of the phoneset at which the supervisor is logged on, received from the switch.

Type: varchar

Length: 30

SwitchPortName

Description: The switch port name of the phoneset at which the supervisor is logged on, as received from the switch.

Type: varchar

Length: 30

TelsetLoginID

Description: The numeric ID the supervisor uses to log on to the phoneset, as defined on the Phoneset – User Properties property page.

Type: varchar

Length: 16

TemplateID

Description: A unique identifier for the access class to which the supervisor belongs, which is assigned by the server when the access class is added.

Type: int

Length: 4

TemplateName

Description: The name of the access class to which the supervisor belongs.

Type: nvarchar

Length: 30

ThresholdTemplateID

Description: A unique identifier for the threshold class to which the supervisor belongs, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

ThresholdTemplateName

Description: The name of the threshold class to which the supervisor belongs.

Type: nvarchar

Length: 30

Title

Description: The supervisor's title, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

UserID

Description: A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorAgentAssignment view

Introduction

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

Field descriptions

AgentGivenName

Description: The first or given name of an assigned agent, as defined on the General – User Properties property page for the agent.

Type: varchar

Length: 64

AgentSurName

Description: The family or surname of the agent, as defined on the General – User Properties property page for the agent.

Type: varchar

Length: 64

AgentTelsetLoginID

Description: The numeric ID that the agent uses to log on to the phoneset, as defined on the Phoneset – User Properties property page for the agent.

Type: varchar

Length: 16

AgentUserID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

SupervisorGivenName

Description: The first or given name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorSurname

Description: The surname or family name of the supervisor, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorTelsetLoginID

Description: The numeric ID the supervisor uses to log on at the phoneset, as defined on the Phoneset – User Properties property page for the supervisor.

Type: varchar

Length: 16

SupervisorUserID

Description: A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

Type

Description: Shows whether the supervisor is the reporting or associated supervisor for an agent.

Type: char

Length: 1

Valid values:

- P (Reporting)
- S (Associated)

SupervisorByAssignment view

Introduction

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

Field descriptions

AgentID

Description: A unique ID for the agent, which is assigned by the server when the agent is added.

Type: binary

Length: 16

AssignID

Description: A unique identifier for the assignment, which is assigned by the server when the assignment is added.

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the Agent to Supervisor Assignment Properties property sheet.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Comment

Description: The comments defined on the Agent to Supervisor Assignment property sheet, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Status

Description: The status of the agent to supervisor assignment.

Valid values:

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

SupervisorGivenName

Description: The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

SupervisorID

Description: A unique ID for the supervisor to which the user is assigned when this assignment is run, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: varchar

Length: 80

SwitchPort view

Introduction

This view lists phoneset ports and their switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The switch port name of the phoneset at which the agent is logged on, as received from the switch.

varchar

Length: 30

PortAddress

Description: The switch port address of the phoneset at which the agent is logged on, as received from the switch.

Type: varchar

Length: 30

PositionID

Description: Meridian 1/CSE 1000 switch only. A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

SecondaryDN

Description: DMS/MSL-100 switch only. The secondary DN defined on the phoneset.

Type: int

Length: 4

Status

Description: The status of the phoneset.

Type: varchar

Length: 80

SwitchID

Description: The switch ID of the phoneset at which the agent is logged on, received from the switch.

Type: int

Length: 4

Type

Description: The phoneset type.

Type: varchar

Length: 80

TargetSwitchComm view

Introduction

NSBR option only. This view lists the parameters configured for each of the destination sites in the network. These parameters are defined on the Site Parameters dialog box.

Field descriptions

AgentReserveTimer

Description: The amount of time an agent at this site is reserved for a network call, as defined in the Agent Reserve Timer field.

Type: int

Length: 4

DialableDN

Description: The number your switch dials to connect to the destination site, as defined in the Dialable DN field.

Type: varchar

Length: 32

NumRetries

Description: The number of times your switch attempts to connect to the destination site, if a connection attempt is unsuccessful, as defined in the Number of Retries field.

Type: smallint

Length: 2

RetryTimer

Description: The time that elapses between retry attempts, as defined in the Retry Interval field.

Type: int

Length: 4

SiteID

Description: A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

Type: int

Length: 4

SiteName

Description: The name of the Symposium Call Center Server site, as assigned during installation.

Type: varchar

Length: 30

UserTemplate view

Introduction

The UserTemplate view lists the agent call presentation classes and their properties.

Field descriptions

AlternateCallAnswer

Description: Meridian 1/CSE 1000 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Meridian 1/CSE 1000 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: Meridian 1/CSE 1000 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

NROSDN

Description: DMS/MSL-100/MSL-100 switch only. Shows whether the agent can receive calls while active on their secondary DN.

Type: char

Length: 1

ReturnToQueueMode

Description: The mode of the agent's phoneset after returning a call to the queue.

Type: varchar

Length: 80

ReturnToQueueOnNoAnswer

Description: Shows whether unanswered calls will be returned to the queue.

Type: char

Length: 1

ReturnToQueueWaitInterval

Description: The time before an unanswered call is returned to the queue.

Type: smallint

Length: 2

TelsetShowReserve

Description: NSBR option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

Type: char

Length: 1

Template

Description: The name of the call presentation class.

Type: varchar

Length: 30

TemplateID

Description: A unique identifier for the call presentation class, which is assigned by the server when the call presentation class is added.

Type: int

Length: 4

UnionBreakTimer

Description: Meridian 1/CSE 1000 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

VariableWrap

Description: DMS/MSL-100 switch only. Shows whether the agent is put into Variable Wrap state after a call. Calls are not presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

UserThresholdTemplate view

Introduction

The UserThresholdTemplate view lists the agent threshold classes and their properties.

Field descriptions

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the agent threshold class.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

Type: int

Length: 4

Views view

Introduction

This view lists all of the database views available in the Symposium Call Center Server database.

Field descriptions

ColumnName

Description: The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

Type: varchar

Length: 30

Length

Description: The length of the field, in characters.

Type: tinyint

Length: 1

Name

Description: The name of the view.

Type: varchar

Length: 30

Type

Description: The field type. For a list of valid types and their descriptions, see the following section.

Type: varchar

Length: 30

Chapter 5

Entity relationship diagrams

In this chapter

Overview of entity relationships 372

IDEF1X notation conventions 373

Statistics entity relationships 379

Symposium database entity relationships 388

Overview of entity relationships

Introduction

The diagrams in this section show the relationships among the Symposium Call Center Server database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all of the relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

IDEF1X notation conventions

Introduction

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. Use this modeling language to produce a graphical information model that represents the structure and semantics of information within a system.

History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the U.S. Air Force in the late 1970s identified a set of three graphic methods for defining the functions, data structures, and dynamics of manufacturing businesses:

- IDEF0—the function method
- IDEF1—the original data method
- IDEF2—the dynamics method

Together, these three methods came to be known as the ICAM DEFinition (IDEF) method.

In 1985, D. Appleton Company (DACOM) approached the Air Force with a proposal to extend IDEF1. IDEF1X (the X stands for eXtended) was accepted as an Air Force standard and became part of the public domain.

In December 1993, the National Institute of Standards and Technology (NIST) released IDEF1X as a standard for Data Modeling in FIPS Publication 184.

Entity notation

The following terms are used to describe entities:

Entity

An entity is any distinguishable person, place, thing, event, or concept about which information is kept. More precisely, an entity is a set or collection of things called instances. Entities are named by nouns—for example, customer or employee.

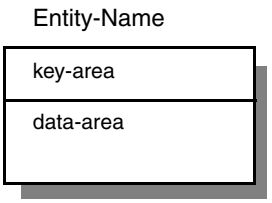
Entities are classified as independent or dependent entities, depending on how they acquire their keys.

Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

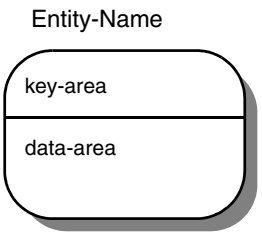
Independent entity

An independent entity does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.



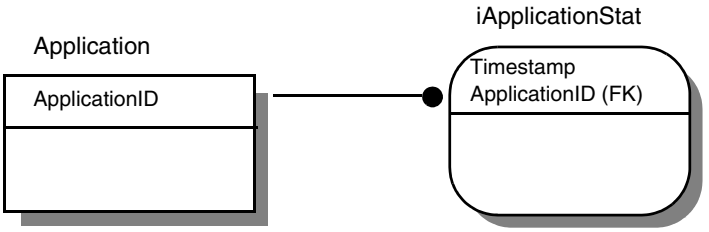
Dependent entity

Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.



Primary key

To use an entity, we must be able to identify instances uniquely; that is, we must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.



In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

Attribute notation

The following terms are used to describe attributes:

Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

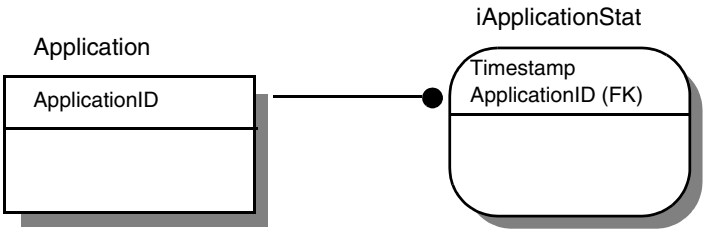
Non-primary key attribute

A non-primary key attribute is not part of the primary key of the entity.

Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

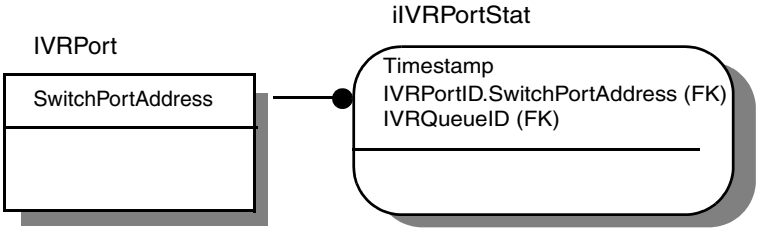


Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute. Its definition is based on the definition of the original foreign key or keys. The original foreign keys are therefore classified as base attributes. Role names take the following format:

role-name.attribute (FK)

In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name:

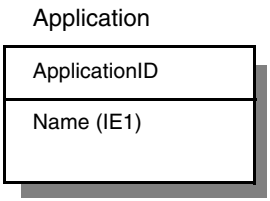


Inversion entry

An inversion entry is a nonunique access identifier of the entity. It is an attribute or group of attributes that is frequently used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, you may not find exactly one instance. Inversion entries are shown as

attribute (IEn)

In the following illustration, Name is an inversion entry:



Relationship notation

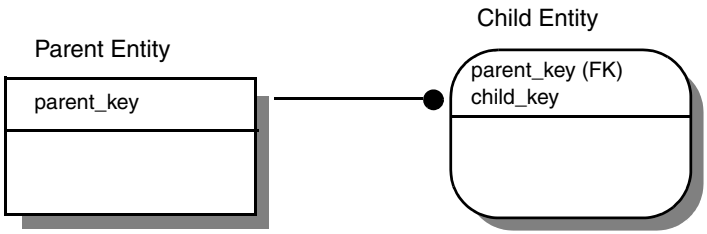
The following terms are used to describe the relationships between entities:

Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model are used to represent some of the business rules that describe the area being modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they connect exactly two entities.

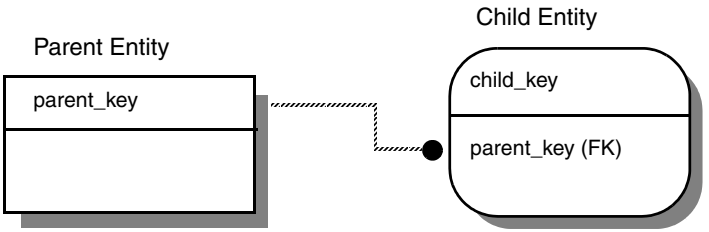
Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.



Nonidentifying relationship

In a nonidentifying relationship, primary key attributes of parent entity become non-primary-key attributes of the child entity.



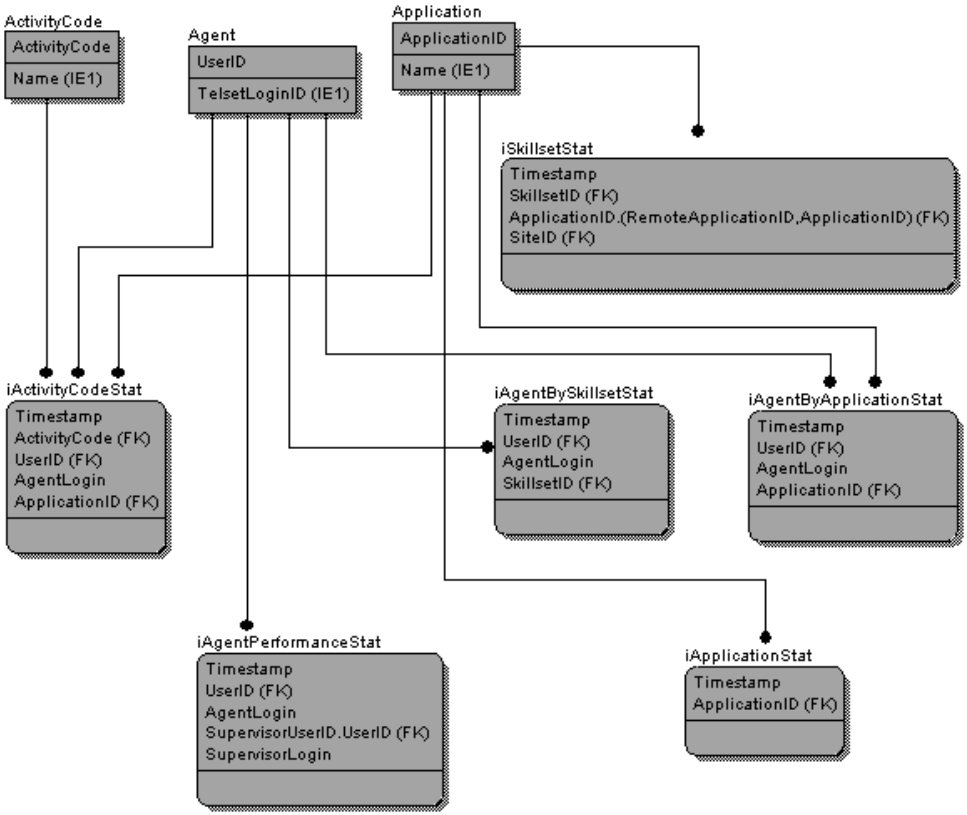
Cardinality notation

The following notation is used to show the number of child attributes involved in the relationship:

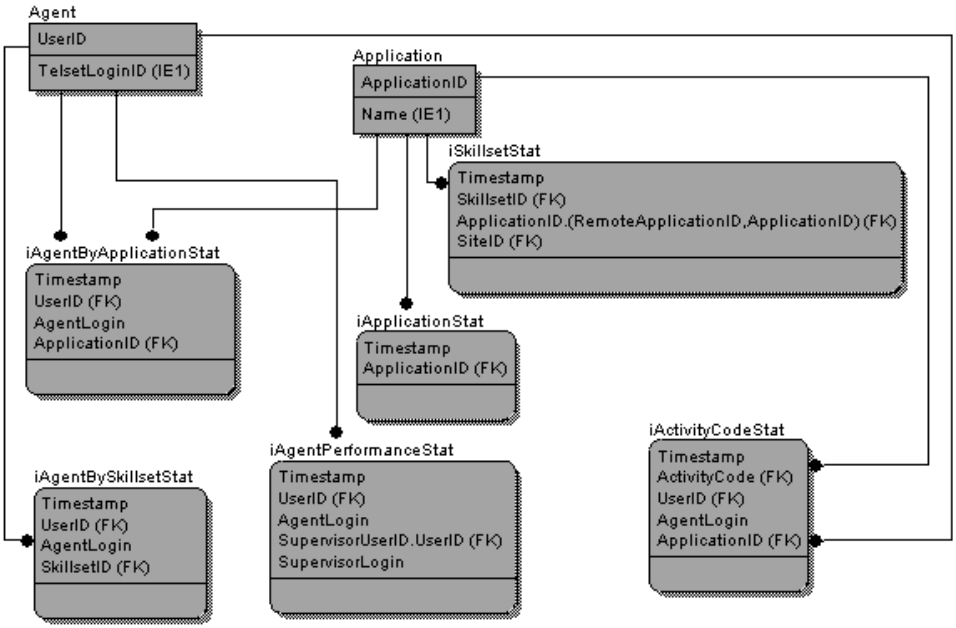
One-to-zero-or-more	
One-to-one-or-more	P
One-to-zero-or-one	Z
One-to-exactly-N	N

Statistics entity relationships

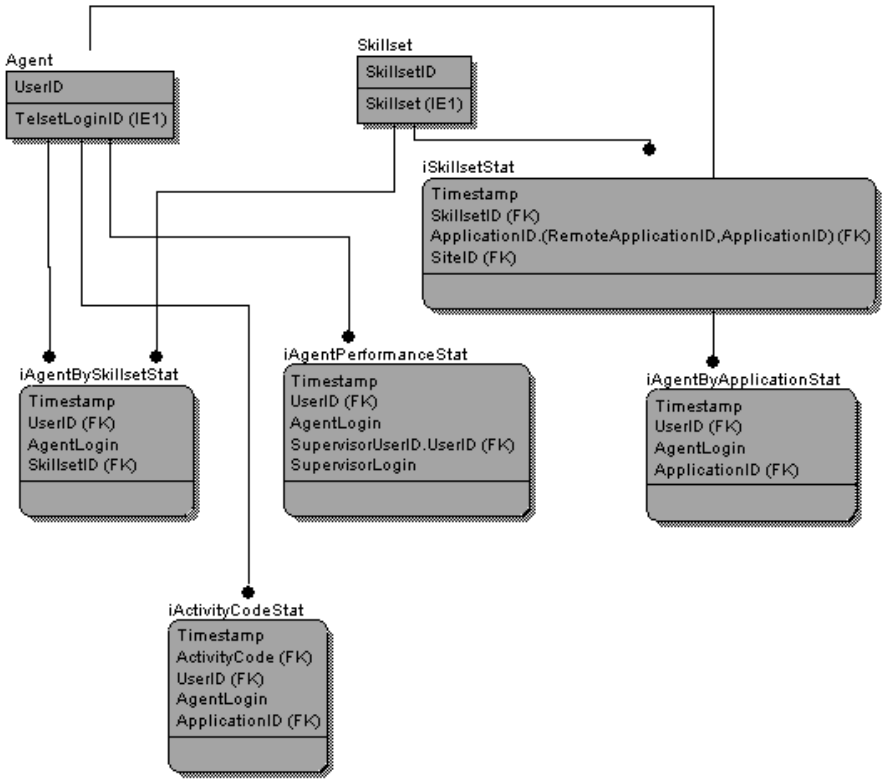
Activity code statistics



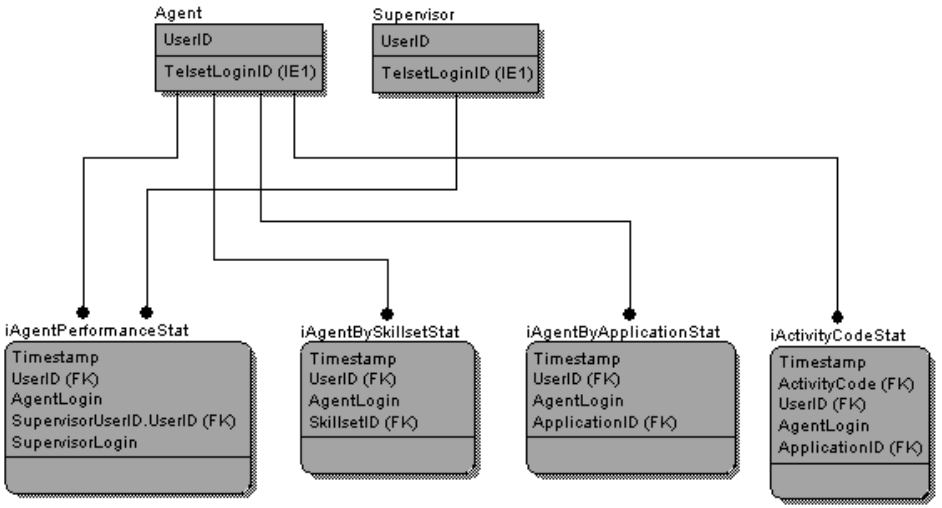
Agent by application statistics



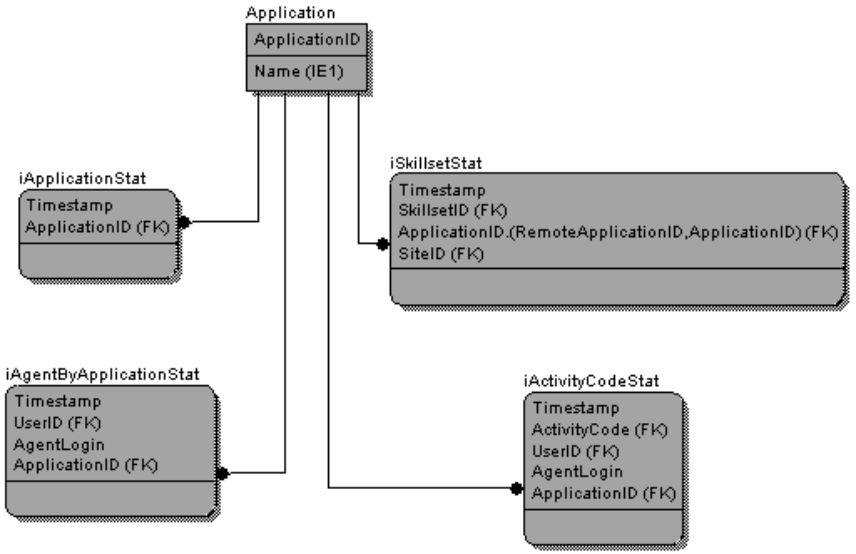
Agent by skillset statistics



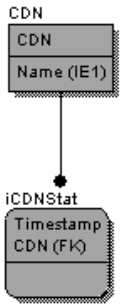
Agent performance statistics



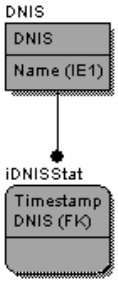
Application statistics



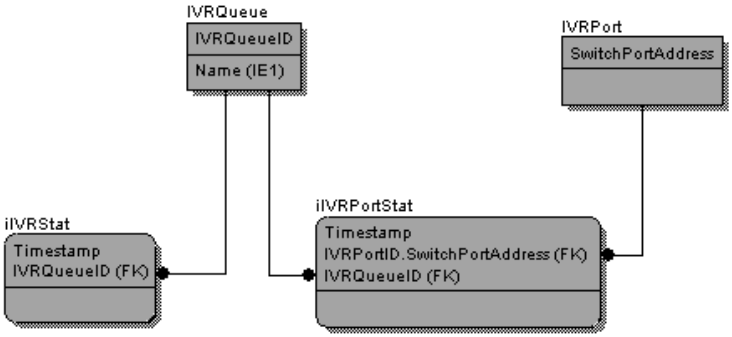
CDN statistics



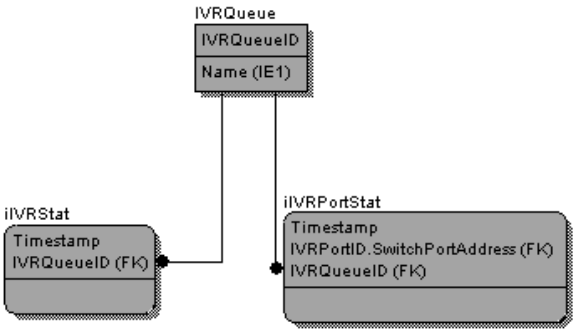
DNIS statistics



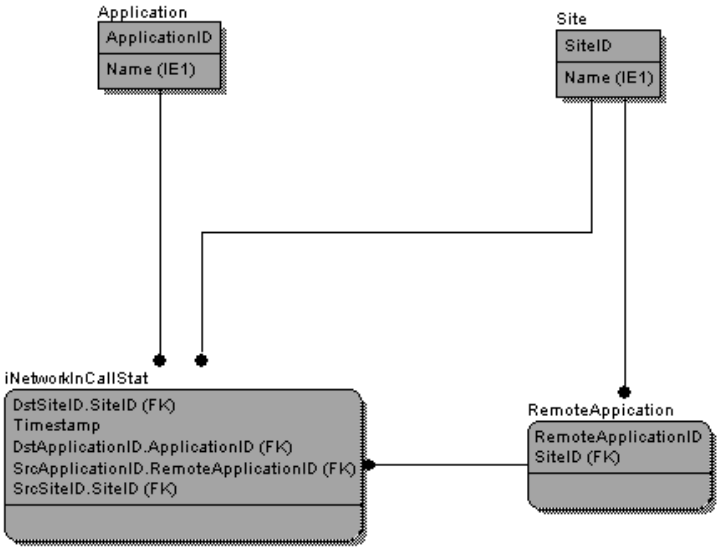
IVR port statistics



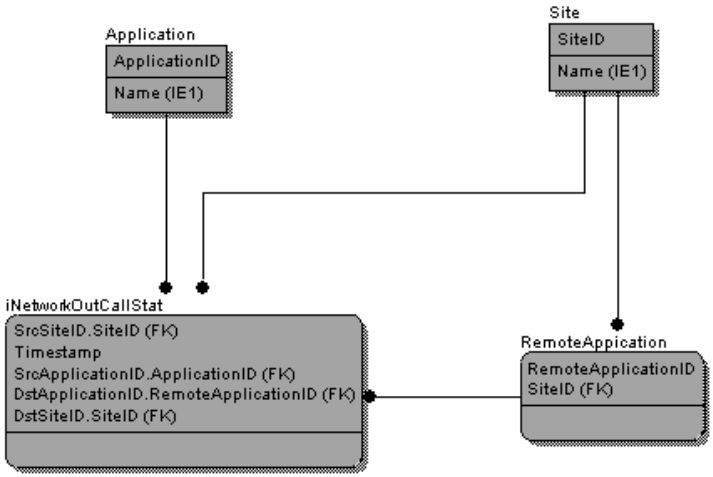
IVR statistics



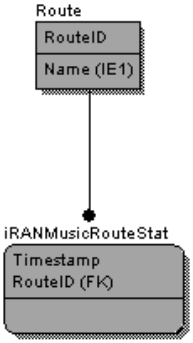
Network incoming call statistics



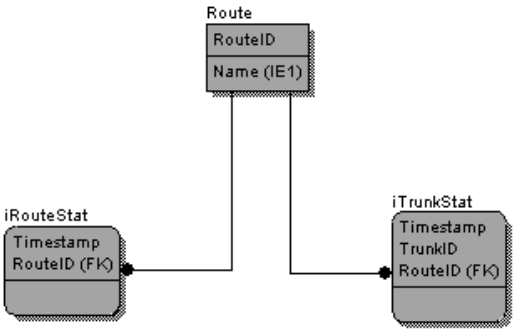
Network outgoing call statistics



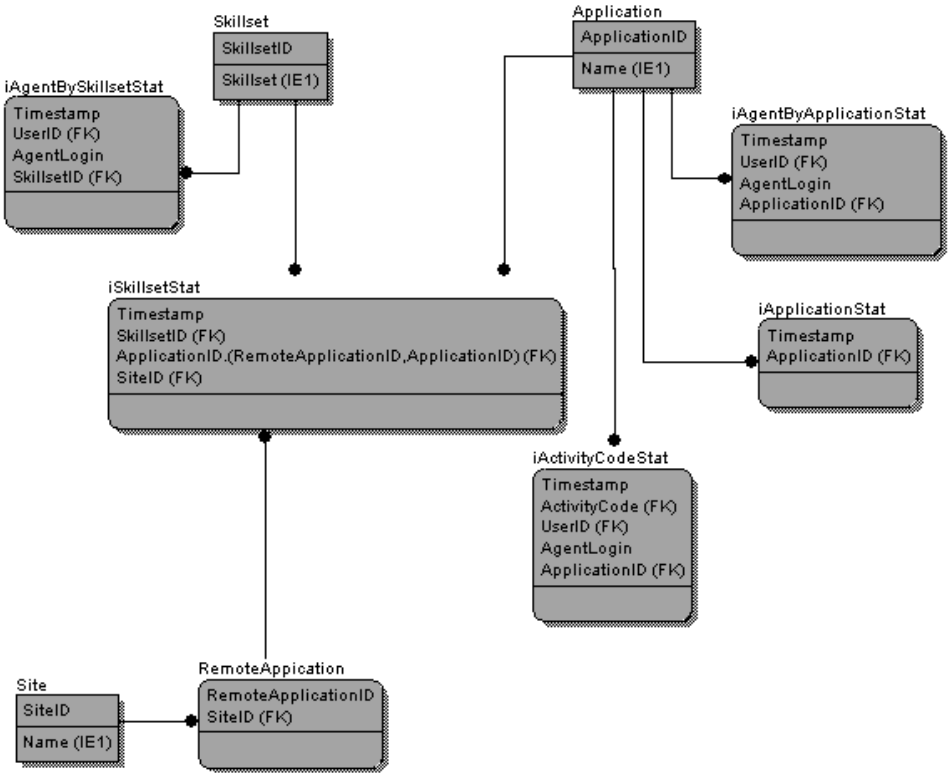
RAN/music route statistics



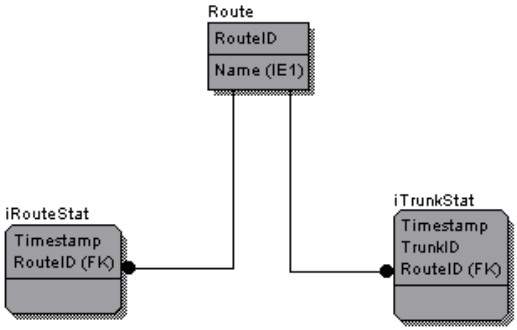
Route statistics



Skillset statistics



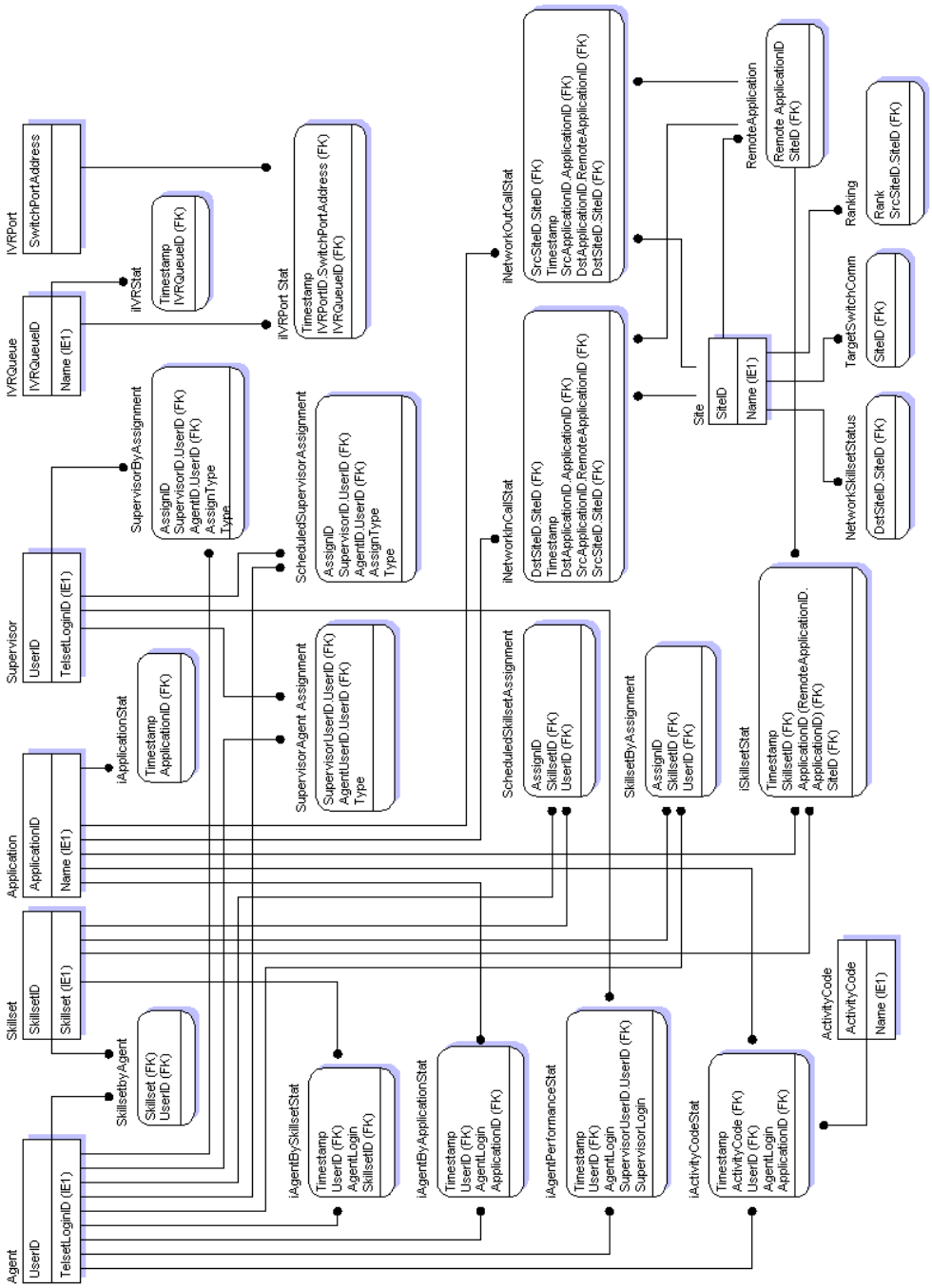
Trunk statistics

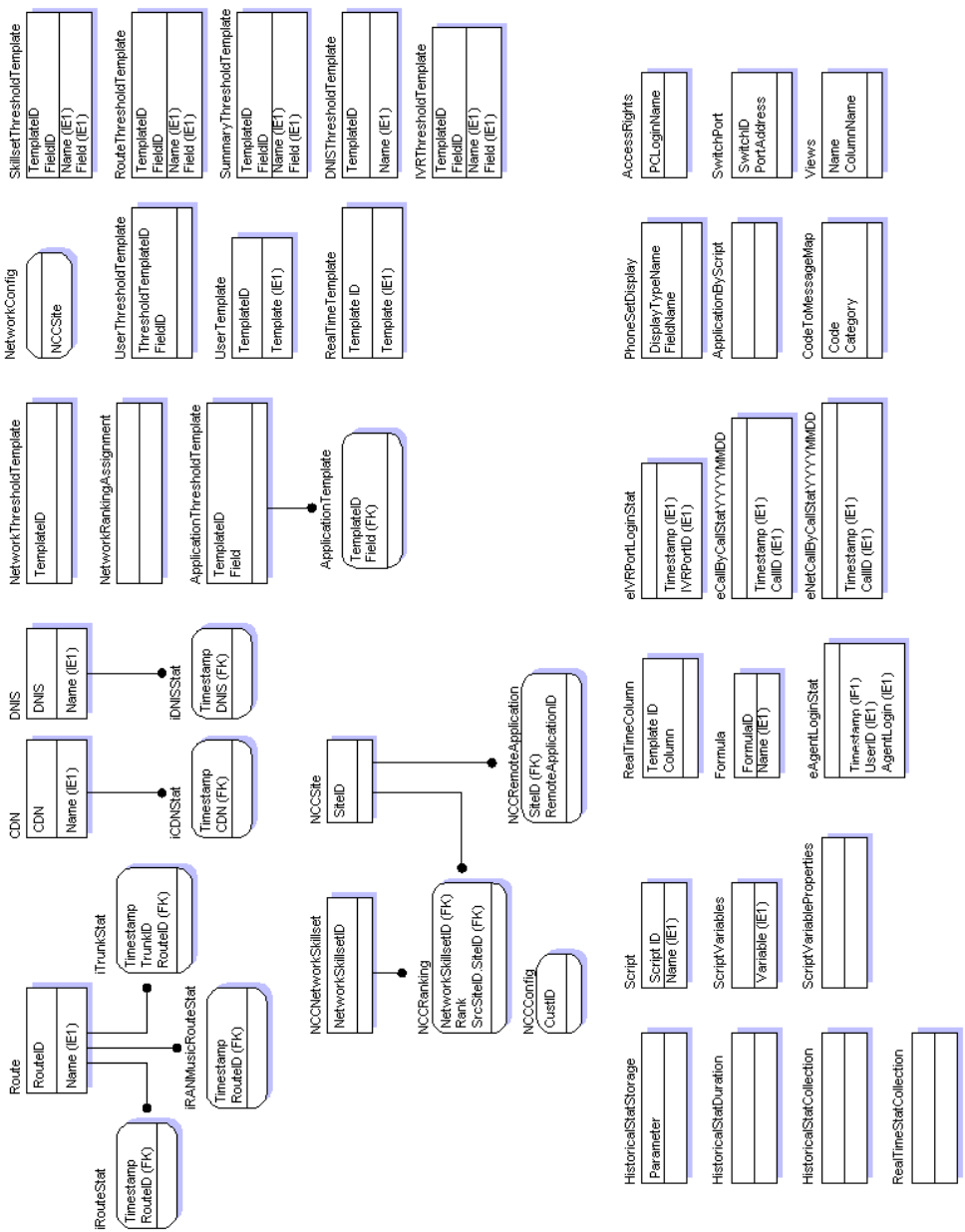


Symposium database entity relationships

Introduction

The following pages show all the relationships within the database.


IVRPort
SwitchPortAddress
IVRQueue
IVRQueueID
Name (IE1)
iIVRStat
Timestamp
IVRQueueID (FK)
iIVRPort Stat
Timestamp
IVRPortID,SwitchPortAddress (FK)
IVRQueueID (FK)
SupervisorByAssignment
AssignID
SupervisorID,UserID (FK)
AgentID,UserID (FK)
AssignType
Type
ScheduledSupervisorAssignment
AssignID
SupervisorID,UserID (FK)
AgentID,UserID (FK)
AssignType
Type
Supervisor
UserID
TelsetLoginID (IE1)
iApplicationStat
Timestamp
ApplicationID (FK)
SupervisorAgent Assignment
SupervisorUserID,UserID (FK)
AgentUserID,UserID (FK)
Type
Application
ApplicationID
Name (IE1)
Skillset
SkillsetID
Skillset (IE1)
SkillsetbyAgent
Skillset (FK)
UserID (FK)
Agent
UserID
TelsetLoginID (IE1)
iAgentBySkillsetStat
Timestamp
UserID (FK)
AgentLogin
SkillsetID (FK)
iAgentByApplicationStat
Timestamp
UserID (FK)
AgentLogin
ApplicationID (FK)
iAgentPerformanceStat
Timestamp
UserID (FK)
AgentLogin
SupervisorUserID,UserID (FK)
SupervisorLogin
iActivityCodeStat
Timestamp
ActivityCode (FK)
UserID (FK)
AgentLogin
ApplicationID (FK)
ActivityCode
ActivityCode
Name (IE1)
iNetworkOutCallStat
SrcSiteID,SiteID (FK)
Timestamp
SrcApplicationID,ApplicationID (FK)
DstApplicationID,RemoteApplicationID (FK)
DstSiteID,SiteID (FK)
iNetworkinCallStat
DstSiteID,SiteID (FK)
Timestamp
DstApplicationID,ApplicationID (FK)
SrcApplicationID,RemoteApplicationID (FK)
SrcSiteID,SiteID (FK)
ScheduledSkillsetAssignment
AssignID
SkillsetID (FK)
UserID (FK)
SkillsetByAssignment
AssignID
SkillsetID (FK)
UserID (FK)
iSkillsetStat
Timestamp
SkillsetID (FK)
ApplicationID (RemoteApplicationID,
ApplicationID) (FK)
SiteID (FK)
Site
SiteID
Name (IE1)
Remote-Application
Remote ApplicationID
SiteID (FK)
Ranking
Rank
SrcSiteID,SiteID (FK)
TargetSwitchComm
SiteID (FK)
NetworkSkillsetStatus
DstSiteID,SiteID (FK)


SkillsetThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
NetworkConfig
NCCSite
RouteThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
UserThresholdTemplate
ThresholdTemplateID
FieldID
SummaryThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
UserTemplate
TemplateID
Template (IE1)
DNISThresholdTemplate
TemplateID
Name (IE1)
RealTimeTemplate
Template ID
Template (IE1)
IVRThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
NetworkThresholdTemplate
TemplateID
NetworkRankingAssignment
ApplicationThresholdTemplate
TemplateID
Field
ApplicationTemplate
TemplateID
Field (FK)
DNIS
DNIS
Name (IE1)
iDNISStat
Timestamp
DNIS (FK)
CDN
CDN
Name (IE1)
iCDNStat
Timestamp
CDN (FK)
NCCSite
SiteID
NCCRemoteApplication
SiteID (FK)
RemoteApplicationID
Route
RouteID
Name (IE1)
iTrunkStat
Timestamp
TrunkID
RouteID (FK)
iRouteStat
Timestamp
RouteID (FK)
iRANMusicRouteStat
Timestamp
RouteID (FK)
NCCNetworkSkillset
NetworkSkillsetID
NCCRanking
NetworkSkillsetID (FK)
Rank
SrcSiteID,SiteID (FK)
NCCConfig
CustID
HistoricalStatStorage
Parameter
Script
Script ID
Name (IE1)
ScriptVariables
Variable (IE1)
ScriptVariableProperties
HistoricalStatDuration
HistoricalStatCollection
RealTimeStatCollection
RealTimeColumn
Template ID
Column
Formula
FormulaID
Name (IE1)
eAgentLoginStat
Timestamp (IE1)
UserID (IE1)
AgentLogin (IE1)
eIVRPortLoginStat
Timestamp (IE1)
IVRPortID (IE1)
eCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)
eNetCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)
PhoneSetDisplay
DisplayTypeName
FieldName
ApplicationByScript
CodeToMessageMap
Code
Category
AccessRights
PCLoginName
SwitchPort
SwitchID
PortAddress
Views
Name
ColumnName

Appendix A

Standard reports

In this appendix

Overview 392

Section A: Activity code reports 395

Section B: Agent reports 405

Section C: Application reports 475

Section D: Call by call reports 503

Section E: Configuration reports 507

Section F: IVR reports 603

Section G: NCC reports 613

Section H: Network reports 661

Section I: Resource reports 691

Section J: Skillset reports 723

Overview

Introduction

Symposium Call Center Server provides two types of standard reports: historical reports and configuration reports.

Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. Two types of historical reports are available:

- summarized historical reports—These reports contain totals accumulated over a period of time (usually, 15-minute interval, daily, weekly, or monthly).
- event (detail) historical reports—These reports contain detailed information about each event that occurred.

Configuration reports

Configuration reports contain information about how your system is configured. You can use these reports as a reference when you are planning or making changes to your system.

Database views

The descriptions of the reports indicate the database view that provides the data for the report. You can use this information to help you create your own reports.

In many cases, the database view is available in a number of collection frequencies. For example, there are daily, weekly, monthly, and interval versions of the ActivityCodeStat view. Each view name has a prefix that identifies its frequency:

- dActivityCodeStat is the daily view.
- wActivityCodeStat is the weekly view.
- mActivityCodeStat is the monthly view.
- iActivityCodeStat is the interval view.

In the following section, if data is available in multiple versions of a view, the source is given as the name of the view without the prefix (for example, the ActivityCodeStat view).

Report templates

For each standard report, the report description identifies the Crystal Reports template file for the report. (Template files are stored in Nortel/client/en/rpt.) You can use these template files as the basis for customized reports. To create a customized report based on a standard report template, follow these steps:

1. Copy the standard report template and give it a meaningful name.
2. Modify the new template using Crystal Reports version 7.0.
3. Import the new template into the server (see "Importing a report created in Crystal Reports" on page 56).

Caution: Do not modify the standard templates.

Note: For reports available in a number of collection frequencies, there is a template for each frequency. The template names have the same prefix as the corresponding view.

Raw and calculated data

Some fields contain raw data, which is data that is taken directly from the view. Others (such as average and percentage fields) contain data that is calculated using one or more view fields.

Descriptions of raw fields

For raw data, this manual provides the view field from which the data is taken. For a detailed description of the data in the field, refer to the description of the view field in the data dictionary.

Descriptions of calculated fields

For calculated fields, this manual provides the formula used to calculate the field value. You can use this information to create your own reports.

Section A: Activity code reports

In this section

Activity Code By Agent 396
Activity Code By Application 399
Not Ready Reason Codes By Agent 402

Activity Code By Agent

Description

The Activity Code By Agent report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt15.rpt
- dm-agt15.rpt
- wm-agt15.rpt
- mm-agt15.rpt

Filter

- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Activity Code By Agent

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Activity Code Name	Application Name	Activity Time	Average Activity Time	Activity Occurrences
		GRAND TOTAL		
		01:19:46	00:02:34	145
Agent Name & ID: Rose Stefanopolis - 6602				
	Summary:	00:13:59	00:01:24	10
4/9/99				
15:15 System_Default_Activity_Code	Master_Script	00:01:50	00:01:50	1
Schedule_Inquiry	Booking_Script	00:01:48	00:01:48	1
Schedule_Inquiry	Master_Script	00:02:00	00:02:00	1
System_Default_Activity_Code	Booking_Script	00:07:12	00:01:26	5
Booking	Booking_Script	00:01:09	00:00:35	2
	Daily 4/9/99	00:13:59	00:01:24	10
	Agent:	00:13:59	00:01:24	10
Agent Name & ID: James Jones - 6708				
	Summary:	00:13:31	00:00:37	22
4/9/99				
15:15 Vacation_Sales	Vacations_Script	00:02:29	00:00:50	3
Booking	Booking_Script	00:01:02	00:00:31	2
System_Default_Activity_Code	Master_Script	00:00:15	00:00:15	1
Schedule_Inquiry	Booking_Script	00:00:41	00:00:41	1
Vacation_Inquiry	Vacations_Script	00:02:09	00:01:05	2
System_Default_Activity_Code	Booking_Script	00:00:45	00:00:23	2
Vacation_Inquiry	Master_Script	00:03:37	00:00:36	6
Schedule_Inquiry	Master_Script	00:02:33	00:00:31	5
	Daily 4/9/99	00:13:31	00:00:37	22
	Agent:	00:13:31	00:00:37	22
Agent Name & ID: Tom Wilson - 6761				
	Summary:	00:02:55	00:00:35	5
4/9/99				
15:15 System_Default_Activity_Code	Master_Script	00:00:10	00:00:10	1
System_Default_Activity_Code	Booking_Script	00:02:45	00:00:41	4
	Daily 4/9/99	00:02:55	00:00:35	5
	Agent:	00:02:55	00:00:35	5
Agent Name & ID: Lori Vandenberg - 6763				
	Summary:	00:05:47	00:00:50	7
4/9/99				
15:15 System_Default_Activity_Code	Booking_Script	00:05:17	00:00:53	6

lm-ag115.rpt

Printed By: sysadmin 4/26/99 9:16:16 AM **Page: 1**

Activity Code By Application

Description

The Activity Code By Application report allows you to monitor activity time for each application on your system. The Activity Code By Application report includes all activity time and occurrences for an application.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app8.rpt
- dm-app8.rpt
- wm-app8.rpt
- mm-app8.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each application, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Activity Code By Application

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Agent Login	Agent Name	ActivityTime	Average Activity Time	Activity Occurrences
		GRAND TOTAL		
		01:32:51	00:00:35	161
Application: Booking_Script				
	Summary:	00:54:44	00:00:42	78
Activity Name & ID: System_Default_Activity_Code - 0				
	Summary:	00:36:59	00:00:40	55
4/9/99				
15:15	6708 James Jones	00:00:45	00:00:23	2
	6761 Tom Wilson	00:02:45	00:00:41	4
	6763 Lori Vandenberg	00:05:17	00:00:53	6
	6912 Ronnie Heintz	00:02:32	00:00:38	4
	6840 Donna Royce	00:06:01	00:01:00	6
	6913 Tajinder Singh	00:09:15	00:00:23	24
	6841 Brandon Woo	00:03:12	00:00:48	4
	6602 Rose Stefanopolis	00:07:12	00:01:26	5
	Daily 4/9/99	00:36:59	00:00:40	55
	Activity	00:36:59	00:00:40	55
Activity Name & ID: Schedule_Inquiry - 430				
	Summary:	00:10:45	00:00:46	14
4/9/99				
15:15	6840 Donna Royce	00:00:14	00:00:14	1
	6841 Brandon Woo	00:01:01	00:01:01	1
	6763 Lori Vandenberg	00:06:53	00:00:46	9
	6913 Tajinder Singh	00:00:08	00:00:08	1
	6708 James Jones	00:00:41	00:00:41	1
	6602 Rose Stefanopolis	00:01:48	00:01:48	1
	Daily 4/9/99	00:10:45	00:00:46	14
	Activity	00:10:45	00:00:46	14
Activity Name & ID: Booking - 431				
	Summary:	00:07:00	00:00:47	9
4/9/99				
15:15	6602 Rose Stefanopolis	00:01:09	00:00:35	2
	6912 Ronnie Heintz	00:00:29	00:00:29	1
	6708 James Jones	00:01:02	00:00:31	2
	6840 Donna Royce	00:00:13	00:00:13	1
	6841 Brandon Woo	00:02:29	00:01:15	2
	6761 Tom Wilson	00:01:38	00:01:38	1
	Daily 4/9/99	00:07:00	00:00:47	9
	Activity	00:07:00	00:00:47	9
	Application	00:54:44	00:00:42	78

im-a008.rpt

Printed By: sysadmin 4/26/99 1:28:24 PM **Page: 1**

Not Ready Reason Codes By Agent

Description

Meridian 1/CSE 1000 switch only. The Not Ready Reason Codes By Agent report allows you to monitor why agents went in to Not Ready state. In the Activity Codes window on the client, you can define Not Ready reason codes. When an agent goes into Not Ready state and enters one of these codes, the incident is pegged in the ActivityCodeStat view.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt20.rpt
- dm-agt20.rpt
- wm-agt20.rpt
- mm-agt20.rpt

Filter

- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Total Time	ActivityTime
Average Time	ActivityTime / Occurrences
Number of Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Not Ready Reason Codes By Agent

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Not Ready Reason Code		Not Ready Reason Codes: Total Time	Average Time	Number of Occurrences
	GRAND TOTAL	00:05:51	00:00:59	6
Agent Name & ID: Rose Stefanopolis - 6602	Summary:	00:00:52	00:00:26	2
4/9/99				
15:15 Sick		00:00:52	00:00:26	2
	Daily 4/9/99	00:00:52	00:00:26	2
	Agent:	00:00:52	00:00:26	2
Agent Name & ID: Donna Royce - 6840	Summary:	00:02:55	00:01:28	2
4/9/99				
15:15 Sick		00:02:14	00:02:14	1
Rest		00:00:41	00:00:41	1
	Daily 4/9/99	00:02:55	00:01:28	2
	Agent:	00:02:55	00:01:28	2
Agent Name & ID: Brandon Woo - 6841	Summary:	00:00:59	00:00:59	1
4/9/99				
15:15 Admin		00:00:59	00:00:59	1
	Daily 4/9/99	00:00:59	00:00:59	1
	Agent:	00:00:59	00:00:59	1
Agent Name & ID: Tajinder Singh - 6913	Summary:	00:01:05	00:01:05	1
4/9/99				
15:15 Rest		00:01:05	00:01:05	1
	Daily 4/9/99	00:01:05	00:01:05	1
	Agent:	00:01:05	00:01:05	1
	GRAND TOTAL	00:05:51	00:00:59	6

C:\REPORTS\flathlm-ag120.rpt

Printed By: sysadmin 4/11/99 1:03:17 PM

Page 1 of 1

Section B: Agent reports

In this section

Agent Average Calls per Hour 406
Agent Average Calls per Hour, Bottom 5 409
Agent Average Calls per Hour, Top 5 411
Agent by Activity Code 413
Agent By Application Performance 416
Agent By Skillset Performance 419
Agent DN Performance 423
Agent DN Performance Calls Answered, Bottom 5 428
Agent DN Performance Calls Answered, Top 5 430
Agent Login/Logout 432
Agent Network/NACD Activity 435
Agent Performance 438
Agent Performance By Supervisor 445
Agent Performance Calls Answered, Bottom 5 451
Agent Performance Calls Answered, Top 5 457
Agent Short Calls 459
Agent Transferred/Conferenced Activity 464
Estimated Revenue Per Agent 471

Agent Average Calls per Hour

Description

The Agent Average Calls per Hour report shows summarized performance information on the calls each agent answers per hour logged on. The report provides three hourly averages for the time the agent was logged on: the average calls answered, the average time spent with callers, and the average time spent in the Not Ready state.

This report allows call center managers to detect peculiarities in agent performance, such as an abnormal amount of not ready time on a specific day, and to investigate the cause.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Average Answered per Hour	**Meridian 1/CSE 1000 switch:** (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered) / (LoggedInTime / 3600) **DMS/MSL-100 switch:** (CallsAnswered + ACDCallsAnswered) / (LoggedInTime / 3600)
Average Talk Time	**Meridian 1/CSE 1000 switch:** (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime) / (LoggedInTime / 3600) **DMS/MSL-100 switch:** (TalkTime + ACDCallsTalkTime) / (LoggedInTime / 3600)
Average Not Ready Time	NotReadyTime / (LoggedInTime / 3600)

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). The report also contains a grand total for all agents.

Agent Average Calls per Hour - Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dAgentPerformanceStat

Report Interval: 00:00:00 07 May, 1999 - 23:45:00 07 May, 1999

	Average Answered per Hour	Average Talk Time	Average Not Ready Time
GRAND TOTAL			
	22.77	**00:46:56**	**00:02:12**
Agent Name & ID: Jon Carlos - 6709			
Summary:	16.80	00:44:39	00:02:32
4/6/99	16.80	00:44:39	00:02:32
Agent	16.80	00:44:39	00:02:32
Agent Name & ID: Tom Wilson - 6761			
Summary:	52.00	01:00:52	00:00:04
4/6/99	52.00	01:00:52	00:00:04
Agent	52.00	01:00:52	00:00:04
Agent Name & ID: Lori Vandenberg - 6763			
Summary:	48.00	00:57:12	00:03:40
4/6/99	48.00	00:57:12	00:03:40
Agent	48.00	00:57:12	00:03:40
Agent Name & ID: Brandon Woo - 6841			
Summary:	38.34	00:56:44	00:00:04
4/6/99	38.34	00:56:44	00:00:04
Agent	38.34	00:56:44	00:00:04
Agent Name & ID: Dylan Marcus - 6844			
Summary:	32.00	00:46:32	00:00:04
4/6/99	32.00	00:46:32	00:00:04
Agent	32.00	00:46:32	00:00:04
Agent Name & ID: Ronnie Heintz - 6912			
Summary:	68.00	01:01:28	00:00:04
4/6/99	68.00	01:01:28	00:00:04
Agent	68.00	01:01:28	00:00:04
GRAND TOTAL			
	22.77	**00:46:56**	**00:02:12**

C:\REPORTS\station-agt9.rpt

Printed By: sysadmin 5/8/99 10:23:21 AM **Page 1 of 1**

Agent Average Calls per Hour, Bottom 5

Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 406), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls.

Agent Average Calls per Hour, Top 5

Description

The Agent Average Calls per Hour, Top 5 report shows summarized performance information for the five agents who answered the most Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 406), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls.

Agent by Activity Code

Description

The Agent by Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

Filters

- activity code

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each activity code, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all activity codes.

Agent By Activity Code

BestAir Airlines

Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999

Site Name: TORONTO

Table Names: iActivityCodeStat

Agent Name and ID	Application	Activity Time	Average Activity Time	Occurrences
			GRAND TOTAL	
		01:32:51	00:00:35	161

Activity Name & Code: System_Default_Activity_Code - 0

		Summary:	01:02:18	00:00:31	121
4/9/99					
15:15	Tom Wilson - 6761	Master_Script	00:00:10	00:00:10	1
15:15	James Jones - 6708	Booking_Script	00:00:45	00:00:23	2
15:15	Ronnie Heintz - 6912	Booking_Script	00:02:32	00:00:38	4
15:15	Lori Vandenberg - 6763	Booking_Script	00:05:17	00:00:53	6
15:15	Tom Wilson - 6761	Booking_Script	00:02:45	00:00:41	4
15:15	Brandon Woo - 6841	Booking_Script	00:03:12	00:00:48	4
15:15	Ronnie Heintz - 6912	Master_Script	00:09:51	00:00:28	21
15:15	Donna Royce - 6840	Master_Script	00:06:52	00:00:14	29
15:15	Tajinder Singh - 6913	Master_Script	00:05:31	00:00:30	11
15:15	James Jones - 6708	Master_Script	00:00:15	00:00:15	1
15:15	Lori Vandenberg - 6763	Master_Script	00:00:30	00:00:30	1
15:15	Brandon Woo - 6841	Master_Script	00:00:20	00:00:20	1
15:15	Donna Royce - 6840	Booking_Script	00:06:01	00:01:00	6
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Master_Script	00:01:50	00:01:50	1
		Daily 4/9/99	01:02:18	00:00:31	121
		Activity	01:02:18	00:00:31	121

Activity Name & Code: Schedule_Inquiry - 430

		Summary:	00:15:18	00:00:46	20
4/9/99					
15:15	Tajinder Singh - 6913	Booking_Script	00:00:08	00:00:08	1
15:15	James Jones - 6708	Master_Script	00:02:33	00:00:31	5
15:15	Rose Stefanopolis - 6602	Master_Script	00:02:00	00:02:00	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:48	00:01:48	1
15:15	Donna Royce - 6840	Booking_Script	00:00:14	00:00:14	1
15:15	Brandon Woo - 6841	Booking_Script	00:01:01	00:01:01	1
15:15	Lori Vandenberg - 6763	Booking_Script	00:06:53	00:00:46	9
15:15	James Jones - 6708	Booking_Script	00:00:41	00:00:41	1
		Daily 4/9/99	00:15:18	00:00:46	20
		Activity	00:15:18	00:00:46	20

Activity Name & Code: Booking - 431

		Summary:	00:07:00	00:00:47	9
4/9/99					
15:15	Tom Wilson - 6761	Booking_Script	00:01:38	00:01:38	1
15:15	James Jones - 6708	Booking_Script	00:01:02	00:00:31	2
15:15	Donna Royce - 6840	Booking_Script	00:00:13	00:00:13	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:09	00:00:35	2

lm-ag119.rpt

Printed By: sysadmin 4/10/99 5:12:23 PM **Page 1 of 2**

Agent By Application Performance

Description

The Agent By Application Performance report shows summarized agent performance data for each application under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within an application.

Views

- AgentByApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Post Call Processing Time	PostCallProcessingTime

Summaries

The report provides totals for each application, and subtotals for each agent. For each agent, it breaks statistics down by day, week, or month, depending on the reporting periods selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Agent By Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:45:00 06 April, 1999 - 14:00:00 06 April, 1999

Table Names: iAgentByApplicationStat

	Answered	Talk Time	Average Talk Time	Post Call Processing Time
GRAND TOTAL				
	24	**00:24:29**	**00:01:01**	**00:01:22**
Application: Vacations_Script				
Summary:	24	00:24:29	00:01:01	00:01:22
Agent Name & ID: James Jones - 6708				
Summary:	11	00:09:08	00:00:50	00:00:30
4/6/99				
14:00	11	00:09:08	00:00:50	00:00:30
Daily 4/6/99	11	00:09:08	00:00:50	00:00:30
Agent	11	00:09:08	00:00:50	00:00:30
Agent Name & ID: Jon Carlos - 6709				
Summary:	5	00:06:52	00:01:22	00:00:30
4/6/99				
14:00	5	00:06:52	00:01:22	00:00:30
Daily 4/6/99	5	00:06:52	00:01:22	00:00:30
Agent	5	00:06:52	00:01:22	00:00:30
Agent Name & ID: Toni Morelli - 6710				
Summary:	8	00:08:29	00:01:04	00:00:22
4/6/99				
14:00	8	00:08:29	00:01:04	00:00:22
Daily 4/6/99	8	00:08:29	00:01:04	00:00:22
Agent	8	00:08:29	00:01:04	00:00:22
Application	24	00:24:29	00:01:01	00:01:22
GRAND TOTAL				
	24	**00:24:29**	**00:01:01**	**00:01:22**

lm-ag116.rpt

Printed By: sysadmin 4/29/99 12:32:30 PM **Page: 1**

Agent By Skillset Performance

Description

The Agent By Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within a skillset. It helps managers identify agents who have difficulty with a specific skill. The report also highlights agents who need additional training or reassignment to a different skillset.

Views

- AgentBySkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Short Calls Answered	ShortCallsAnswered
Post Call Processing Time	PostCallProcessingTime
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Skillset Work Time (Meridian 1/CSE 1000)	TalkTime + PostCallProcessingTime

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by agent. The report also contains a grand total for all skillsets.

Meridian 1/CSE 1000 report

Agent By Skillset Performance

BestAir Airlines
Site NameTORONTO
Table Name: iAgentBySkillsetStat

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

Agent Name and ID	Answered	Short Calls Answered	Post Call Proces Time	TalkTime	Average Talk Time	Skillset Work Time
GRAND TOTAL						
	101	**18**	**00:05:16**	**01:36:55**	**00:00:58**	**01:42:11**
Skillset: Bookings						
Summary:	**70**	**11**	**00:02:41**	**01:00:18**	**00:00:52**	**01:02:59**
4/6/99						
14:30 Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43	00:04:28
Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45	00:07:50
Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44	00:11:50
Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52	00:03:37
Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10	00:08:25
Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59	00:12:14
Ronnie Heintz - 6912	14	1	00:00:19	00:13:17	00:00:57	00:13:36
James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27	00:00:59
Daily 4/6/99	**70**	**11**	**00:02:41**	**01:00:18**	**00:00:52**	**01:02:59**
Skillset	**70**	**11**	**00:02:41**	**01:00:18**	**00:00:52**	**01:02:59**
Skillset: Vacations						
Summary:	**8**	**4**	**00:00:41**	**00:06:40**	**00:00:50**	**00:07:21**
4/6/99						
14:30 Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34	00:00:39
Jon Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31	00:01:12
James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01	00:05:30
Daily 4/6/99	**8**	**4**	**00:00:41**	**00:06:40**	**00:00:50**	**00:07:21**
Skillset	**8**	**4**	**00:00:41**	**00:06:40**	**00:00:50**	**00:07:21**
Skillset: European_Vacations						
Summary:	**23**	**3**	**00:01:54**	**00:29:57**	**00:01:18**	**00:31:51**
4/6/99						
14:30 Jon Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16	00:09:24
Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08	00:13:18
James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03	00:09:09
Daily 4/6/99	**23**	**3**	**00:01:54**	**00:29:57**	**00:01:18**	**00:31:51**
Skillset	**23**	**3**	**00:01:54**	**00:29:57**	**00:01:18**	**00:31:51**
GRAND TOTAL						
	101	**18**	**00:05:16**	**01:36:55**	**00:00:58**	**01:42:11**

im-agl14.rpt

Printed By: sysadmin 4/29/99 10:05:29 AM **Page: 1**

DMS/MSL-100 report

Agent By Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentBySkillsetStat

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

Agent Name and ID	Answered	Short Calls Answered	Post Call Proces. Time	TalkTime	Average Talk Time
GRAND TOTAL	101	18	00:05:16	01:36:55	00:00:58
Skillset: Bookings					
Summary:	70	11	00:02:41	01:00:18	00:00:52
4/6/99					
14:30 Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43
Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45
Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44
Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52
Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10
Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59
Ronnie Heintz - 6912	14	1	00:00:19	00:13:17	00:00:57
James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27
Daily 4/6/99	70	11	00:02:41	01:00:18	00:00:52
Skillset	70	11	00:02:41	01:00:18	00:00:52
Skillset: Vacations					
Summary:	8	4	00:00:41	00:06:40	00:00:50
4/6/99					
14:30 Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34
Jon Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31
James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01
Daily 4/6/99	8	4	00:00:41	00:06:40	00:00:50
Skillset	8	4	00:00:41	00:06:40	00:00:50
Skillset: European_Vacations					
Summary:	23	3	00:01:54	00:29:57	00:01:18
4/6/99					
14:30 Jon Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16
Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08
James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03
Daily 4/6/99	23	3	00:01:54	00:29:57	00:01:18
Skillset	23	3	00:01:54	00:29:57	00:01:18
GRAND TOTAL	101	18	00:05:16	01:36:55	00:00:58

C:\Reports\flatfilm-ag114.rpt

Printed By: svsadmin 4/29/99 10:06:29 AM

Page 1 of 1

Agent DN Performance

Description

The Agent DN Performance report shows the amount of time that agents spend on their personal or secondary directory numbers (DNs). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. On the Meridian 1/CSE 1000 switch, the report also compares internal and external DN call activity.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt5.rpt
- dm-agt5.rpt
- wm-agt5.rpt
- mm-agt5.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Transfer/conference statistics

Report field	View field/Formula
DN Calls Conferenced	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
DN Calls Transferred	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Incoming DN calls statistics

Meridian 1/CSE 1000 switch

Report field	View field/Formula
Total	DNInIntCalls + DNInExtCalls
Internal	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime / DNInIntCalls
External	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime / DNInExtCalls

DMS/MSL-100 switch

Report field	View field/Formula
DN In Calls	DNInCalls
Average DN In Calls Talk Time	DNInCallsTalkTime / DNInCalls

Outgoing DN call statistics

Meridian 1/CSE 1000 switch

Report field	View field/Formula
Total	DNOutIntCalls + DNOutExtCalls
Internal	DNOutIntCalls
Average Int Talk Time	DNOutIntCallsTalkTime / DNOutIntCalls
External	DNOutExtCalls
Average Ext Talk Time	DNOutExtCallsTalkTime / DNOutExtCalls

DMS/MSL-100 switch

Report field	View field/Formula
DN Out Calls	DNOutCalls
Average DN Out Calls Talk Time	DNOutCallsTalkTime / DNOutCalls

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent DN Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Incoming DN Calls Internal	Incoming DN Calls Avg. Int. Talk Time	Incoming DN Calls External	Incoming DN Calls Avg. Ext. Talk Time	Outgoing DN Calls Total	Outgoing DN Calls Internal	Outgoing DN Calls Avg. Int. Talk Time	Outgoing DN Calls External	Outgoing DN Calls Avg. Ext. Talk Time
GRAND TOTAL	**0**	**0**	**12**	**4**	**00:00:18**	**8**	**00:01:17**	**7**	**3**	**00:00:29**	**4**	**00:00:50**
Agent Name & ID: Jon Carlos - 6709												
Supervisor Name & ID: Chris Konings - 7870												
Summary:	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
4/6/99												
13:30	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 4/6/99	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent Name & ID: Tom Wilson - 6761												
Supervisor Name & ID: Pat Wilson - 7871												
Summary:	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
4/6/99												
13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 4/6/99	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent Name & ID: Lori Vandenberg - 6763												
Supervisor Name & ID: Pat Wilson - 7871												
Summary:	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
4/6/99												
13:30	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Daily 4/6/99	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00

C:\REPORTS\flat\lm-ag15.rpt

Printed By: sysadmin 4/8/99 9:15:11 AM

Page 1 of 2

DMS/MSL-100 report

Agent DN Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 13:30:00 06 April, 1999

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls: DN In Calls	Incoming DN Calls: Avg. DN In Calls Talk Time	Outgoing DN Calls: DN Out Calls	Outgoing DN Calls: Avg. DN Out Calls Talk Time
GRAND TOTAL	**0**	**0**	**4**	**00:00:18**	**3**	**00:00:29**
Agent Name & ID: Jon Carlos - 6709						
Supervisor Name & ID: Chris Konings - 7870						
Summary:	0	0	2	00:00:35	1	00:01:27
4/6/99						
13:30	0	0	2	00:00:35	1	00:01:27
Daily 4/6/99	0	0	2	00:00:35	1	00:01:27
Agent	0	0	2	00:00:35	1	00:01:27
Agent Name & ID: Tom Wilson - 6761						
Supervisor Name & ID: Pat Wilson - 7871						
Summary:	0	0	0	00:00:00	1	00:00:00
4/6/99						
13:30	0	0	0	00:00:00	1	00:00:00
Daily 4/6/99	0	0	0	00:00:00	1	00:00:00
Agent	0	0	0	00:00:00	1	00:00:00
Agent Name & ID: Lori Vandenberg - 6763						
Supervisor Name & ID: Pat Wilson - 7871						
Summary:	0	0	1	00:00:01	0	00:00:00
4/6/99						
13:30	0	0	1	00:00:01	0	00:00:00
Daily 4/6/99	0	0	1	00:00:01	0	00:00:00
Agent	0	0	1	00:00:01	0	00:00:00
Agent Name & ID: Brandon Woo - 6841						
Supervisor Name & ID: Pat Wilson - 7871						
Summary:	0	0	0	00:00:00	0	00:00:00
4/6/99						
13:30	0	0	0	00:00:00	0	00:00:00
Daily 4/6/99	0	0	0	00:00:00	0	00:00:00
Agent	0	0	0	00:00:00	0	00:00:00
Agent Name & ID: Dylan Marcus - 6844						
Supervisor Name & ID: Pat Wilson - 7871						
Summary:	0	0	1	00:00:01	1	00:00:01
4/6/99						
13:30	0	0	1	00:00:01	1	00:00:01
Daily 4/6/99	0	0	1	00:00:01	1	00:00:01
Agent	0	0	1	00:00:01	1	00:00:01

C:\Reports\flatfilm-ag15.rpt

Printed By: sysadmin 06/14/99 09:30:01 AM **Page 1 of 2**

Agent DN Performance Calls Answered, Bottom 5

Description

Meridian 1/CSE 1000 switch only. The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt7.rpt
- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 423), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent DN Performance Calls Answered, Top 5

Description

The Agent DN Performance Calls Answered, Top 5 report shows summarized performance information on the five agents who answered the highest number of DN calls. The report details totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt6.rpt
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 423), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent Login/Logout

Description

The Agent Login/Logout report shows logon, logoff, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, perhaps to help payroll staff determine the total hours worked.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- eAgentLoginStat

Template

- em-agt12.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Date	Timestamp
Time	Time
Event Type	EventType
Position ID	PositionID
Walkaway Duration	Time at Walkaway – Time at End of Walkaway
Login Duration	Time at Logout – Time at Login
Shift Duration	Duration
Total (Walkaway Duration)	Sum of Walkaway Duration
% Walkaway	Total Walkaway Duration / Shift Duration
Total (Login Duration)	Sum of Logged In Duration
% Login	Total Login Duration / Shift Duration

Agent Login / Logout

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Report Interval: 00:00:00 14 April, 1999 - 23:59:00 14 April, 1999

Date	Time	Event Type	Walkaway Duration	Login Duration
Agent Login & Name: 6708 - James Jones				
4/7/99	9:00	Login	00:00:00	00:00:00
	10:15	Logout	00:00:00	01:15:01
	10:30	Login	00:00:00	00:00:00
	11:06	Walkaway	00:00:00	00:00:00
	11:13	Returned from Walkaway	00:07:04	00:00:00
	12:15	Logout	00:00:00	01:14:50
	13:15	Login	00:00:00	00:00:00
	15:30	Logout	00:00:00	01:30:03
	15:45	Login	00:00:00	00:00:00
	17:00	Logout	00:00:00	01:13:22
Shift Duration:	**08:00:00**		**Total: 00:07:04**	**% Walkaway: 0.00 Total: 05:13:16 % Login: 65.26**
Agent Login & Name: 6709 - Jon Carlos				
4/7/99	09:30	Login	00:00:00	00:00:00
	10:30	Logout	00:00:00	00:59:52
	10:45	Login	00:00:00	00:00:00
	12:00	Logout	00:00:00	01:14:52
	3:15	Login	00:00:00	00:00:00
	4:03	Walkaway	00:00:00	00:00:00
	4:10	Returned from Walkaway	00:07:10	00:00:00
	5:30	Logout	00:00:00	01:30:43
Shift Duration:	**08:00:00**		**Total: 00:07:10**	**% Walkaway: 0.00 Total: 03:45:27 % Login: 46.97**

C:\REPORTS\Wallem-agt12.rpt
Printed By: svsadmin 4/15/99 11:23:49 AM

Page 1 of 1

Agent Network/NACD Activity

Description

Meridian 1/CSE 1000 switch only. The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Network Answered	NetworkCallsAnswered
Network Talk Time (NSBR option)	NetworkCallsTalkTime
Avg Network Talk Time (NSBR option)	NetworkCallsTalkTime / NetworkCallsAnswered
NACD Answered	NACDCallsAnswered
NACD Talk Time	NACDCallsTalkTime
Average NACD Talk Time	NACDCallsTalkTime / NACDCallsAnswered
Instances Reserved for a Call	ReservedForCall
Reserved Time	ReservedTime

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Network / NACD Activity

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Network Answered	Network Talk Time	Average Network Talk Time	NACD Answered	NACD TalkTime	Average NACD TalkTime	Instances Reserved for a Call	Reserved Time
GRAND TOTAL								
	5	00:04:15	00:00:51	7	00:02:23	00:00:20	5	00:00:38
Agent Name & ID: Jon Carlos - 6709								
Summary:	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
4/6/99								
13:30	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
Daily 4/6/99	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
Agent	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
Agent Name & ID: Tom Wilson - 6761								
Summary:	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Agent	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Agent Name & ID: Lori Vandenberg - 6763								
Summary:	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
4/6/99								
13:30	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
Daily 4/6/99	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
Agent	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
Agent Name & ID: Brandon Woo - 6841								
Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent Name & ID: Dylan Marcus - 6844								
Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00

C:\REPORTS\flat\in-ag117.rpt

Printed By: sysadmin 4/7/99 4:49:19 PM **Page 1 of 2**

Agent Performance

Description

The Agent Performance report shows summarized performance information for a specific agent. The report tracks agents' call handling activities for incoming Symposium Call Center Server, ACD, and (on the Meridian 1/CSE 1000 switch) NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed.

You can use this report to compare overall productivity, measured by the time agents spend at their positions and how often they are busy during a shift.

Note: Only compare agents who have similar skillset assignments, as different call types can offer different service levels.

Call lengths can also be an important indicator of an agent's rapport with customers.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt1.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Skillset Talk Time	TalkTime
Avg Skillset Talk Time	TalkTime / CallsAnswered
Avg ACD/NACD Talk Time (Meridian 1/ CSE 1000)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Avg ACD Talk Time (DMS/MSL-100)	ACDCallsTalkTime / ACDCallsAnswered
DN Talk Time	**Meridian 1/CSE 1000 switch:** DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime **DMS/MSL-100 switch:** DNInCallsTalkTime + DNOutCallsTalkTime
Not Ready Time	NotReadyTime
Break Time (Meridian 1/ CSE 1000)	BreakTime

Report field	View field/Formula
Variable Wrap Time (DMS/MSL-100)	VariableWrapTime
Ring Time	RingTime
Waiting Time	WaitingTime
Walkaway Time	WalkawayTime
N/W Time (NSBR option)	NetworkCallsTalkTime
Resrv'd Time (NSBR/ NACD options)	ReservedTime
Calls Present'd	CallsOffered
Skillset Ans'd	CallsAnswered
N/W Ans'd (NSBR option)	NetworkCallsAnswered
Resrv'd for Call (NSBR/ NACD options)	ReservedForCall
ACD/NACD Ans'd (Meridian 1/CSE 1000)	ACDCallsAnswered + NACDCallsAnswered
ACDAns'd (DMS/ MSL-100)	ACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered
DN Calls	**Meridian 1/CSE 1000 switch:** DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls **DMS/MSL-100 switch:** DNInCalls + DNOutCalls

Report field	View field/Formula
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Trans Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
% Work (DMS/MSL-100 switch)	[(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100] / LoggedInTime
Return Calls to Que	CallsReturnedtoQ
Return Calls Due to Timeout	CallsReturnedToQDueToTimeout

Agent statistics

Report field	View field/Formula
% Work (Meridian 1/ CSE 1000)	[(TalkTime + NotReadyTime + ACDCallsTalkTime + NACDCallsTalkTime) x 100] / LoggedInTime
Average Skillset Talk Time	TalkTime / CallsAnswered

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Logged In Time	Skillset Talk Time	Avg ACD/ NACD Talk Time	DN Talk Time	Not Ready Time	Break Time	Ring Time	Waiting Time	Walk away Time	N/W Time	Re-srv'd Time	Calls Pre-sent'd	Skillset Ans'd	N/W Ans'd	Re-srv'd fo Call	ACD/ NACD Ans'd	Short Calls Ans'd	DN Calls	Conf Out	Trans Out	Return Calls To Que	Return Calls From Time Out
GRAND TOTAL																						
	01:29:05	01:16:01	00:00:30	00:03:49	00:01:41	00:42:10	00:00:18	00:03:26	00:00:00	00:04:38	00:00:46	65	60	6	7	12	9	19	3	4	4	4
			Avg Skillset Talk Time:		00:01:16									% Work:	94.01							
Agent Name & ID: Jon Carlos - 6709																						
	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1
			Avg Skillset Talk Time:		00:00:56									% Work:	78.78							
4/6/99 13:00	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1
Daily	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1
			Avg Skillset Talk Time:		00:00:56									% Work:	78.78							
Agent	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1
			Avg Skillset Talk Time:		00:00:56									% Work:	78.78							

C:\REPORTS\flat\m-ag11.rpt

Printed By: sysadmin 4/7/99 5:12:29 PM

Page 1 of 6

DMS/MSL-100 report

Agent Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 09:30:00 04 April, 1999 - 09:45:00 04 April, 1999

	Logged In Time	Skillset Talk Time	Average Skillset Talk Time	Average ACD Talk Time	DN Talk Time	Not Ready Time	Variable Wrap Time	Ring Time	Waiting Time	Walk away Time	Calls Pre-sent'd	Skillset Ans'd	ACD Ans'd	Short Calls Ans'd	DN Calls	Conf Out	Trans Out	% Work	Return Calls To Que	Return Calls From Time Out
GRAND TOTAL	01:29:05	01:15:49	00:01:21	00:00:36	00:02:39	00:01:21	00:41:54	00:00:24	00:02:33	00:00:12	60	56	5	9	7	3	3	89.95 %	4	4
Agent Name & ID: Jon Carlos - 6709	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1	1
4/6/99 13:30	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1	1
Daily	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1	1
Agent	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1	1

C:\Reports\flat\lm-agt1.rpt

Printed By: sysadmin 10/4/99 10:56:14 AM

Page 1 of 6

Agent Performance By Supervisor

Description

The Agent Performance By Supervisor report shows summarized agent performance information grouped by assigned supervisor. The report shows call totals, the amount of time agents spent in different states, and time averages.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

Filters

- supervisor logon ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Call total statistics

Report field	View field/Formula
Answered	CallsAnswered
ACD/NACD Answd (Meridian 1/CSE 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Answd (DMS/ MSL-100)	ACDCallsAnswered
N/W Answd (Networking option)	NetworkCallsAnswered
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Confd Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther
Short Calls Answered	ShortCallsAnswered
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther

Report field	View field/Formula
Transfd Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Resv'd For Call (NSBR/ NACD options)	ReservedForCall
Retnd to Que	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueToTimeout

Time summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time (Meridian 1/ CSE 1000)	BreakTime
Resvd Time (NSBR/NACD options)	ReservedTime
Ring Time	RingTime
Walkaway Time	WalkawayTime

Report field	View field/Formula
ACD/NACD Talk Time (Meridian 1/CSE 1000)	ACDCallsTalkTime + NACDCallsTalkTime
ACD Talk Time (DMS/ MSL-100)	ACDCallsTalkTime
Skillset Talk Time	TalkTime
Variable Wrap Time (DMS/MSL-100)	VariableWrapTime
N/W Time (NSBR option)	
Waiting Time	WaitingTime

Time averages

Report field	View field/Formula
Average Not Ready Time	Total NotReadyTime / Agents Logged In
Average ACD/NACD Talk Time (Meridian 1/ CSE 1000)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Average ACD Talk Time (DMS/MSL-100)	ACDCallsTalkTime / ACDCallsAnswered
Average Skillset Talk Time	Total TalkTime / Agents Logged In

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

	Answered	ACD/ NACD Answd	N/W Answd	Skillset Cnfd	Cnfd Out	Short Calls Answered	Skillset Trans'd	Trans'd Out	Resvd For Call	Rtn To Que	Rtn to Queue Timeout	Logged In Time	Not Ready Time	Break Time	Resvd Time	Ring Time	Walkaway Time	ACD/ NACD Talk Time	Skillset Talk Time	N/W Time	Waiting Time
GRAND TOTAL	60	12	6	2	3	9	3	4	7	4	4	01:29:05	00:01:41	00:42:10	00:00:46	00:00:18	00:00:00	00:06:03	01:16:01	00:04:38	00:03:26
Supervisor Name & ID: Chris Konings - 7870	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Agent Name & ID: Jon Carlos - 6709	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Time Averages	Not Ready Time: 00:00:04							ACD/NACD Talk Time: 00:00:00								Skillset Talk Time: 00:00:56					
4/6/99																					
13:00	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Daily 4/6/99	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Time Averages	Not Ready Time: 00:00:04							ACD/NACD Talk Time: 00:00:00								Skillset Talk Time: 00:00:56					
Agent	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Supervisor	12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11

C:\REPORTS\Itah\m-ag14.rpt

Printed By: sysadmin 4/7/99 11:48:53 AM

Page 1 of 4

DMS/MSL-100 report

Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Answered	ACD Answd	Skillset Confd	Confd Out	Short Calls Answered	Skillset Transfd	Transfd Out	Rtn To Que	Rtn to Que due Timeout	Logged In Time	Not Ready Time	Ring Time	Walkaway Time	ACD Talk Time	Skillset Talk Time	Variable Wrap Time	Waiting Time
GRAND TOTAL	56	5	1	3	9	2	3	4	4	01:29:05	00:01:21	00:00:24	00:00:12	00:02:58	01:15:49	00:41:54	00:02:33
Supervisor Name & ID: Chris Konings - 7870																	
	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18
Agent Name & ID: Jon Carlos - 6709																	
	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18
Time Averages	Not Ready Time: 00:00:02				ACD Talk Time: 00:00:25							Skillset Talk Time: 00:01:22					
4/6/99																	
13:30	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18
Daily 4/6/99																	
	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18
Time Averages	Not Ready Time: 00:00:02				ACD Talk Time: 00:00:25							Skillset Talk Time: 00:01:22					
Agent	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18
Supervisor	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18

C:\Reports\Rat\m-agt4.rpt

Printed By: sysadmin 4/7/99 11:47:02 AM

Page 1 of 4

Agent Performance Calls Answered, Bottom 5

Description

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who answered the lowest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Agents who appear frequently on this report may need assistance or further training to improve call handling productivity.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- dm-agt3.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Call total statistics

Report field	View field/Formula
Skillset Ansd	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Resv For Call (NSBR/ NACD options)	ReservedForCall
Short Calls Ansd	ShortCallsAnswered
ACD/NACD Ansd (Meridian 1/CSE 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Ansd (DMS/ MSL-100)	ACDCallsAnswered
Retn to Q	CallsReturnedToQ
Retn to Q Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther

Report field	View field/Formula
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Time summary statistics

Report field	View field/Formula
Logged In	LoggedInTime
Not Ready	NotReadyTime
Break (Meridian 1/ CSE 1000)	BreakTime
Reserved (NSBR/NACD options)	ReservedTime
Ring	RingTime
Walkaway	WalkawayTime
ACD/NACD Talk	ACDCallsAnswered + NACDCallsAnswered
Skillset Talk	TalkTime
Waiting	WaitingTime

Time averages statistics

Report field	View field/Formula
Not Ready	NotReadyTime / (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered)
ACD/NACD Talk (Meridian 1/CSE 1000)	(ACDCallsTalkTime + NACDCallsTalkTime) / (ACDCallsAnswered + NACDCallsAnswered)
Skillset Talk	TalkTime / CallsAnswered

Summaries

The report provides totals for each agent, and subtotals for each day in the reporting period. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 10:15:00 07 May, 1999 - 10:00:00 07 May, 1999

Table Name: dAgentPerformanceStat

	Call Totals											Time Summaries								
	Skillset Ansd	Skillset Conf	Skillset Transf	Resv for Call	Short Calls Ansd	ACD/ NACD Ansd	Rm To O	Rm to O Time Out	Total Ansd	Total Conf	Total Transf	Logged In	Not Ready	Break	Reserved	Ring	Walkaway	ACD/ NACD Talk	Skillset Talk	Waiting
GRAND TOTAL																				
	202	4	3	0	3	11	0	1	216	5	3	07:15:00	00:00:47	00:00:00	00:00:00	00:20:10	00:00:00	00:12:00	06:40:10	00:05:18
Averages :												03:37:30	00:00:24	00:00:00	00:00:00	00:10:05	00:00:00	00:06:00	03:20:10	00:04:39
Agent Name & ID: Tom Willson - 6761																				
Supervisor Name & ID: Chris Konings - 7870																				
	10	0	0	0	0	3	0	0	13	1	0	00:15:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
Averages :												00:15:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
5/7/99	10	0	0	0	0	3	0	0	13	1	0	00:15:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
Agent	10	0	0	0	0	3	0	0	13	1	0	00:15:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
Averages :												00:15:00	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
Agent Name & ID: James Jones - 6708																				
Supervisor Name & ID: Chris Konings - 7870																				
	192	4	3	0	3	11	0	1	203	4	3	07:00:00	00:00:46	00:00:00	00:00:00	00:20:00	00:00:00	00:10:10	06:26:56	00:08:46
Averages :												07:00:00	00:00:46	00:00:00	00:00:00	00:20:00	00:00:00	00:10:10	06:26:56	00:08:46
5/7/99	192	4	3	0	3	11	0	1	203	4	3	07:00:00	00:00:46	00:00:00	00:00:00	00:20:00	00:00:00	00:10:10	06:26:56	00:08:46
Agent	192	4	3	0	3	11	0	1	203	4	3	07:00:00	00:00:46	00:00:00	00:00:00	00:20:00	00:00:00	00:10:10	06:26:56	00:08:46
Averages :												07:00:00	00:00:46	00:00:00	00:00:00	00:20:00	00:00:00	00:10:10	06:26:56	00:08:46
GRAND TOTAL																				
	202	4	3	0	3	14	0	1	216	5.0	3	07:15:00	00:00:47	00:00:00	00:00:00	00:20:10	00:00:00	00:12:00	06:40:10	00:05:18
Averages :												03:37:30	00:00:24	00:00:00	00:00:00	00:10:05	00:00:00	00:06:00	03:20:10	00:04:39

dm-agt3.rpt

Printed By: sysadmin 5/10/99 11:14:18 AM

Page: 1

Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 00:00:00 07 May, 1999 - 00:00:00 08 May, 1999

Table Name: dAgentPerformanceStat

	Call Totals										Time Summaries							
	Skillset Ansd	Skillset Conf	Skillset Transf	Short Calls Ansd	ACD Ansd	Rtn To Q	Rtn to Q Time Out	Total Ansd	Total Conf	Total Transf	Logged In	Not Ready	Ring	Walkaway	ACD Talk	Skillset Talk	Variable Wrap	Waiting
GRAND TOTAL																		
	1,329	**11**	**3**	**3**	**16**	**5**	**5**	**1,345**			**55:51:51**	**00:03:54**	**02:54:25**	**00:00:00**	**00:17:30**	**46:15:00**	**00:00:00**	**02:15:38**
								Averages :			**06:12:26**	**00:00:26**	**00:19:23**	**00:00:00**	**00:01:57**	**05:08:20**	**00:00:00**	**00:15:04**
Agent Name & ID: Tom Wilson - 6761																		
Supervisor Name & ID: Chris Konings - 7870																		
	7	**1**	**0**	**0**	**1**	**0**	**0**	**8**			**00:15:00**	**00:00:01**	**00:00:01**	**00:00:00**	**00:00:31**	**00:13:23**	**00:00:00**	**00:00:32**
								Averages :			**00:15:00**	**00:00:01**	**00:00:01**	**00:00:00**	**00:00:31**	**00:13:23**	**00:00:00**	**00:00:32**
5/7/99	7	1	0	0	1	0	0	8			00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32
Agent	**7**	**1**	**0**	**0**	**1**	**0**	**0**	**8**			**00:15:00**	**00:00:01**	**00:00:01**	**00:00:00**	**00:00:31**	**00:13:23**	**00:00:00**	**00:00:32**
								Averages :			**00:15:00**	**00:00:01**	**00:00:01**	**00:00:00**	**00:00:31**	**00:13:23**	**00:00:00**	**00:00:32**
Agent Name & ID: Bill Macintosh - 6920																		
Supervisor Name & ID: Chris Konings - 7870																		
	109	**0**	**0**	**0**	**0**	**0**	**0**	**109**			**06:43:21**	**00:00:00**	**00:20:01**	**00:00:00**	**00:00:00**	**04:26:20**	**00:00:00**	**00:19:58**
								Averages :			**06:43:21**	**00:00:00**	**00:20:01**	**00:00:00**	**00:00:00**	**04:26:20**	**00:00:00**	**00:19:58**
5/7/99	109	0	0	0	0	0	0	109			06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:58
Agent	**109**	**0**	**0**	**0**	**0**	**0**	**0**	**109**			**06:43:21**	**00:00:00**	**00:20:01**	**00:00:00**	**00:00:00**	**04:26:20**	**00:00:00**	**00:19:58**
								Averages :			**06:43:21**	**00:00:00**	**00:20:01**	**00:00:00**	**00:00:00**	**04:26:20**	**00:00:00**	**00:19:58**
Agent Name & ID: Brandon Woo - 6841																		
Supervisor Name & ID: Pat Wilson - 7871																		
	151	**2**	**0**	**0**	**0**	**4**	**4**	**151**			**07:00:00**	**00:03:07**	**00:25:21**	**00:00:00**	**00:00:00**	**05:35:09**	**00:00:00**	**00:18:29**
								Averages :			**07:00:00**	**00:03:07**	**00:25:21**	**00:00:00**	**00:00:00**	**05:35:09**	**00:00:00**	**00:18:29**
5/7/99	151	2	0	0	0	4	4	151			07:00:00	00:03:07	00:25:21	00:00:00	00:00:00	05:35:09	00:00:00	00:18:29

C:\Reports\Walk\dm-ag0.rpt

Printed By: sysadmin 5/7/99 11:14:19 AM

Page 1 of 2

Agent Performance Calls Answered, Top 5

Description

The Agent Performance Calls Answered, Top 5 report is a daily report that shows call center managers summarized performance information for the five agents who answered the highest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Managers can track performance and may offer incentives based on agent appearances in this report.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- m-agt2.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 428), except that they are for the five agents who answered the *highest* number of calls. The statistics are summarized in the same way as in the Agent Performance Calls Answered, Bottom 5 report.

Agent Short Calls

Description

The Agent Short Calls report shows summarized information on short call performance, grouping the data into supervisor and agent summaries.

Definition: Short call

A short call is an incoming Symposium Call Center Server or ACD call that lasts less than a predetermined amount of time, as defined for the threshold class to which the skillset belongs. For example, a short call can occur if a caller hangs up due to dialing the wrong number.

Short calls can also occur if an agent inadvertently presses the wrong button on the phoneset. Symposium Call Center Server and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls may suggest a need for further training.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt8.rpt
- dm-agt8.rpt
- wm-agt8.rpt
- mm-agt8.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Short Calls Answered	ShortCallsAnswered
Skillset Answered	CallsAnswered
Skillset Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Returned to Queue	CallsReturnedToQ
Reserved For Call (NSBR/ NACD options)	ReservedForCall
ACD/NACD Answered (Meridian 1/CSE 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Answered (DMS/ MSL-100)	ACDCallsAnswered

Report field	View field/Formula
Returned to Q Due to Timeout	CallsReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Total Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent Short Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Short Calls Answered	Skillset Answered	Skillset Conferenced	Skillset Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred
GRAND TOTAL	**9**	**60**	**2**	**3**	**4**	**7**	**12**	**4**	**72**	**3**	**4**
Supervisor Name & ID: Chris Konings - 7870											
Summary:	5	12	2	3	1	1	0	1	12	2	3
Agent Name & ID: Jon Carlos - 6709											
Summary:	5	12	2	3	1	1	0	1	12	2	3
4/6/99 13:30	5	12	2	3	1	1	0	1	12	2	3
Daily 4/6/99	5	12	2	3	1	1	0	1	12	2	3
Agent	5	12	2	3	1	1	0	1	12	2	3
Supervisor	5	12	2	3	1	1	0	1	12	2	3

C:\REPORTS\flat\lm-ag18.rpt

Printed By: sysadmin 4/9/99 1:25:02 PM

Page 1 of 3

DMS/MSL-100 report

Agent Short Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Short Calls Answered	Skillset Answered	Skillset Conferenced	Skillset Transferred	Returned To Queue	ACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred
GRAND TOTAL	**9**	**56**	**1**	**2**	**4**	**5**	**4**	**61**	**3**	**3**
Supervisor Name & ID: Chris Konings - 7870										
Summary:	5	8	1	2	1	1	1	9	2	2
Agent Name & ID: Jon Carlos - 6709										
Summary:	5	8	1	2	1	1	1	9	2	2
4/6/99										
13:30	5	8	1	2	1	1	1	9	2	2
Daily 4/6/99	5	8	1	2	1	1	1	9	2	2
Agent	5	8	1	2	1	1	1	9	2	2
Supervisor	5	8	1	2	1	1	1	9	2	2

C:\Reports\BestAir-sg30.rpt

Printed By: sysadmin 4/7/99 10:11:12 AM

Page 1 of 3

Agent Transferred/Conferenced Activity

Description

The Agent Transferred/Conferenced Activity report shows detailed statistics about calls conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report helps managers identify agents who may have difficulty with a specific skill. It can also highlight agents who need additional training or reassignment to a different skillset.

Views

- AgentPerformanceStat

Templates

- im-agt18.rpt
- dm-agt18.rpt
- wm-agt18.rpt
- mm-agt18.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Calls transferred/conferenced by statistics

Report field	View field/Formula
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
ACD Transf	ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther
DN Transf	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
ACD Conf	ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther
DN Conf	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Calls transferred/conferenced to statistics

Report field	View field/Formula
Transf ACD	CDNCallsTransferredToIncalls + ACDCallsTransferredToIncalls + DNCallsTransferredToACDDN
Transf DN	CDNCallsTransferredToDN + ACDCallsTransferredToDN + DNCallsTransferredToDN
Transf CDN	CDNCallsTransferredToCDN + ACDCallsTransferredToCDN + DNCallsTransferredToCDN
Transf Other	CDNCallsTransferredToOther + ACDCallsTransferredToOther + DNCallsTransferredToOther
Conf ACD	CDNCallsConferencedToIncalls + ACDCallsConferencedToIncalls + DNCallsConferencedToIncalls
Conf DN	CDNCallsConferencedToDN + ACDCallsConferencedToDN + DNCallsConferencedToDN
Conf CDN	CDNCallsConferencedToCDN + ACDCallsConferencedToCDN + DNCallsConferencedToCDN
Conf Other	CDNCallsConferencedToOther + ACDCallsConferencedToOther + DNCallsConferencedToOther

Consultation statistics (Meridian 1/CSE 1000)

Report field	View field/Formula
Consultation Time	ConsultationTime
Transf Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Totals statistics (DMS/MSL-100)

Report field	View field/Formula
Total Transferred Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Total Conferenced Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1/CSE 1000 report

Agent Transferred/Conferenced Activity

BestAir Airlines
Site Name:TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

	Calls Transferred / Conferenced by Agent						Calls Transferred / Conferenced To								Consultation		
	Skillset Transf	ACD Transf	DN Transf	Skillset Conf	ACD Conf	DN Conf	Transf ACD	Transf DN	Transf CDN	Transf Other	Conf ACD	Conf DN	Conf CDN	Conf Other	Consultation Time	Transf Out	Conf Out
GRAND TOTAL	3	1	0	2	1	0	0	1	3	0	0	1	2	0	00:03:24	4	3
Agent Name & ID: Jon Carlos - 6709																	
Summary:	3	0	0	2	0	0	0	1	2	0	0	1	1	0	00:00:42	3	2
4/6/99																	
13:30	3	0	0	2	0	0	0	1	2	0	0	1	1	0	00:00:42	3	2
Daily 4/6/99	3	0	0	2	0	0	0	1	2	0	0	1	1	0	00:00:42	3	2
Agent	3	0	0	2	0	0	0	1	2	0	0	1	1	0	00:00:42	3	2
Agent Name & ID: Tom Wilson - 6761																	
Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
4/6/99																	
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Agent Name & ID: Lori Vandenberg - 6763																	
Summary:	0	1	0	0	0	0	0	0	1	0	0	0	0	0	00:00:10	1	0
4/6/99																	
13:30	0	1	0	0	0	0	0	0	1	0	0	0	0	0	00:00:10	1	0
Daily 4/6/99	0	1	0	0	0	0	0	0	1	0	0	0	0	0	00:00:10	1	0
Agent	0	1	0	0	0	0	0	0	1	0	0	0	0	0	00:00:10	1	0
Agent Name & ID: Brandon Woo - 6841																	
Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
4/6/99																	
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0

C:\REPORTS\flat\\m-ag118.rpt

Printed By: sysadmin 4/7/99 10:28:57 AM

Page 1 of 2

DMS/MSL-100 report

Agent Transferred/Conferenced Activity

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Calls Transferred / Conferenced by Agent						Calls Transferred / Conferenced To								Total	
	Skillset Transf	ACD Transf	DN Transf	Skillset Conf	ACD Conf	DN Conf	Transf ACD	Transf DN	Transf CDN	Transf Other	Conf ACD	Conf DN	Conf CDN	Conf Other	Transf Out	Conf Out
GRAND TOTAL	**2**	**1**	**0**	**1**	**2**	**0**	**0**	**0**	**3**	**0**	**0**	**1**	**2**	**0**	**3**	**3**
Agent Name & ID: Jon Carlos - 6709																
Summary:	**2**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**2**	**0**	**0**	**1**	**1**	**0**	**2**	**2**
4/6/99																
13:30	2	0	0	1	1	0	0	0	2	0	0	1	1	0	2	2
Daily 4/6/99	**2**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**2**	**0**	**0**	**1**	**1**	**0**	**2**	**2**
Agent	**2**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**2**	**0**	**0**	**1**	**1**	**0**	**2**	**2**
Agent Name & ID: Tom Wilson - 6761																
Summary:	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
4/6/99																
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Agent	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Agent Name & ID: Lori Vandenberg - 6763																
Summary:	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**0**
4/6/99																
13:30	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Daily 4/6/99	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**0**
Agent	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**0**
Agent Name & ID: Brandon Woo - 6841																
Summary:	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
4/6/99																
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Agent	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

C:\Reports\Ital\m-ag18.rpt

Printed By: sysadmin 7/4/99 12:26:51 PM

Page 1 of 2

Estimated Revenue Per Agent

Description

The Estimated Revenue Per Agent report shows the amount of revenue each agent generates based on the total number of calls taken and the number of times a specified activity code is recorded.

For user-defined reports that use this report as a template, you can set a dollar value to be multiplied against activity code occurrences. This is a useful feature for call centers that offer revenue-based incentives.

Notes:

- This report does not include Not Ready activity codes.
- For standard reports, the default dollar value ($1.00) is used.

Views

- ActivityCodeStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

Filters

- activity code
- activity name
- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Total Activity Time	ActivityTime
Total Occurrences	Occurrences
Total Estimated Revenue Generated	Occurrences * Per Unit $ (specified at run-time)

Summaries

The report provides totals for each agent, and subtotals for each activity code. For each activity code, statistics are further broken down by day, week, or month, depending on the reporting period selected. The report also contains a grand total for all agents.

Estimated Revenue Per Agent - Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

	Total Activity Time	Total Occurrences	Total Estimated Revenue Generated
GRAND TOTAL			
	01:32:51	**161**	**$161.00**
Agent Name & ID: Rose Stefanopolis - 6602			
Summary:	00:13:59	10	$10.00
Activity Name & ID: System_Default_Activity_Code - 0			
Summary:	00:09:02	6	$6.00
4/9/99	00:09:02	6	$6.00
Activity:	00:09:02	6	$6.00
Activity Name & ID: Schedule_Inquiry - 430			
Summary:	00:03:48	2	$2.00
4/9/99	00:03:48	2	$2.00
Activity:	00:03:48	2	$2.00
Activity Name & ID: Booking - 431			
Summary:	00:01:09	2	$2.00
4/9/99	00:01:09	2	$2.00
Activity:	00:01:09	2	$2.00
Agent:	00:13:59	10	$10.00

crm-ag113.rpt

Printed By: sysadmin 4/11/99 11:04:03 AM **Page: 1**

Section C: Application reports

In this section

Application By Activity Code 476
Application By Skillset 479
Application Call Treatment 482
Application Delay Before Abandon 488
Application Delay Before Answer 492
Application Performance 496
Crosstab - Application Performance 500

Application By Activity Code

Description

The Application By Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, or support calls.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

Filters

- activity code
- activity name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each activity code, and subtotals for each application. For each activity code, statistics are broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Application By Activity Code

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Agent Login	Agent Name	Activity Time	Average Activity Time	Activity Occurrences
	GRAND TOTAL	01:32:51	00:00:35	161

Activity Name & ID: System_Default_Activity_Code - 0

	Summary:	01:02:18	00:00:31	121

Application: Booking_Script

	Summary:	00:36:59	00:00:40	55
4/9/99				
15:15	6708 James Jones	00:00:45	00:00:23	2
	6912 Ronnie Heintz	00:02:32	00:00:38	4
	6763 Lori Vandenberg	00:05:17	00:00:53	6
	6761 Tom Wilson	00:02:45	00:00:41	4
	6841 Brandon Woo	00:03:12	00:00:48	4
	6602 Rose Stefanopolis	00:07:12	00:01:26	5
	6913 Tajinder Singh	00:09:15	00:00:23	24
	6840 Donna Royce	00:06:01	00:01:00	6
	Daily 4/9/99	00:36:59	00:00:40	55
	Application	00:36:59	00:00:40	55

Application: Master_Script

	Summary:	00:25:19	00:00:23	66
4/9/99				
15:15	6761 Tom Wilson	00:00:10	00:00:10	1
	6912 Ronnie Heintz	00:09:51	00:00:28	21
	6840 Donna Royce	00:06:52	00:00:14	29
	6913 Tajinder Singh	00:05:31	00:00:30	11
	6708 James Jones	00:00:15	00:00:15	1
	6763 Lori Vandenberg	00:00:30	00:00:30	1
	6841 Brandon Woo	00:00:20	00:00:20	1
	6602 Rose Stefanopolis	00:01:50	00:01:50	1
	Daily 4/9/99	00:25:19	00:00:23	66
	Application	00:25:19	00:00:23	66
	Activity	01:02:18	00:00:31	121

Activity Name & ID: Schedule_Inquiry - 430

	Summary:	00:15:18	00:00:46	20

Application: Booking_Script

	Summary:	00:10:45	00:00:46	14
4/9/99				
15:15	6913 Tajinder Singh	00:00:08	00:00:08	1

lm-a009.rpt

Printed By: sysadmin 4/11/99 11:24:04 AM **Page: 1**

Application By Skillset

Description

The Application By Skillset report shows summarized application statistics for each skillset under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

This report is an indicator of application contribution to a skillset.

Note: This report does not contain statistics for the System_Application.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill3.rpt
- dmskill3.rpt
- wmskill3.rpt
- mmskill3.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay

Summaries

The report provides totals for each skillset, and subtotals for each application. For each appication, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by application. The report also contains a grand total for all skillsets.

Application By Skillset

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
		GRAND TOTAL					
		458	15	3.28%	01:43:55	00:00:14	00:00:42
Skillset: Bookings							
	Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42
Application: Booking_Script							
	Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42
4/7/99							
	09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
	Daily 4/7/99	231	5	2.16	00:55:10	00:00:14	00:00:42
	Application	231	5	2.16	00:55:10	00:00:14	00:00:42
Application: Master_Script							
	Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27
4/7/99							
	09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
	Daily 4/7/99	39	3	7.69	00:06:59	00:00:11	00:00:27
	Application	39	3	7.69	00:06:59	00:00:11	00:00:27
	Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42
Skillset: Default_Skillset							
	Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00
Application: Master_Script							
	Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00
4/7/99							
	09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
	Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00
	Application	0	0	0.00	00:00:00	00:00:00	00:00:00
	Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00
Skillset: European_Vacations							
	Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34
Application: Master_Script							
	Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31

C:\REPORTS\flatlinskill3.rpt

Printed By: sysadmin 4/8/99 10:12:13 AM **Page 1 of 2**

Application Call Treatment

Description

The Application Call Treatment report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application and the number of calls that received the specified treatments. The report records the number of calls that the system answered, abandoned, offered, routed, and disconnected.

This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep a count of the number of callers who receive a specific treatment and service.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Note: If you use the interval data type, remember that a call offered at one interval could be given treatment at another interval.

Templates

- im-app7.rpt
- dm-app7.rpt
- wm-app7.rpt
- mm-app7.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Overflowed statistics

Report field	View field/Formula
Quantity	CallsGivenForceOverflow
Percentage (%)	CallsGivenForceOverflow / CallsOffered x 100
Average time before	TimeBeforeForceOverflow / number of calls given Force Overflow
Average calls per reporting period	CallsGivenForceOverflow / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceOverflow / number of reporting periods (intervals, days, weeks, or months)

Defaulted statistics

Report field	View field/Formula
Quantity	CallsGivenDefault
Percentage (%)	CallsGivenDefault / CallsOffered x 100
Average time before	TimeBeforeDefault / number of calls given default treatment

Report field	View field/Formula
Average calls per reporting period	CallsGivenDefault / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeDefault / number of reporting periods (intervals, days, weeks, or months)

Given Busy statistics

Report field	View field/Formula
Quantity	CallsGivenForceBusy
Percentage (%)	CallsGivenForceBusy / CallsOffered x 100
Average time before	TimeBeforeForceBusy / number of calls given Force Busy treatment
Average calls per reporting period	CallsGivenForceBusy / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceBusy / number of reporting periods (intervals, days, weeks, or months)

Routed statistics

Report field	View field/Formula
Quantity	CallsGivenRouteTo
Percentage (%)	CallsGivenRouteTo / CallsOffered x 100
Average time before	TimeBeforeRouteTo / Number of calls given Route To treatment
Average calls per reporting period	CallsGivenRouteTo / number of reporting periods (intervals, days, weeks, or months)

Report field	View field/Formula
Average time before treatment per reporting period	TimeBeforeRouteTo / number of reporting periods (intervals, days, weeks, or months)

Disconnected statistics

Report field	View field/Formula
Quantity	CallsGivenForceDisconnect
Percentage (%)	CallsGivenForceDisconnect / CallsOffered x 100
Average time before	TimeBeforeForceDisconnect / Number of calls
Average calls per reporting period	CallsGivenForceDisconnect / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceDisconnect / number of reporting periods (intervals, days, weeks, or months)

Offered statistics

Report field	View field/Formula
Quantity	CallsOffered

Answered statistics

Report field	View field/Formula
Quantity	CallsAnswered
Percentage (%)	CallsAnswered / CallsOffered x 100

Report field	View field/Formula
Average calls per reporting period (interval, day, week, or month)	Calls Answered / number of reporting periods (intervals, days, weeks, or months)

Abandoned statistics

Report field	View field/Formula
Total	CallsAbandoned
Percentage (%)	CallsAbandoned / CallsOffered x 100
Average calls per reporting period (interval, day, week, or month)	CallsAbandoned / number of reporting periods (intervals, days, weeks, or months)

Given Host Lookup statistics

Report field	View field/Formula
Total	CallsGivenHostLookup
Percentage (%)	CallsGivenHostLookup / CallsOffered x 100
Average calls per reporting period (interval, day, week, or month)	CallsGivenHostLookup / number of reporting periods (intervals, days, weeks, or months)

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Call Treatment

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 13:45:00 05 April, 1999

	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
GRAND TOTAL									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	----	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	----	----	----	----
Application: Booking_Script									
Total	0	4	1	0	0	43	35	9	31
Average calls per interval	0	4	1	0	0	----	35	9	31
Avg time before treatment per int.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	----	----	----	----
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	----	81.40%	20.93%	72.09%
4/5/99									
13:45 Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00	9.30	2.33	0.00	0.00	----	81.40	20.93	72.09
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	----	----	----	----
Daily 4/5/99 Total	0	4	1	0	0	43	35	9	31
Avg calls per int.	0	4	1	0	0	----	35	9	31
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	----	----	----	----
Percentage (%)	0.00	9.30	2.33	0.00	0.00	----	81.40	20.93	72.09
Application Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00	9.30	2.33	0.00	0.00	----	81.40	20.93	72.09
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	----	----	----	----
GRAND TOTAL									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	----	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	----	----	----	----

C:\REPORTS\flat\m-a007.rpt

Printed By: sysadmin 4/6/99 4:00:47 PM

Page 1 of 1

Application Delay Before Abandon

Description

The Application Delay Before Abandon report gauges service quality by indicating how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold for the application, and the percentage of calls that abandoned.

With a greater awareness of customer tolerance levels, call center managers can adjust call scripts to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice recognition system, and add additional agents to increase service.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt
- mm-app5.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Abandon delay spectrum

The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	CallsAbandoned / CallsOffered x 100
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	CallsAbandonedDelay / CallsAbandoned

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

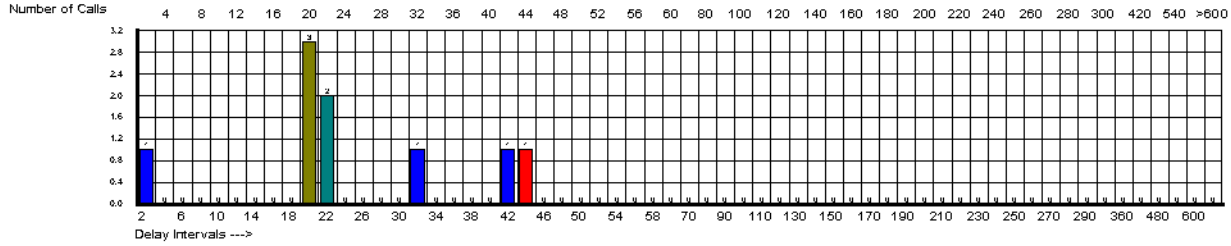
Report Interval: 13:30:00 05 April, 1999 - 13:45:00 06 06 April, 1999

Skillset Calls:	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
GRAND TOTAL	43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Application: Booking_Script

Summary:	43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Abandon Delay Spectrum: Booking_Script



C:\REPORTS\flat\m-apps.rpt

Printed By: sysadmin 4/6/99 10:12:32 AM

Page 1 of 2

Application Delay Before Answer

Description

The Application Delay Before Answer report shows summarized performance information regarding call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating how long callers wait before connecting to an agent. The statistics include all Symposium Call Center Server calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

By keeping delays to a minimum, the call center shows respect for customers and inspires the confidence that brings repeat business.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app3.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Answer delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Answer

BestAir Airlines
Site Name: TORONTO

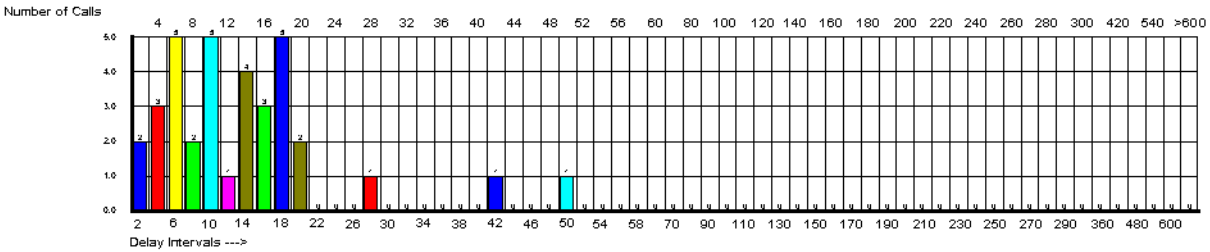
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
GRAND TOTAL	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13

Application: Booking_Script								
Summary:	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13

Answer Delay Spectrum: Booking_Script



C:\REPORTS\flat\in-a003.rpt

Printed By: sysadmin 4/6/99 11:13:09 AM

Page 1 of 2

Application Performance

Description

The Application Performance report provides summarized performance information on your call center applications. The report gives an overview of calls answered, delayed, and abandoned, as well as the percentage of calls that achieved a minimum service level. The report tracks calls routed to the specified application (Master or primary call script). This report can be particularly useful in determining the efficiency of the service your center provides to specific call types and callers.

By showing the volume of calls answered in a given period, along with the average delay callers experienced, the report can identify the level of service customers received on a specific type of call or activity.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt
- mm-app1.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Avg Answer Delay	CallsAnsweredDelay / CallsAnswered
Max Answer Delay	MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Max Abandon Delay	MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold
Ans Delay At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Table Names: iApplicationStat

Skillset Calls:	Avg Ans Delay	Offered	Answered	Answer Delay	Ans After Threshold	Abandoned	Aban After Threshold	Ans Delay At Skillset	% Service Level
GRAND TOTAL									
	00:00:14	158	133	00:30:42	11	25	8	00:24:51	87.97%
Application: ACD_DN_Application									
Summary:	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33%
4/5/99									
13:45	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Daily 4/5/99	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Application	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Application: Booking_Script									
Summary:	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82%
4/5/99									
13:45	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82
Daily 4/5/99	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82
Application	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82
Application: Cargo_Script									
Summary:	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71%
4/5/99									
13:45	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71
Daily 4/5/99	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71
Application	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71
Application: Master_Script									
Summary:	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59%
4/5/99									
13:45	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Daily 4/5/99	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Application	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Application: NACD_DN_Application									
Summary:	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00%
4/5/99									
13:45	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00
Daily 4/5/99	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00

C:\REPORTS\flat\lm-aop1.rpt

Printed By: sysadmin 4/6/99 10:15:17 AM **Page 1 of 2**

Crosstab - Application Performance

Description

The Crosstab - Application Performance report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, and calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

Views

- iApplicationStat

Collection frequency

- interval

Templates

- icross_Application.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each application for each interval, as well as daily totals for the application.

Crosstab - Application Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

Grand Totals

Calls Offered	**393**
Calls Answered	**336**
Calls Abandoned	**57**

		Mon	Tue	Wed	Thurs	Fri	**Total**
Booking_Script	13:45	43 35 9	52 41 10	70 55 15	65 61 4	64 55 9	**294** **247** **47**
	Application Total	43 35 9	52 41 10	70 55 15	65 61 4	64 55 9	**294** **247** **47**
Cargo_Script	13:45	7 6 1	12 10 2	1 2 0	12 9 2	5 4 1	**37** **31** **6**
	Application Total	7 6 1	12 10 2	1 2 0	12 9 2	5 4 1	**37** **31** **6**
Vacations_Script	13:45	15 13 2	10 10 0	20 19 1	14 13 1	3 3 0	**62** **58** **4**
	Application Total	15 13 2	10 10 0	20 19 1	14 13 1	3 3 0	**62** **58** **4**
Total		**65** **54** **12**	**74** **61** **12**	**91** **76** **16**	**91** **83** **7**	**72** **62** **10**	**393** **336** **57**

C:\REPORTS\flat\cross_Application.rpt
Printed By: sysadmin 4/12/99 10:12:13 AM

Page 1 of 1

Section D: Call by call reports

In this section

Call By Call Statistics 504

Call By Call Statistics

Description

For each call, the Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

You can collect call information from the time the call is made until the time it leaves Symposium Call Center Server control. You can collect statistics for all of the events defined in Historical Statistics Collection.

Notes:

- The Call By Call Statistics report includes only one interval.
- Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- Event information is written to the database every 15 minutes.

Views

- eCallByCallStatYYYYMMDD
- Agent

Template

- em-res9.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

Field descriptions

Report field	View field/Formula
Call ID	eCallByCallStatYYYYMMDD.CallId
Time	eCallByCallStatYYYYMMDD.Time
Event	eCallByCallStatYYYYMMDD.CallEventName
Agent	Agent.SurName, Agent.GivenName, Agent.TelsetLoginID
Source	eCallByCallStatYYYYMMDD.Source
Destination	eCallByCallStatYYYYMMDD.Destination
Associated Data	eCallByCallStatYYYYMMDD.AssociatedData
Event Data	eCallByCallStatYYYYMMDD.EventData

Grouping

Events in the Call By Call Statistics report are grouped by call ID.

Call By Call Statistics

Report Interval: 11:00:00 04 October, 1999 - 11:15:00 04 October, 1999

Site Name: ICCMNGEN23
Table Names: eCallByCallYYYYMMDD, Agent

Time	Event	Agent	Source	Destination	Associated Data	Event Data
Call ID: 44,106,713						
11:13:50	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload3		1st_TIME_QUEUED_TO_SKSET: YES
11:13:51	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: NET_ALREADY_SERVICED
Call ID: 44,106,954						
11:12:20	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload1		1st_TIME_QUEUED_TO_SKSET: YES
11:12:21	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICED
Call ID: 44,106,962						
11:14:58	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload1		1st_TIME_QUEUED_TO_SKSET: YES
11:14:59	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICED
Call ID: 44,107,036						
11:13:12	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload1		1st_TIME_QUEUED_TO_SKSET: YES
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: CANCELLED
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICED
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload5			REASON: NET_ALREADY_SERVICED
11:13:13	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload3		1st_TIME_QUEUED_TO_SKSET: NO
11:13:13	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload5		1st_TIME_QUEUED_TO_SKSET: NO
Call ID: 44,107,046						
11:14:08	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3N/VAN	SK_SET: nload1		1st_TIME_QUEUED_TO_SKSET: YES
11:14:09	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: CANCELLED

C:\Nortel\client\en\RPT\EM-RES9.RPT

Printed By: sysadmin 10/4/99 12:24:50 PM

Page 1 of 386

Section E: Configuration reports

In this section

Activity Code Properties 508
Agent By Supervisor Properties 511
Agent Properties 514
Agent Skillset Assignment 520
Agent Skillset Properties 523
Agent Supervisor Assignment 527
Application Script Properties 530
Application Template Properties 533
CDN Properties 536
Database View Definitions 539
DNIS Properties 543
Formula Properties 546
Historical and Real Time Statistics Properties 549
IVR Port Properties 557
IVR Queue and Port Properties 560
Logged In Agent Position ID 563
Network Site and Application Properties 567
Network Skillset Routing Properties 571
Real Time Template Properties 575
Route Properties 578
Script Variable By Script 581
Script Variable Properties 584
Skillset Properties 587
Supervisor Properties 592
Telephone Display Properties 596
User Access Privilege 599

Activity Code Properties

Description

The Activity Code Properties report lists all of the activity codes and their assigned names.

Where properties are defined

Activity code properties are defined on Activity Code Properties property sheet.

View

- ActivityCode

Template

- config8.rpt

Filters

- activity code
- activity name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Activity Code Name	Name
Activity Code Number	ActivityCode

Activity Code Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ActivityCode

Activity Code Name	Activity Code Number
Booking	431
Gold_Service	460
Newspaper	457
Radio	458
Schedule_Inquiry	430
Skillset_Default_Activity_Code	00
System_Default_Activity_Code	0
Television	459
Vacation_Inquiry	440
Vacation_Sales	441

Printed By: sysadmin 4/29/99 8:13:38 AM Page: 1

Agent By Supervisor Properties

Description

The Agent By Supervisor Properties report lists agents and the supervisors to whom they are assigned. Agents can have multiple supervisors. Therefore, an agent may appear multiple times in the report.

View

- SupervisorAgentAssignment

Template

- config31.rpt

Filters

- supervisor logon ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID
Assigned Agent Name	AgentGivenName AgentSurName

Report field	View field/Formula
Phoneset Login ID	AgentTelsetLoginID
Supervisor Type	Type

Agent By Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment

Assigned Agent Name	Phoneset Login ID	Supervisor Type
Supervisor Name & ID: Pat Wilson - 7871		
Brandon Woo	6841	Reporting
Donna Royce	6840	Reporting
Dylan Marcus	6844	Reporting
Fred Gogolek	6853	Associated
Lori Vandenberg	6763	Reporting
Ronnie Heintz	6912	Reporting
Sara Fargus	6911	Reporting
Steven Chung	6851	Associated
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Reporting
Supervisor Name & ID: Chris Konings - 7870		
Bert Katerberg	6789	Reporting
Brandon Woo	6841	Reporting
Fred Gogolek	6853	Reporting
James Jones	6708	Associated
Lori Vandenberg	6763	Associated
Steven Chung	6851	Reporting
Terry Davidson	8959	Reporting
Tom Wilson	6761	Associated
Toni Di Angelo	6766	Reporting
Supervisor Name & ID: Marta Mitchell - 7877		
James Jones	6708	Reporting
Supervisor Name & ID: Cindy Wong - 7872		
Bev Arthur	6622	Reporting
George Kurtz	6631	Reporting
Marie Beauvallet	6625	Reporting
Mark Schultz	6605	Reporting
Rose Stefanopolis	6602	Associated
Stella Conner	6623	Reporting
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Associated

config31.rpt
Printed By: sysadmin 5/26/99 9:09:14 AM **Page: 1**

Agent Properties

Description

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phoneset at which the agent is logged on, and the agent's personal or secondary directory number
- supervisor information—which lists the agent's supervisors

Where properties are defined

Agent properties are defined on the User Properties property sheet for each agent.

Views

- Agent
- SupervisorAgentAssignment

Template

- config5.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

General fields

Report field	View field/Formula
Agent Name & ID	Agent.GivenName Agent.SurName Agent.TelsetLoginID
Threshold Class	Agent.ThresholdTemplateName
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment

Agent Call Presentation fields

Report field	View field/Formula
Call Presentation Class	Agent.TemplateName
Call Force Option (Meridian 1/CSE 1000)	Agent.CallForceOption
Call Force Timer Delay (Meridian 1/CSE 1000)	Agent.CallForceDelayTimer
Reserve for Network Call (NSBR option)	Agent.TelsetShowReserve

Report field	View field/Formula
Return To Queue On No Answer	Agent.ReturnToQueueOnNoAnswer
Return To Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold (Meridian 1/ CSE 1000)	Agent.AlternateCallAnswer
Union Break Timer (Meridian 1/CSE 1000)	Agent.UnionBreakTimer
Not Ready on Secondary DN (DMS/MSL-100)	Agent.NROSDN
Variable Wrap Time (DMS/MSL-100)	Agent.VariableWrap

Phoneset fields

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1/ CSE 1000)	Agent.PersonalDN
Secondary DN (DMS/ MSL-100)	Agent.SecondaryDN
Switch Port Address	Agent.SwitchPortAddress
Switch Port Name	Agent.SwitchPortName
Switch ID	Agent.SwitchID

Supervisor fields

Report field	View field/Formula
Supervisor Name	SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Supervisor Phoneset Login ID	SupervisorAgentAssignment.SupervisorTelsetLoginID
Type	SupervisorAgentAssignment.Type

Meridian 1/CSE 1000 report

Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

Agent Name & ID: James Jones -- 6708

General

Threshold Class:	Agent_Template
Department:	Vacations
Title:	Vacations Specialist
Comment:	

Agent Call Presentation

Call Presentation Class:	Senior_Agent
Call Force Option:	Y
Call Force Timer Delay:	10
Reserve for Network Call:	Y
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	15
Make Phoneset:	Not Ready
DN On Hold:	Y
Union Break Timer:	5

Phoneset

Phoneset Login ID:	6708
Personal DN:	3119
Switch Port Address:	8-0-2-5
Switch Port Name:	8-0-2-5
Switch ID:	1

Supervisor Name	Supervisor Phoneset Login ID	Type
Chris Konings	7870	Associated
Marta Mitchell	7877	Reporting

C:\REPORTS\flat\configS.rpt

Printed By: sysadmin 6/25/99 4:58:27 PM **Page 1 of 3**

DMS/MSL-100 report

Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

Agent Name & ID: James Jones -- 6708

General

Threshold Class:	Agent_Template
Department:	Vacations
Title:	Vacations Specialist
Comment:	

Agent Call Presentation

Call Presentation Class:	Senior_Agent
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	15
Make Phoneset:	Not Ready
Not Ready on Secondary DN:	Y
Variable Wrap:	Interval Zero

Phoneset

Phoneset Login ID:	6708
Secondary DN:	4165556766
Switch Port Address:	2102
Switch Port Name:	2102
Switch ID:	1

Supervisor Name	Supervisor Phoneset Login ID	Type
Chris Konings	7870	Associated
Marta Mitchell	7877	Reporting

C:\Reports\Flat\Config5.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM **Page 1 of 3**

Agent Skillset Assignment

Description

The Agent Skillset Assignment report lists scheduled changes of agents and their skillset assignments.

Where properties are defined

Agent to skillset assignment properties are defined on the Agent to Skillset Properties property page.

View

- ScheduledSkillsetAssignment

Template

- config24.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

Report field	View field/Formula
Assignment Name	AssignName
Status	Status
Comment	Comment
Agent Name and Phoneset Login	UserSurName UserGivenName UserTelsetLoginID
To Skillset	SkillsetName
SkillsetState	SkillsetState
Priority	Priority

Agent Skillset Assignment

BestAir Airlines
Site Name: TORONTO
Table Names: ScheduledSkillsetAssignment

Agent Name and Phoneset Login	To Skillset	SkillsetState	Priority
Assignment Name: Afternoon_Break			
Status: Edited/Saved			
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2
Assignment Name: Lunch			
Status: Edited/Saved			
Comment:			
Lori Vandenberg - 6763	Bookings	Active	2
Toni Morelli - 6710	Support	Active	1
Assignment Name: Morning_Break			
Status: Edited/Saved			
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2

config24.rpt
Printed By: sysadmin 5/10/99 11:04:55 AM **Page: 1**

Agent Skillset Properties

Description

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

Where properties are defined

Agent skillset properties are defined on the Skillsets – User Properties property page.

Views

- Agent
- SkillsetByAgent
- Skillset

Template

- config29.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Agent Name & ID	Agent.SurName Agent.GivenName Agent.TelsetLoginID
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1/ CSE 1000)	Agent.PersonalDN
Call Presentation Class	Agent.AgentTemplateName
Threshold Class	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Meridian 1/CSE 1000 report

Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Personal DN: 3119
Call Presentation Class: Senior_Agent
Threshold Class: Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

Agent Name & ID: Jon Carlos - 6709

Personal DN: 3120
Call Presentation Class: Senior_Agent
Threshold Class: Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

Agent Name & ID: Toni Morelli - 6710

Personal DN: 3121
Call Presentation Class: Senior_Agent
Threshold Class: Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

C:\REPORTS\flatfcon\fig29.rpt
Printed By: sysadmin 4/17/99 10:11:02 AM **Page 1 of 1**

DMS/MSL-100 report

Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Call Presentation Class: Senior_Agent

Threshold Class: Agent_Template

Skillset Name	Skillset State	Priority
Bookings	Standby	n/a
European_Vacations	Active	1
Vacations	Active	2

C:\Reports\flat\Config29.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM **Page 1 of 1**

Agent Supervisor Assignment

Description

The Agent Supervisor Assignment report lists agent to supervisor assignments and their properties.

Where properties are defined

Agent to supervisor assignment properties are defined on the Agent to Supervisor Properties property sheet.

Views

- ScheduledSupervisorAssignment
- SupervisorAgentAssignment

Template

- config23.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Assignment Name	ScheduledSupervisorAssignment.AssignName
Status	ScheduledSupervisorAssignment.Status
Comment	ScheduledSupervisorAssignment.Comment
From Reporting Supervisor	SupervisorAgentAssignment.SupervisorUserID SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Agent Name and Phoneset Login	SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentTelsetLoginID
To Reporting Supervisor	ScheduledSupervisorAssignment.SupervisorID ScheduledSupervisorAssignment.SupervisorGivenName ScheduledSupervisorAssignment.SupervisorSurname

Agent Supervisor Assignment

Site Name: NTORI313
Table Names: ScheduledSupervisorAssignment,SupervisorAgentAssignment

Assignment Name: Normal

Status: Edited/Saved
Comment:

Agent Name and Phoneset Login	From Reporting Supervisor	To Reporting Supervisor
Lori Vandenberg - 6763	Pat Wilson	-- no change --
Fred Gogolek - 6853	Chris Konings	Pat Wilson
Ronnie Heintz - 6912	Pat Wilson	-- no change --
Dylan Marcus - 6844	Pat Wilson	-- no change --
Donna Royce - 6840	Pat Wilson	-- no change --
Tajinder Singh - 6913	Cindy Wong	Pat Wilson
Tom Wilson - 6761	Cindy Wong	Pat Wilson
Brandon Woo - 6841	Chris Konings	Pat Wilson
Sara Fargus - 6911	Pat Wilson	-- no change --
Steven Chung - 6851	Chris Konings	Pat Wilson

C:\Nortel\client\en\RPT\CONFIG23.RPT

Printed By: sysadmin 10/4/99 11:19:33 AM **Page 1 of 46**

Application Script Properties

Description

The Application Script Properties report describes the relationship between application scripts.

Definition: Parent script

A parent script is any script that directs a call to another secondary script.

Definition: Child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

View

- ApplicationByScript

Template

- config14.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Parent Script Name	ParentName
Child Script Name	ChildName

Application Script Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ApplicationByScript

Parent Script Name	Child Script Name
Booking_Script	Busy_Booking
	IVR_Booking
	Night_Booking
Cargo_Script	Busy_Cargo
	IVR_Cargo
	Night_Cargo
Master_Script	Booking_Script
	Busy_Main
	Cargo_Script
	IVR_Main
	Night_Main
	Vacation_Script
Vacation_Script	Busy_Vacation
	IVR_Vacation
	Night_Vacation

config14.rpt
Printed By: sysadmin 5/10/99 11:23:08 AM **Page: 1**

Application Template Properties

Description

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

Views

- Application
- ApplicationThresholdTemplate

Template

- config15.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Application Name	Application.Name
Call By Call	Application.CallByCall
Threshold Class	ApplicationThresholdTemplate.Name
Field	ApplicationThresholdTemplate.Field
Level 1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2

Application Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Application, ApplicationThresholdTemplate

Application Name: ACD_DN_Application

Call By Call: None
Threshold Class: ACD_Template

Field	Level 1	Level 2
Calls Waiting	5	15
Short Calls	10	

Application Name: Booking_Script

Call By Call: None
Threshold Class: Application_Template

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: Cargo_Script

Call By Call: None
Threshold Class: Application_Template

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: Master_Script

Call By Call: None
Threshold Class: Application_Template

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: NACD_DN_Application

Call By Call: None
Threshold Class: Network_Template

Field	Level 1	Level 2
Short Calls	5	

C:\REPORTS\flat\cofig15.rpt

Printed By: sysadmin 5/22/99 12:21:02 PM **Page 1 of 2**

CDN Properties

Description

The CDN Properties report lists the CDNs and their assigned names.

Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Call Center Server.

Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

View

- CDN

Template

- config7.rpt

Filters

- CDN
- CDN name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
CDN Number	CDN
CDN Name	Name
Call Type	Type

CDN Properties

BestAir Airlines
Site Name: TORONTO
Table Name: CDN

CDN Number	CDN Name	Call Type
3750	3750	Local
3751	3751	Local
3752	3752	Local
3753	3753	Local
3754	3754	Local
3755	3755	Local
3756	3756	Local
3757	3757	Local
3758	3758	Local
3759	3759	Local

config7.rpt
Printed By: sysadmin 5/10/99 11:34:15 AM **Page: 1**

Database View Definitions

Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Call Center Server database. You can use these views to design user-created reports.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

View

- Views

Template

- config34.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Field Name	ColumnName
Type	Type
Length	Length

Field types

Field type	Description	Value range	Size
binary	binary data	n/a	n bytes, data dependent
char	fixed character length	n/a	n bytes
datetime	time stamp	Jan 1, 1753 to Dec 31, 9999	8 bytes
int	integer	– 2 147 483 648 to 2 147 483 647	4 bytes
smalldatetime	timestamp	Jan 1, 1900 to June 6, 2079	4 bytes
smallint	small integer	– 32 768 to 32 767	2 bytes
tinyint	tiny integer	0 to 255	1 byte
varchar	variable length character	n/a	n bytes, data dependent

Meridian 1/CSE 1000 report

Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ActivityCode	varchar	32
Agent			
	CallForceOption	char	1
	TelsetShowReserve	char	1
	AlternateCallAnswer	char	1
	ReturnToQueueOnNoAnswer	char	1
	UnionBreakTimer	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	CallForceDelayTimer	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	PersonalDN	varchar	32
	Title	varchar	64

C:\REPORTS\flatconfig34.rpt
Printed By: sysadmin 6/25/99/5:05:05 PM

Page 1 of 57

DMS/MSL-100 report

Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ActivityCode	varchar	32
Agent			
	NRONSDN	char	1
	TelsetShowReserve	char	1
	ReturnToQueueOnNoAnswer	char	1
	VariableWrap	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	SecondaryDN	varchar	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	Title	varchar	64
	SurName	varchar	64
	GivenName	varchar	64

C:\Reports\Rtm\Config34.rpt

Printed By: sysadmin 6/19/99 09:30:00 AM

Page 1 of 53

DNIS Properties

Description

The DNIS Properties report lists each DNIS and its assigned name. It also displays the service level threshold.

Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Where properties are defined

DNIS Properties are defined on the DNIS Properties property sheet.

View

- DNIS

Template

- config10.rpt

Filters

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
DNIS Name and Number	DNISName, DNIS
Service Level Threshold	ServiceLevelThreshold

DNIS Properties

BestAir Airlines
Site Name: TORONTO
Table Name: DNIS

DNIS Name and Number	Service Level Threshold
Corporate_Gold - 5559000	15
Corporate_Service - 5559010	30
Personal_Gold - 5559100	20
Personal_Service - 5559110	40

config10.rpt

Printed By: sysadmin 5/10/99 11:34:55 AM **Page: 1**

Formula Properties

Description

The Formula Properties report lists all of the customized formulas and their definitions as they appear in real-time displays. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

View

- Formula

Template

- config17.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Formula Name	Name
Class	Class
Comment	Comment
Definition	Definition

Formula Properties

BestAir Airlines
Site Name: TORONTO
Table Name: Formula

Formula Name: **%_Abandoned_Aft_Threshold**

Class: Application

Comment:

Definition: %2800104*100/%2800103

Formula Name: **%_Ntwk_Answd_within_Srv_Lvl**

Class: Network

Comment:

Definition: (%2800406-%2800407)*100/%2800406

Formula Name: **%Calls_Abandoned**

Class: Application

Comment:

Definition: %2800103*100/(%2800103+%2800106)

Formula Name: **%Network_Service_Level**

Class: Network

Comment:

Definition: ((%2800408+%2800406)-(%2800409+%2800407))*100/(%2800406+%2800408)

Formula Name: **%Service_Level**

Class: Application

Comment:

Definition: ((%2800106+%2800103)-(%2800107+%2800104))*100/(%2800106+%2800103)

config17.rpt

Printed By: sysadmin 5/10/99 11:11:04 AM **Page: 1**

Historical and Real Time Statistics Properties

Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics you configured Symposium Call Center Server to collect.

Notes:

- To view call-by-call properties for individual applications, see the Application Properties report.
- User-defined reports using this standard report as a template cannot be scheduled.

Real-time statistics collection modes

You can collect real-time statistics in the following modes.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Where properties are defined

Real-time statistics collection properties are defined on the Real-time Statistics Configuration property sheet. Historical statistics collection properties are defined on the Historical Statistics Configuration property sheet.

Views

- HistoricalStatCollection
- HistoricalStatDuration
- HistoricalStatStorage
- RealTimeStatCollection

Template

- config1.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Historical Collection fields

Report field	View field/Formula
Application	HistoricalStatCollection.Application
CDN	HistoricalStatCollection.CDN
Skillset	HistoricalStatCollection.Skillset
Activity Code	HistoricalStatCollection.ActivityCode
DNIS	HistoricalStatCollection.DNIS
Trunk (Meridian 1/ CSE 1000)	HistoricalStatCollection.Trunk
Route (Meridian 1/ CSE 1000)	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RANMusicRoute

Report field	View field/Formula
Agent Performance	HistoricalStatCollection.AgentPerformance
Agent By-Application	HistoricalStatCollection.AgentByApplication
Agent By-Skillset	HistoricalStatCollection.AgentBySkillset
Agent Login/Logout	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics (Meridian 1/CSE 1000)	HistoricalStatCollection.IVR
IVR Port Statistics (Meridian 1/CSE 1000)	HistoricalStatCollection.IVRPort
IVR Port Login/Logout (Meridian 1/CSE 1000)	HistoricalStatCollection.IVRPortLogin
Network Call (NSBR option)	HistoricalStatCollection.NetworkCall
Network Out Call (NSBR option)	HistoricalStatCollection.NetworkOutCall

Historical Duration fields

Report field	View field/Formula
Days Of Interval	HistoricalStatDuration.DaysOfInterval
Days Of Daily	HistoricalStatDuration.DaysOfDaily
Weeks Of Weekly	HistoricalStatDuration.WeeksOfWeekly
Months Of Monthly	HistoricalStatDuration.MonthsOfMonthly
Days of IVR Port Login (Meridian 1/CSE 1000)	HistoricalStatDuration.DaysOfIVRPortLogin
Days of Agent Login and Logout	HistoricalStatDuration.DaysOfAgentLogin

Report field	View field/Formula
First Business Day Of the Week	HistoricalStatDuration.FirstDayOfWeek
Business Hours Per Day	HistoricalStatDuration.BusinessHoursPerDay
Business Days Per Week	HistoricalStatDuration.BusinessDaysPerWeek
Days Of Call By Call	HistoricalStatDuration.DaysOfCallByall

Historical Storage fields

Report field	View field/Formula
Parameter	HistoricalStatStorage.Parameter
System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased
Configured	HistoricalStatStorage.Configured

Real TIme Properties fields

Report field	View field/Formula
Moving Window	The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode: ■ application statistics (RealTimeStatCollection.MWApplication) ■ skillset statistics (RealTimeStatCollection.MWSkillset) ■ agent statistics (RealTimeStatCollection.MWAgent) ■ network call (RealTimeStatCollection.MWNetworkCall); NSBR option ■ IVR (RealTimeStatCollection.MWIVR); Meridian 1/CSE 1000 switch ■ route (RealTimeStatCollection.MWRoute); Meridian 1/CSE 1000 switch ■ call center summary (RealTimeStatCollection.MWNodalCall)

Report field	View field/Formula
Interval to Date	The Interval To Date fields indicate whether statistics in each of the following statistics groups can be displayed in interval-to-date mode: ■ application (RealTimeStatCollection.ITDApplication) ■ skillset (RealTimeStatCollection.ITDSkillset) ■ agent (RealTimeStatCollection.ITDAgent) ■ network call (RealTimeStatCollection.ITDNetworkCall); NSBR option ■ IVR (RealTimeStatCollection.ITDIVR); Meridian 1/CSE 1000 switch ■ route (RealTimeStatCollection.ITDRoute); Meridian 1/CSE 1000 switch ■ call center summary (RealTimeStatCollection.ITDNodalCall)
Interval Duration	RealTimeStatCollection.IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefreshRate

Meridian 1/CSE 1000 report

Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
Trunk:	Y
Route:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By-Application:	Y
Agent By-Skillset:	Y
Agent Login / Logout:	Y
IVR ACD-DN Statistics:	Y
IVR Port Statistics:	Y
IVR Port Login / Logout:	Y
Network Call:	Y
Network Out Call:	Y

Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of IVR Voice Port Login:	3
Days Of Agent Login and Logout:	3
First Businceess Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	5

config1.rpt

Printed By: sysadmin 5/10/99 11:25:07 AM **Page 1 of 2**

DMS/MSL-100 report

Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By Application:	Y
Agent By Skillset:	Y
Agent Login / Logout:	Y

Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	3

C:\Reports\Stat\Config1.rpt

Printed By: sysadmin 6/26/99 8:34:37 AM **Page 1 of 2**

IVR Port Properties

Description

DMS/MSL-100 switch only. The IVR Port Properties report lists the name and properties of all voice ports.

Where properties are defined

IVR port properties are defined on the Voice Port Properties property sheet.

Views

- IVRPort

Template

config11.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName

IVR Port Properties

BestAir Airlines

Site Name: TORONTO
Table Names: IVRPort

IVR ACD-DN Name and Number: 2105 - 5

IVR Port Switch ID: 1
IVR Port Switch Address: 2105
Switch Port Name: 2105

C:\Reports\Stat\Config11.rpt

Printed By: svsadmin 5/10/99 11:02:34 AM

Page 1 of 1

IVR Queue and Port Properties

Description

Meridian 1/CSE 1000 switch only. The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

Where properties are defined

IVR ACD-DN properties are defined on the ACD-DN Properties property sheet. IVR port properties are defined on the Voice Port Properties property sheet.

Views

- IVRQueue
- IVRPort
- IVRThresholdTemplate

Template

config11.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
IVR Queue Name and ID	IVRQueue.Name IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold
Acquired	IVRQueue.Acquire
Status	IVRQueue.Status
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName
IVR Threshold Class	IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID
Template Field Name	IVRThresholdTemplate.Field
Template Level 1	IVRThresholdTemplate.Level1
Template Level 2	IVRThresholdTemplate.Level2

IVR Queue and Port Properties

BestAir Airlines
Site Name: TORONTO
Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

IVR Queue Name and ID: GIVE IVR queue 3650 - 3650

Service Level Threshold Acquired: 20
Status: Y
Acquired

IVR ACD-DN Name and Number: VP 12-0-2-0 - 0

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-2-0
Switch Port Name: VP 12-0-2-0

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-2-1 - 1

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-2-1
Switch Port Name: VP 12-0-2-1

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-2 - 10

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-3-2
Switch Port Name: VP 12-0-3-2

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-3 - 11

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-3-3
Switch Port Name: VP 12-0-3-3

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-4 - 12

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-3-4
Switch Port Name: VP 12-0-3-4

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-5 - 13

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-3-5
Switch Port Name: VP 12-0-3-5

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-6 - 14

IVR Port Switch ID: 1
IVR Port Switch Address: 12-0-3-6
Switch Port Name: VP 12-0-3-6

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
Template Level 1: 5
Template Level 2:

config11.rpt
Printed By: sysadmin 5/10/99 11:02:34 AM **Page: 1**

Logged In Agent Position ID

Description

The Agent Position ID report lists agents and provides, for each one, logon ID and position ID, and (on the Meridian 1/CSE 1000 switch) personal DN.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- Agent
- eAgentLoginStat

Template

- config32.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—AgentPerformance	Create and run any report

Field descriptions

Report field	View field/Formula
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN (Meridian 1/ CSE 1000)	Agent.PersonalDN

Meridian 1/CSE 1000 report

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Agent Name	Agent Login	Position ID	Personal DN
James Jones	6708	2,009	3119
Jon Carlos	6709	2,010	3120
Toni Morelli	6710	2,026	3121
Donna Royce	6840	2,019	3228
Brandon Woo	6841	2,017	3221

C:\REPORTS\flat\cnfig32.rpt

Printed By: sysadmin 5/10/99 11:24:03 AM **Page 1 of 1**

DMS/MSL-100 report

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Agent Name	Agent Login	Position ID
James Jones	6708	2,009
Jon Carlos	6709	2,010
Toni Morelli	6710	2,026
Donna Royce	6840	2,017
Brandon Woo	6841	2,019

C:\Reports\flatConfig32.rpt

Printed By: sysadmin 5/10/99 11:24:03 AM **Page 1 of 1**

Network Site and Application Properties

Description

NSBR option only. The Network Site and Application Properties report lists all of the sites in the network, and for each one, shows

- the site's properties (as configured on the NCC)
- the remote switch parameters for the site (as configured on the local server)
- the applications at that site

For each application, it includes the service level threshold and whether local and network call-by-call statistics are collected for the application.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Where properties are defined

Site properties are defined on the Site Properties property sheet at the NCC. Remote switch parameters are defined on the Network Communication Parameters dialog box. Application properties are defined on the Application Properties property sheet at each server. Collection of call-by-call statistics for an application is configured at the server on the Call By Call—Historical Statistics property page.

Views

- RemoteApplication
- Site
- TargetSwitchComm

Template

- config28.rpt

Filter

- site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Available Sites fields

Report field	View field/Formula
Site Name	Site.SiteName
Filter Timer	Site.OutOfServiceTimer
Time Relative to GMT	Site.RelativeGMT
Contact Person	Site.ContactPerson
Phone Number	Site.ContactNumber

Destination Configuration fields

Report field	View field/Formula
Destination Site	TargetSwitchComm.SiteName
Dialable DN	TargetSwitchComm.DialableDN
Number of Retries	TargetSwitchComm.NumRetries
Retry Timer (sec)	TargetSwitchComm.RetryTimer
Agent Reserve Timer	TargetSwitchComm.AgentReserveTimer

Application fields

Report field	View field/Formula
Application ID	RemoteApplication.RemoteApplicationID
Application Name	RemoteApplication.Name
Call-by-Call	RemoteApplication.CallByCall
Service Level Threshold	RemoteApplication.ServiceLevelThreshold

Grouping

Application information is grouped by site.

Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

Available Sites:

Site Name	Filter Timer	Time Relative to GMT	Contact Person	Phone Number
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+6	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

Destination Configuration for Site : TORONTO

Destination Site	Dialable DN	Number of Retries	Retry Timer (sec)	Agent Reserve Timer
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

C:\REPORTS\flatconfig28.rpt
Printed By: sysadmin 6/19/99 09:09:04 AM **Page 1 of 2**

Network Skillset Routing Properties

Description

NSBR option only. The Network Skillset Routing Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Definition: Round robin routing

Round robin routing is an agent request method that evenly distributes calls across the network. Each agent request is sent to a predefined site or group of sites. For example, in a four-site Symposium Call Center Server network, an agent request can be sent to nodes 1, 2, and 3. The next agent request is sent to nodes 2, 3, and 4. The next agent request is sent to nodes 4, 1, and 2, and so on. The agent request is always sent to the next target node or group of nodes, even if agents are available in a preceding target.

Definition: Sequential routing

Sequential routing is an agent request method that always queues a call to the first site, then the second site, then the third site, and so on. The presentation does not change.

Where properties are defined

Network skillset properties are defined on the Network Skillset Properties property sheet. Network skillset routing properties are defined on the Sites dialog box.

Views

- NetworkSkillsetStatus
- Ranking
- Skillset

Templates

- config39.rpt

Filter

- network skillset name
- site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Site fields

Report field	View field/Formula
Site Name	NetworkSkillsetStatus.Site
Site Filter	NetworkSkillsetStatus.FilterStatus
Network Skillset (if skillset is being filtered)	Skillset.NetworkSkillset
Network Skillset Filter (if skillset is being filtered)	NetworkSkillsetStatus.FlowControlStatus

Network skillset fields

Report field	View field/Formula
Network Skillset	Skillset.NetworkSkillset
Routing Method	Skillset.UseRoundRobin
Destination Site Name	NetworkSkillsetStatus.SiteName
Rank	Ranking.Rank
Network Skillset Filter	NetworkSkillsetStatus.FlowControlStatus

Network Skillset Routing Properties

BestAir Airlines
Site Name: TORONTO
Table Name: NetworkSkillsetStatus, Skillset, Ranking

Site Status

Site Name	Site Filter	Network Skillset Name	Network Skillset Filter
BOSTON	Off		
		Cargo	Out of Service
CHICAGO	Off		
		Bookings	Max Request
SF	Maximum number of retries reached		

Network Skillset	Routing Method	Destination Site Name	Rank	Network Skillset Filter
Bookings	Sequential	SF	0	Off
		CHICAGO	1	Max Request
		BOSTON	2	Off
Cargo	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Out of Service
Vacations	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Off

C:\REPORTS\flat\config39.rpt

Printed By: sysadmin, 6/25/99, 09:11:02 **Page 1 of 1**

Real Time Template Properties

Description

The Real Time Template Properties report lists each real-time display definition and describes its properties.

Where properties are defined

Real-time display definition properties are defined on the Real-time Display Properties property sheet.

Views

- RealTimeTemplate
- RealTimeColumn
- Formula

Template

- config21.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Template Name	RealTimeTemplate.Name
Class	RealTimeTemplate.Class
Refresh Rate	RealTimeTemplate.RefreshRate / 1000
View Mode	RealTimeTemplate.ViewMode
Column Name	RealTimeColumn.Label
Formula Name	Formula.Name
Format	RealTimeColumn.Format
Scale From	RealTimeColumn.ScaleFrom
Scale To	RealTimeColumn.ScaleTo

Real Time Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: RealTimeTemplate, RealTimeColumn and Formula

Template Name: Standard_Agent_by_Supervisor

Class:	Agent
Refresh Rate:	2
View Mode:	Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Position ID	N/A	Text	--	--
Walkaway	N/A	Text	--	--
DN Out	N/A	Text	--	--
Agent ID	N/A	Text	--	--
Supervisor	N/A	Text	--	--
Answered Skillset	N/A	Text	--	--
Time In State (bar)	N/A	Histogram	0.00	360.00
DN In	N/A	Text	--	--
Agent First Name	N/A	Text	--	--
Time In State	N/A	Time in time-format	0.00	100.00
Last Name	N/A	Text	--	--
In Calls Status	N/A	Text	--	--

Template Name: Standard_Application_Display

Class:	Application
Refresh Rate:	10
View Mode:	Interval To Date

Column Name	Formula Name	Format	Scale From	Scale To
Calls Offered	N/A	Number	0.00	100.00
Application	N/A	Text	--	--
% Src Lvl	%Service_Level	Number	0.00	100.00
Calls Ans	N/A	Number	0.00	0.00
Calls Given Terminate	N/A	Number	0.00	100.00
Calls Wait	N/A	Number	0.00	0.00
Longest Wait	N/A	Number	0.00	0.00
Avg Ans Dly	Average_Answer_Delay	Number	0.00	360.00
Calls Abnd	N/A	Number	0.00	0.00

Template Name: Standard_CallCenterSummary

Class:	Summary
Refresh Rate:	10
View Mode:	Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Ntwk In Calls Offered	N/A	Number	0.00	0.00
Call Center	N/A	Text	--	--
Ntwk In Calls Wait	N/A	Number	0.00	0.00
Ntwk In Calls Ans	N/A	Number	0.00	0.00
Calls Wait	N/A	Number	0.00	0.00
Calls Offered	N/A	Number	0.00	100.00

C:\REPORTS\flat\config21.rpt

Printed By: sysadmin 4/29/99 9:15:00 AM **Page 1 of 3**

Route Properties

Description

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also displays the threshold times set for each template.

Where properties are defined

Route properties are defined on the Route Properties property sheet.

Views

- Route
- RouteThresholdTemplate

Template

- config9.rpt

Filters

- Route ID
- Route Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Route Number	Route.RouteID
Route Name	Route.RouteName
Threshold Class	RouteThresholdTemplate.Name
Field	RouteThresholdTemplate.Field
Level 1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2

Route Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Route, RouteThresholdTemplate

Route Name Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

config9.rpt
Printed By: sysadmin 4/10/99 11:32:45 AM **Page: 1**

Script Variable By Script

Description

For each script, the Script Variable By Script report lists the script type and status, along with the names of the script variables used. For each variable, it provides the status and type.

For more information on scripting, refer to the *Scripting Guide*.

View

- ScriptVariables

Template

- config36.rpt

Filter

- script variable name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Script	Script
Status	ScriptStatus
Type	Type
Script Variable Name	Variable
Status	VariableStatus
Type	VariableType

Script Variable By Script

Site Name: ICCMNGEN23
Table Name: ScriptVariables

	Script Variable Name	Status	Type
Script : Load_script_local			
Status: Activated			
Type: Primary			
	Arun	Activated	Voice Segment
	LastLoadTestDay	Activated	Day
	FirstLoadTestDay	Activated	Day
	load_pri_var1	Activated	Priority
	load_pri_var2	Activated	Priority
	load_pri_var3	Activated	Priority
	load_ss_list1	Activated	Skillset
	load_ss_list2	Activated	Skillset
	load_wait_timer	Activated	Integer
Script : Load_script_network			
Status: Activated			
Type: Primary			
	FirstLoadTestDay	Activated	Day
	load_pri_var2	Activated	Priority
	load_pri_var3	Activated	Priority
	load_ss_list1	Activated	Skillset
	load_ss_list2	Activated	Skillset
	load_wait_timer	Activated	Integer
	LandonWillson	Activated	Voice Segment
Script : Master_Script			
Status: Activated			
Type: Local Master			
	LastLoadTestDay	Activated	Day
	FirstLoadTestDay	Activated	Day

C:\Nortel\client\en\RPT\CONFIG36.RPT
Printed By: sysadmin 10/5/99 10:24:33 AM **Page 1 of 1**

Script Variable Properties

Description

The Script Variable Properties report lists the group, type, status, and class of each variable.

For more information on scripting, refer to the *Scripting Guide*.

View

- ScriptVariableProperties
- ScriptVariables

Template

- config35.rpt

Filter

- script variable name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Script Variable	ScriptVariables.Variable
Status	ScriptVariables.VariableStatus
Group	ScriptVariableProperties.Grouping
Type	ScriptVariables.VariableType
Class	ScriptVariableProperties.Class
Comment	ScriptVariableProperties.Comment
Referencing Script Name	ScriptVariables.Script
Script Status	ScriptVariables.ScriptStatus
Script Type	ScriptVariables.ScriptType

Script Variable Properties

BestAir Airlines

Site Name: TORONTO
Table Name: ScriptVariables, ScriptVariableProperties

	Referencing Script Name	Script Status	Script Type
Script Variable : Automated101			
Status: Activated			
Type: Voice Segment			
Group: Global Variable			
Class: Set Of Values			
Comment:			
	IVR_SHIFT2_BCASTANNOUNCE	Activated	Secondary
Script Variable : Flight101			
Status: Activated			
Type: Voice Segment			
Group: Global Variable			
Class: Set Of Values			
Comment:			
	IVR_SHIFT1_BCASTANNOUNCE	Activated	Secondary
Script Variable : INTRINSIC1_SHIFT2_EXPTIME			
Status: Activated			
Type: Seconds			
Group: Global Variable			
Class: Item			
Comment: Expected wait time for INTRISIC1_SHIFT2			
	INTRINSIC1_SHIFT2	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL2			
Status: Activated			
Type: Integer			
Group: Global Variable			
Class: Item			
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL3			
Status: Activated			
Type: Integer			
Group: Global Variable			
Class: Item			
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary

config35.rpt

Printed By: sysadmin 5/10/99 3:50:01 PM **Page 1 of 14**

Skillset Properties

Description

The Skillset Properties report describes all skillset properties, including the skillset type (local or network) and the service level threshold defined for the threshold class to which the skillset belongs.

Where properties are defined

Skillset properties are defined on the Skillset Properties property sheet.

View

- Agent
- Skillset
- SkillsetByAgent

Template

- config16.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Skillset Name	Skillset.Skillset
Comment	Skillset.Comment
Call Source Preference (NSBR option)	Skillset.CallSourcePreference
Call Age Preference	Skillset.CallAgePreference
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay
Night Service Type	Skillset.NightServiceType
Mapped ACD-DN Number	Skillset.DN
Default Activity Code (Meridian 1/CSE 1000)	Skillset.ActivityCode
Skillset Is Networked (NSBR option)	Skillset.IsNetworked
Nodal Network Skillset Name (NSBR option)	Skillset.NetworkSkillsetName
Call Queue Requested Size (NSBR option)	Skillset.CallRequestQueueSize
Flow Control Threshold (NSBR option)	Skillset.CallRequestQueueSizeThreshold
Comment (NSBR option)	Skillset.NetworkSkillsetComment
Use Round Robin (NSBR option)	Skillset.UseRoundRobin
Agent Name and ID	Agent.GivenName Agent.Surname Agent.TelsetLoginID

Report field	View field/Formula
Priority	SkillsetByAgent.Priority

Meridian 1/CSE 1000 report

Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset, Agent, SkillsetByAgent

Skillset Name: European_Vacations

Comment:

Call Source Preference:	None
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A
Skillset Is Networked:	Y

Nodal Network Skillset Name: European_Vacations

Call Queue Request Size:	50
Flow Control Threshold:	10
Use Round Robin:	Y

Comment:

Agent Name and ID	Priority
Toni Morelli -- 6710	2
Jon Carlos -- 6709	2
James Jones -- 6708	1

Skillset Name: Vacations

Comment:

Call Source Preference:	None
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A
Skillset Is Networked:	Y

Nodal Network Skillset Name: Vacations

Call Queue Request Size:	50
Flow Control Threshold:	10
Use Round Robin:	Y

Comment:

Agent Name and ID	Priority
Toni Morelli -- 6710	1
Jon Carlos -- 6709	1
James Jones -- 6708	0

C:\REPORTS\flat\cofig16.rpt

Printed By: sysadmin 4/15/99 10:15:32 **Page 1 of 1**

DMS/MSL-100 report

Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset

Skillset Name: Agent Queue To

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Bookings

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Default ACD

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Default NACD

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

C:\Reports\StatConfig16.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM **Page 1 of 2**

Supervisor Properties

Description

The Supervisor Properties report lists all Symposium Call Center Server supervisors by name and threshold class. The report includes port information, personal or secondary directory number, logon information, comments, and all names of the agents (reporting and associated) assigned to the supervisor.

Where properties are defined

Supervisor Properties are defined on the User Properties property sheet.

Views

- SupervisorAgentAssignment
- Supervisor

Template

- config4.rpt

Filters

- supervisor logon ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	Supervisor.Given Name Supervisor.SurName Supervisor.TelsetLoginID
Threshold Class	Supervisor.ThresholdTemplateName
Supervisor Template Name	Supervisor.TemplateName
Switch Port Address	Supervisor.SwitchPortAddress
Switch ID	Supervisor.SwitchID
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN) (Meridian 1/ CSE 1000)	Supervisor.PersonalDN
Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentTelsetLoginID

Meridian 1/CSE 1000 report

Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Personal Directory Number (DN):	2511
Comment:	

Supervisor Type	Agents Assigned
Reporting	Sara Fargus - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

Supervisor Name & ID: Chris Konings -- 7870

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Personal Directory Number (DN):	2534
Comment:	

Supervisor Type	Agents Assigned
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

Supervisor Name & ID: Marta Mitchell -- 7877

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Personal Directory Number (DN):	2541
Comment:	

Supervisor Type	Agents Assigned
Reporting	James Jones - 6708

config4.rpt

Printed By: sysadmin 6/25/99 5:12:56 PM **Page 1 of 2**

DMS/MSL-100 report

Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Comment:	
Supervisor Type	Agents Assigned
Reporting	Sara Fargus - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

Supervisor Name & ID: Chris Konings -- 7870

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Comment:	
Supervisor Type	Agents Assigned
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

Supervisor Name & ID: Marta Mitchell -- 7877

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Comment:	
Supervisor Type	Agents Assigned
Reporting	James Jones - 6708

Supervisor Name & ID: Cindy Wong -- 7872

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-5
Switch ID:	1.00
PC Login Name:	cwong
Comment:	
Supervisor Type	Agents Assigned
Reporting	Bev Arthur - 6622

C:\Reports\flat\Config4.rpt

Printed By: sysadmin 6/19/99 09:30:00 AM **Page 1 of 2**

Telephone Display Properties

Description

You can configure the order in which Symposium Call Center Server displays information (such as caller line ID, or CLID, and caller name) on agent phonesets.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

Where properties are defined

Telephone display properties are defined on the Telephone Display Properties property sheet.

View

- PhoneSetDisplay

Template

- config6.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Telephone Display Set Type Name	DisplayTypeName
Field Name	FieldName
Width	Width
Row	Row

Telephone Display Properties

BestAir Airlines
Site Name: TORONTO
Table Name: PhoneSetDisplay

Telephone Display Set Type Name: 1x24 & 1x18 Alphanumeric

Field Name	Width	Row
Customer's Total Wait Time	11	1
CDN Number	5	1
Skillset	8	1

config6.rpt
Printed By: sysadmin 5/10/99 11:46:32 AM **Page: 1**

User Access Privilege

Description

The User Access Privilege report lists all of the access classes defined in the system. For each one, it lists all of the privileges assigned to that class, and all the desktop users belonging to that class.

Views

- AccessRights
- NBManagedObject

Template

- config42.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Group Name	AccessRights.GroupName
Comment	AccessRights.Comment
Item in System Window	AccessRights.ObjectName

Report field	View field/Formula
Level of Access	AccessRights.CreateDeleteAccess, AccessRights.CreatedDeleteAgentAccess, AccessRights.CreateDeleteAllAgentAccess, AccessRights.ReadAccess, AccessRights.ReadAgentAccess, AccessRights.ReadAllAgentAccess, AccessRights.WriteAccess, AccessRights.WriteAgentAccess, AccessRights.WriteAllAgentAccess
Name	AccessRights.GivenName, AccessRights.Surname
PC Login	AccessRights.PCLoginName

User Access Privilege

BestAir Airlines
Site Name: TORONTO

Table Names: AccessRights

Group Name: adminGroup

Comment: Blue system administration group

Access Rights:

Item in System Window	Level of Access
Server Settings	View
Applications	Edit
Skillsets	Create / delete
Reports - Agent Performance	Create and run any report
Agent to Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Agent to Supervisor Assignments	View and assign all agents
Script Variables	Create / delete
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	Edit, create / delete
Phonesets	Create / delete
Voice Prompt Editor	Create / delete
Event Preferences	Create / delete
Route Threshold Classes	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	Create / delete
Call Presentation Classes	Create / delete
Nodal Threshold Classes	Edit
Backup Devices	Edit, create / delete
Formulas	Create / delete
Network Communication Parameters	Create / delete
Routes	Create / delete
Serial Ports	Edit
Phoneset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Maintenance	View
Historical Statistics	Edit
DNISs	Create / delete
Backup Scheduler	Edit, create / delete
Switch Resource	View
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
Application Threshold Classes	Create / delete
Voice Ports	Edit
Reports - Call-by-Call	Create and run any report

C:\REPORTS\flatconfig42.rpt

Printed By: sysadmin 5/10/99 11:46:32 AM **Page 1 of 6**

Section F: IVR reports

In this section

IVR Port First Login/Last Logout 604
IVR Port Statistics 606
IVR Queue Statistics 609

IVR Port First Login/Last Logout

Description

Meridian 1/CSE 1000 switch only. The IVR Port First Login/Last Logout report provides information on the first logon to and last logoff from the server. The report lists the ports on which the first logon and last logoff occurred and the time at which these events occurred.

View

- eIVRPortLoginStat

Template

- em-res5.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report
Voice Ports	View

Field descriptions

Report field	View field/Formula
Time	Time
Port ID	IVRPortID

IVR Port First Login / Last Logout

BestAir Airlines
Site Name: TORONTO
Table Name: eIVRPortLoginStat

Report Interval: 09:00:00 20 April, 1999 - 17:00:00

	Time	Port ID
First Login Details		
4/20/99		
	9:00:00	13-1-2-0
Last Logout Details		
4/20/99		
	17:00:00	13-0-2-2
		13-0-3-3
		13-0-3-7
		13-1-2-6

C:\REPORTS\ittadem-rosS.rpt

Printed By: sysadmin 4/22/99 11:15:13 AM **Page 1 of 1**

IVR Port Statistics

Description

Meridian 1/CSE 1000 switch only. The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the call center. For each port specified, the report shows the total number of calls answered, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port was available to take calls and how much time was spent waiting to receive calls. The report helps you determine whether a specific port may be causing poor performance within an IVR queue.

Views

- IVRPortStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Filters

- IVR Port ID
- IVR Port Name

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Conferenced	CallsConferenced
Transferred	CallsTransferred
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Talk Time	TalkTime
Waiting Time	WaitingTime

Summaries

The report provides totals for each IVR port, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR ports.

IVR Port Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: ilVRPortStat

Report Interval: 16:30:00 17 April, 1999 - 16:45:00 17 April, 1999

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
GRAND TOTAL							
	450	0	0	17:45:00	00:00:00	02:03:38	15:41:22
IVR Queue Name & ID: 3660 - 3660							
Summary:	225	0	0	05:45:00	00:00:00	00:51:35	04:53:25
IVR Port Name & ID: 13-0-2-1 - 13-0-2-1							
Summary:	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
4/17/99							
16:45	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
IVR Port	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
IVR Port Name & ID: 13-0-2-2 - 13-0-2-2							
Summary:	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
4/17/99							
16:45	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
IVR Port	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
IVR Port Name & ID: 13-0-2-3 - 13-0-2-3							
Summary:	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
4/17/99							
16:45	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
Daily 4/17/99	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
IVR Port	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
IVR Port Name & ID: 13-0-2-4 - 13-0-2-4							
Summary:	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
4/17/99							
16:45	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
IVR Port	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49

C:\REPORTS\flathlm-rps4.rpt

Printed By: sysadmin 4/22/99 11:57:01 AM **Page 1 of 15**

IVR Queue Statistics

Description

Meridian 1/CSE 1000 switch only. The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays callers may have experienced when attempting to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

Views

- IVRStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Answered Delay	CallsAnsweredDelay
Confer'd	CallsConferenced
Transf'd	CallsTransferred
Not Treated	CallsNotTreated
Not Treated After Threshold	CallsNotTreatedAftThreshold
Not Treated Delay	CallsNotTreatedDelay

Summaries

The report provides totals for each IVR queue, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR queues.

IVR Queue Statistics

BestAir Airlines
Site Name: TORONTC
Table Name: ilVRStat

Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999

	Offered	Answered	Answered After Threshold	Answered Delay	Confer'd	Transf'd	Not Treated	Not Treated After Thresh	Not Treated Delay
GRAND TOTAL									
	1,277	807	0	00:02:14	0	0	470	235	02:08:15
Queue Name & ID: GIVE IVR queue 3650 - 3650									
Summary:	470	0	0	00:00:00	0	0	470	235	02:08:15
4/20/99									
00:00	470	0	0	00:00:00	0	0	470	235	02:08:15
Daily 4/20/99	470	0	0	00:00:00	0	0	470	235	02:08:15
Queue	470	0	0	00:00:00	0	0	470	235	02:08:15
Queue Name & ID: 3660 - 3660									
Summary:	248	248	0	00:01:08	0	0	0	0	00:00:00
4/20/99									
00:00	248	248	0	00:01:08	0	0	0	0	00:00:00
Daily 4/20/99	248	248	0	00:01:08	0	0	0	0	00:00:00
Queue	248	248	0	00:01:08	0	0	0	0	00:00:00
Queue Name & ID: 3670 - 3670									
Summary:	223	223	0	00:01:03	0	0	0	0	00:00:00
4/20/99									
00:00	223	223	0	00:01:03	0	0	0	0	00:00:00
Daily 4/20/99	223	223	0	00:01:03	0	0	0	0	00:00:00
Queue	223	223	0	00:01:03	0	0	0	0	00:00:00
Queue Name & ID: 3680 - 3680									
Summary:	336	336	0	00:00:03	0	0	0	0	00:00:00
4/20/99									
00:00	336	336	0	00:00:03	0	0	0	0	00:00:00
Daily 4/20/99	336	336	0	00:00:03	0	0	0	0	00:00:00
Queue	336	336	0	00:00:03	0	0	0	0	00:00:00
GRAND TOTAL									
	1,277	807	0	00:02:14	0	0	470	235	02:08:15

Im-qs3.rpt

Printed By: sysadmin 4/22/99 11:24:08 AM **Page: 1**

Section G: NCC reports

In this appendix

Overview of NCC reports 614
Network Call By Call Statistics 615
Network Consolidated Application Performance 618
Network Consolidated DNIS Statistics 622
Network Consolidated Incoming Calls 627
Network Consolidated Outgoing Calls 631
Network Consolidated Route Performance 634
Network Consolidated Skillset Performance 638
Network Site and Application Properties 642
Network Skillset Routing Properties 645
Network Table Routing Assignments 648
Nodal Consolidated Application Delay Before Abandon 651
Nodal Consolidated Application Delay Before Answer 654
Nodal Consolidated Application Performance 657

Overview of NCC reports

Introduction

This chapter lists the reports that you can generate when logged on to the Network Control Center (NCC). In some cases, these reports are similar to reports that are available on the server, but they use a different view or contain additional fields.

Notes:

- For network consolidated reports, define the same userid on the NCC and each server in the network. (The passwords need not match the password defined on the NCC.) That userid must have the rights required to generate the report. To create a report, log on to the NCC with that userid and password.
- For information about reports that can be run on other servers in the network, see Section H: “Network reports,” on page 661.

Time zone conversion

When you generate a consolidated interval report, you specify the period to be included in the report. You can also choose whether to convert times to your time zone.

If you have servers in different time zones, time zone conversion allows you to compare activity for the same period. For example, if you want to interpret the impact of a new commercial that is broadcast simultaneously at all sites, you use a consolidated report based on a particular time at the NCC.

If you want to report on activity at all sites during the same period—for example, lunch hour—you do not use time zone conversion. (If a site has not reached the specified time, the report does not contain data for that site. For example, if the current time at one site is 11:00 a.m., that site is not included in the report.)

Note: For time zone conversion to work, the Time Relative to GMT must be configured for all sites in the Site Parameters.

Network Call By Call Statistics

Description

NCC option only. For each call that is networked out, the Network Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

Notes:

- Network Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- User-defined reports using this standard report as a template cannot be scheduled.

Time zone conversion

When you generate a Network Call By Call Statistics report, you specify a source site and a data extraction period based on the time at the source site. (The data extraction period can be up to 1 hour.) The report contains information about all calls networked out from the source site during this period, and provides all events applicable to those calls, from the time they entered the source site to the time that they ended. If the Time Zone Relative to GMT is configured correctly for each site, the time stamp for each call event is in the time zone of the source site.

For example, the administrator of BestAir's NCC wants to generate a Network Call By Call Statistics report to report on calls networked out from the Chicago server during the period from 10:00 a.m. to 11:00 a.m., Toronto time. (Chicago is one hour behind Toronto.) When generating the report, the administrator identifies Chicago as the source site, and specifies a data extraction period of 9:00 a.m. to 10:00 a.m.

Views

- eCallByCallStatYYYYMMDD (source site)
- eNetCallByCallStatYYYYMMDD

Template

- netcbc.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

Field descriptions

Report field	View field/Formula
Call ID	eNetCallByCallStatYYYYMMDD.CallId
Timestamp	eNetCallByCallStatYYYYMMDD.Timestamp
Time	eNetCallByCallStatYYYYMMDD.Time
Event	eNetCallByCallStatYYYYMMDD.CallEventName
AgentID	eNetCallByCallStatYYYYMMDD.TelsetLoginID
Event Data	eNetCallByCallStatYYYYMMDD.EventData
Source	eNetCallByCallStatYYYYMMDD.Source
Destination	eNetCallByCallStatYYYYMMDD.Destination

Network Call By Call Statistics

BestAir Airlines
Site Name: NCC
Table Name: eNetCallByCallStatYYYYMMDD
eCallByCallStatYYYYMMDD

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

	Event	Agent ID	Event Data	Source	Destination
121,241,603					
10/4/99	10:58:17 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
	10:58:17 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload1
	10:58:17 Handed Over to Network Application			CDN: 3759	L_APP:
	10:58:18 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload1	
	10:58:18 Give Ringback				
	10:58:18 Network In Call Answered	115	DELAY_AFTER_Q: 1		
	10:58:18 Call Presented				AGT: 115
	10:58:27 Network In Call Released	115			
121,241,604					
10/4/99	10:55:49 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload4
	10:55:50 Call Presented				AGT: 116
	10:55:50 Handed Over to Network Application			CDN: 3759	L_APP:
	10:55:50 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
	10:55:50 Give Ringback				
	10:55:50 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 17	CDN: 3759
	10:55:51 Network In Call Answered	116	DELAY_AFTER_Q: 2		
	10:55:59 Network In Call Released	116			
121,241,605					
10/4/99	10:55:32 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload4
	10:55:32 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
	10:55:32 Handed Over to Network Application			CDN: 3759	L_APP:
	10:55:32 Give Ringback				
	10:55:32 Call Presented				AGT: 113
	10:55:32 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
	10:55:33 Network In Call Answered	113	DELAY_AFTER_Q: 1		
	10:55:42 Network In Call Released	113			
121,241,606					
10/4/99	10:57:53 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload5
	10:57:54 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 13	CDN: 3759
	10:57:54 Call Presented				AGT: 115
	10:57:54 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload5	

C:\Nortel\client\en\RPT\NETCBC.RPT

Printed By: sysadmin 10/4/99 12:16:41 PM

Network Consolidated Application Performance

Description

NCC option only. This report contains summarized application performance statistics for all sites in the network. For each site, the report lists all applications. For each application at a site, the report lists the number of outgoing network calls that were answered, delayed, and abandoned. The report contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

This report can be particularly useful in determining the efficiency of your network configuration.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetapp1.rpt
- dcnetapp1.rpt
- wcnetapp1.rpt
- mcnetapp1.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network Out Call statistics

Report field	View field/formula
Offered	NetOutCalls
Answered	NetOutCallsAnswered
Abandoned	NetOutCallsAbandoned
Reaching Non-ISDN Trunks	NetOutCallsReachNonISDN

Call Delay Time statistics

Report field	View field/formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach Non-ISDN Trunks	TimeBeforeReachNonISDN

NACD statistics

Report field	View field/formula
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

Summaries

The report provides totals for each site and application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

	Network Out Calls				Call Delay Time						NACD Calls		
	Offered	Answered	Abandoned	Reach Non ISDN Trunks	Ans Delay	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
SITE TOTAL	90	80	9	6	00:17:34	00:00:35	00:00:13	00:03:17	00:04:28	00:00:19	3	4	00:00:38
Application: ACD_DN_Application													
Summary:	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application: Booking_Script													
Summary:	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
4/5/99 13:45	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Daily 4/5/99	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Application	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Application: Cargo_Script													
Summary:	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
4/5/99 13:45	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Daily 4/5/99	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Application	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Application: Master_Script													
Summary:	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19
4/5/99 13:45	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19

C:\REPORTS\flat\icnetapp1.rpt

Printed By: sysadmin 4/6/99 11:13:21 AM

Page 1 of 6

Network Consolidated DNIS Statistics

Description

NCC option only. This report contains summarized DNIS statistics for all sites in the network. For each site, the report lists all DNISs, and gives total calls answered, total calls abandoned, the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS, and the total number of calls networked out. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

You can use this report to track network performance for a particular DNIS number.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetres6.rpt
- dcnetres6.rpt
- wcnetres6.rpt
- mcnetres6.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Call total statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Ans Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Abn Thrsh'd	CallsAbandonedAftThreshold

Report field	View field/Formula
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Call Treatment statistics

Report field	View field/Formula
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transfer'd	IVRTransferred
Given Busy	CallsGivenBusy

Call Time statistics

Report field	View field/Formula
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Average Answered Delay	CallsAnsweredDelay / CallsAnswered
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime

Network Calls statistics

Report field	View field/Formula
Network Out	CallsNetworkedOut
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand summary for all DNIS numbers.

Network Consolidated DNIS Statistics

BestAir Airlines
Site Name: NCC
Table Names: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

Site : BOSTON

	Calls						Call Treatment						Call Time						Network Calls		
	Offer'd	Ans	Ans Aft Thresh'd	Abn Aft AbnThresh'd	% Service Level	Dis-connect	Over-flow	Route	Default	IVR Transf'd	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Reaching Non-ISDN
SITE TOTAL	17	14	2	1	1	80.00%	0	0	0	1	1	0	00:04:19	00:00:22	00:00:19	00:00:33	00:00:33	00:08:34	3	1	1
DNIS Name & ID: Corporate_Gold - 5559000																					
Summary:	3	2	1	0	0	50.00%	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09	0	0	0
4/6/99 12:45	3	2	1	0	0	80.00	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09	0	0	0
Daily	3	2	1	0	0	50.00	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09	0	0	0
DNIS	3	2	1	0	0	50.00%	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09	0	0	0
DNIS Name & ID: Corporate_Service - 5559010																					
Summary:	14	12	1	1	1	84.62%	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25	3	1	1
4/6/99 12:45	14	12	1	1	1	80.00	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25	3	1	1
Daily	14	12	1	1	1	84.62	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25	3	1	1
DNIS	14	12	1	1	1	84.62%	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25	3	1	1

C:\REPORTS\tab\ca01ea6.rpt

Printed By: sysadmin 4/7/99 9:15:02 AM

Network Consolidated Incoming Calls

Description

NCC option only. This report contains incoming call statistics for all sites in the network. It contains information about the number of network calls originating at each site, that were offered, answered, and abandoned at your site. The report provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator at generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

View

- NetworkInCallStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnet-10.rpt
- dcnet-10.rpt
- wcnet-10.rpt
- mcnet-10.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned/Terminated at Destination	CallsOffered – CallsAnswered
Abandoned After Threshold	CallsAbandonedAftThreshold

Answer Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total at Dest	CallsAnsweredDelayAtDest
Max at Dest	MaxAnsweredDelayAtDest

Abandon Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total at Dest	CallsAbandonedDelayAtDest
Max at Dest	MaxAbandonedDelayAtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Incoming Calls

BestAir Airlines
Site Name: NCC
Table Names: iNetworkInCallStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

Source Application	Network In Calls					Answer Delay Time				Abandon Delay Time			
	Offered	Answered	Answered After Threshold	Abandoned /Terminated at Dest	Abandoned After Threshold	Total Delay	Max Delay	Total At Dest	Max At Dest	Total Delay	Max Delay	Total At Dest	Max At Dest
Destination Site : Boston													
SITE TOTAL	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source: BOSTON													
Summary:	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
4/8/99													
9:30 Booking_Script	20	14	2	6	2	00:08:40	00:01:42	00:08:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Cargo_Script	4	4	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Master_Script	9	6	1	3	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Vacation_Script	4	3	0	1	0	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
Daily 4/8/99	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

C:\REPORTS\flat\icnet-10.rpt

Printed By: sysadmin 4/9/99 4:16:05 PM

Page 1 of 1

Network Consolidated Outgoing Calls

Description

NCC option only. This report contains outgoing call statistics for all sites in the network. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- NetworkOutStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnet-11.rpt
- dcnet-11.rpt
- wcnet-11.rpt
- mcnet-11.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each source site, and subtotals for each destination site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Outgoing Calls

BestAir Airlines
Site Name: NCC
Table Names: iNetworkOutStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 09 April, 1999

Site : BOSTON

		Source Application	Call To Destination Offered	Answered	Abandoned
		SITE TOTAL			
		Source Site:	96	71	11
Destination: CHICAGO			42	36	7
4/8/99	9:45	Cargo_Script	2	1	1
	9:45	Vacation_Script	0	2	0
	9:45	Booking_Script	13	12	1
	9:45	Master_Script	27	21	5
		Daily 4/8/99	42	36	7
		Destination	42	36	7
Destination: SF			35	18	3
4/8/99	9:45	Cargo_Script	0	0	0
	9:45	Vacation_Script	2	1	1
	9:45	Booking_Script	17	16	2
	9:45	Master_Script	16	1	0
		Daily 4/8/99	35	18	3
		Destination	35	18	3
Destination: TORONTO			19	17	1
4/8/99	9:45	Cargo_Script	1	0	0
	9:45	Vacation_Script	2	2	0
	9:45	Booking_Script	14	13	1
	9:45	Master_Script	2	2	0
		Daily 4/8/99	19	17	1
		Destination	19	17	1

C:\REPORTS\Stat\cnet-11.rpt
Printed By: sysadmin 4/10/99 1:15:09 PM

Page 1 of 2

Network Consolidated Route Performance

Description

NCC option only. This report contains route performance statistics for all sites in the network. For each site, the report lists all routes, and indicates how often and how long all trunks within the route were busy. The report displays the total number of calls that were unable to reach another site because all trunks within the route were busy. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetres2.rpt
- dcnetres2.rpt
- wcnetres2.rpt
- mcnetres2.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN
All Trunks Busy Time	AllTrunksBusyTime
Avg All Trunks Busy Time	AllTrunksBusyTime / AllTrunksBusy

Summaries

The report provides totals for each site, and subtotals for each route. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Route Performance

BestAir Airlines
Site Name: NCC
Table Names: iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	Calls			Call Time	
	All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy
BOSTON					
SITE TOTAL	15	3	3	00:06:19	00:00:25
Route Name & ID: B_Route1 - 1 Summary:	10	0	1	00:05:32	00:00:33
4/8/99 15:45	10	0	1	00:05:32	00:00:33
4/8/99	10	0	1	00:05:32	00:00:33
Route	10	0	1	00:05:32	00:00:33
Route Name & ID: B_Route2 - 2 Summary:	1	0	0	00:00:15	00:00:15
4/8/99 15:45	1	0	0	00:00:15	00:00:15
4/8/99	1	0	0	00:00:15	00:00:15
Route	1	0	0	00:00:15	00:00:15
Route Name & ID: B_Route3 - 3 Summary:	4	0	2	00:00:32	00:00:08
4/8/99 15:45	4	0	2	00:00:32	00:00:08
4/8/99	4	0	2	00:00:32	00:00:08
Route	4	0	2	00:00:32	00:00:08
Route Name & ID: Default_Route - 999 Summary:	0	3	0	00:00:00	00:00:00
4/8/99 15:45	0	3	0	00:00:00	00:00:00
4/8/99	0	3	0	00:00:00	00:00:00
Route	0	3	0	00:00:00	00:00:00

C:\REPORTS\Statistics\rpt2.rpt

Page 1 of 3

Printed By: sysadmin 4/10/99 9:12:43 AM

Network Consolidated Skillset Performance

Description

NCC option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Service level thresholds

Skillset service level thresholds are defined at each site. To ensure that comparisons between sites are valid, use the same value for service level threshold at every site. For example, Toronto defines the service level threshold for a skillset as 20 seconds. Boston defines the threshold as 25 seconds. At Toronto, the percentage of calls answered after the threshold is 25. At Boston, it is 20. The statistic appears to indicate that callers to Toronto are waiting longer than callers to Boston, but this may not be true.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnet-12.rpt
- dcnet-12.rpt
- wcnet-12.rpt
- mcnet-12.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Skillset Call statistics

Report field	View field/Formula
Answered	CallsAnswered
Network In Answered	NetCallsAnswered
% Answered Aft Threshold	CallsAnsweredAfterThreshold / CallsAnswered X 100
Answered Aft Threshold	CallsAnsweredAfterThreshold

Skillset Call Delay statistics

Report field	View field/Formula
Total	CallsAnsweredDelay
Max	MaxAnsweredDelay
Avg	CallsAnsweredDelay / CallsAnswered

Skillset Call Delay statistics

Report field	View field/Formula
All Agt Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agts	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each site, and subtotals for each skillset and site-application combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Skillset Performance

BestAir Airlines
Site Name: NCC
Table Names: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 09:15:00 07 April, 1999

Site : BOSTON

Time	Source Application	Source Site	Skillset Call: Answered	Skillset Call: Network In Answered	Skillset Call: % Answered Aft Threshold	Skillset Call: Answered Aft Threshold	Skillset Call Delay Time: Total	Skillset Call Delay Time: Max	Skillset Call Delay Time: Avg	Agent: All Agt Busy Time	Agent: All Agent Staffed Time	Agent: Skillset Active Time	Agent: Avg No. Of Agts
SITE TOTAL			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Skillset: Bookings		Summary:	267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
4/7/99													
09:15	ACD_DN_Application	BOSTON	53	0	8	4	00:12:22	00:00:21	00:00:14	00:00:00	00:00:00	00:00:00	0
	Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:00:00	00:00:00	00:00:00	0
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:00:00	00:00:00	00:00:00	0
	Booking_Script	TORONTO	11	11	36	4	00:02:34	00:00:22	00:00:14	00:00:00	00:00:00	00:00:00	0
	Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:00:00	00:00:00	00:00:00	0
	Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:18	00:00:00	00:00:00	00:00:00	0
	Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:10	00:00:00	00:00:00	00:00:00	0
	Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	0
		Total for interval: 09:15	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
		Daily 4/7/99	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
		Skillset	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25

C:\REPORTS\flat\ccet-12.rpt

Printed By: sysadmin 4/9/99 10:58?12 AM

Network Site and Application Properties

Description

NCC option only. The Network Sites report lists each site in the network and, for each one, shows its properties.

Note: User-defined reports using this standard report as a template cannot be scheduled.

View

- NCCSite
- NCCRemoteApplication

Template

- config38.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Site properties

Report field	View field/Formula
Site Name	NCCSite.SiteName
Filter Timer	NCCSite.OutOfServiceTimer
Time Relative to GMT	NCCSite.RelativeGMT
Contact Person	NCCSite.ContactPerson

Report field	View field/Formula
Contact Phone Number	NCCSite.ContactNumber

Application properties

Report field	View field/formula
Application	NCCRemoteApplication.Name
Service Level Threshold	NCCRemoteApplication.ServiceLevel Threshold
Call By Call	NCCRemoteApplication.CallByCall

Grouping

Applications are grouped by site.

Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

Available Sites:

Site Name	Filter Timer	Time Relative to GMT	Contact Person	Phone Number
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+6	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

Destination Configuration for Site : TORONTO

Destination Site	Dialable DN	Number of Retries	Retry Timer (sec)	Agent Reserve Timer
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

C:\REPORTS\flat\config28.rpt
Printed By: sysadmin 6/19/99 09:09:04 AM **Page 1 of 2**

Network Skillset Routing Properties

Description

NCC option only. The Network Skillset Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Round robin

The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

Views

- NCCNetworkSkillset
- NCCRanking

Template

- config26.rpt

Filters

- source site name
- network skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Source Site	NCCRanking.SourceSiteName
Network Skillset Name	NCCRanking.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NCCRanking.Rank
Destination Site Name	NCCRanking.Rank.DestSiteName

Grouping

Network skillsets are grouped by source site.

Network Skillset Routing Properties (NCC)

BestAir Airlines
Site Name: TORONTO
Table Name: NCCRanking, NCCNetworkSkillset

Network Skillset Name	Routing Method	Rank	Destination Site Name
Source Site: BOSTON			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	TORONTO
Vacations	Round Robin	0	SF
		1	TORONTO
Source Site: SF			
Bookings	Round Robin	0	TORONTO
		1	BOSTON
Vacations	Round Robin	0	TORONTO
		1	BOSTON
Source Site: TORONTO			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	BOSTON
Vacations	Round Robin	0	SF
		1	BOSTON

C:\REPORTS\flatlconfig26.rpt

Printed By: sysadmin 12/14/99 12:22:57 PM **Page 1 of 1**

Network Table Routing Assignments

Description

NCC option only. The Network Table Routing Assignments report provides a listing of the network control center (NCC) table routing assignments. For each assignment, the report provides status, source site, comments, and the routing table.

Views

- NCCNetworkSkillset
- NetworkRankingAssignment

Template

- config25.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Status	NetworkRankingAssignment.Status
Source Site Name	NetworkRankingAssignment.SrcSiteName
Comment	NetworkRankingAssignment.Comment
Network Skillset	NetworkRankingAssignment.Network SkillsetName

Report field	View field/Formula
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NetworkRankingAssignment.Rank
Destination Site Name	NetworkRankingAssignment.DestSite Name

Network Table Routing Assignment (NCC)

BestAir Airlines
Site Name: NCC
Table Name: NetworkRankingAssignment, NCCNetworkSkillset

Assignment: TORONTO_10

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
Vacations	Round Robin	1	BOSTON
		2	CHICAGO

Assignment: TORONTO_12

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF
Vacations	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF

Assignment: TORONTO_AM

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
Cargo	Round Robin	1	BOSTON
Vacations	Round Robin	1	BOSTON

C:\REPORTS\flat\config25.rpt
Printed By: sysadmin 6/26/99 9:12:21 AM **Page 1 of 1**

Nodal Consolidated Application Delay Before Abandon

Description

NCC option only. This report is similar to the Application Delay Before Abandon report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after the service level threshold for the application, and the percentage of calls that abandoned.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- inodapp5.rpt
- dnodapp5.rpt
- wnodapp5.rpt
- mnodapp5.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Abandon delay spectrum

The report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	CallsAbandoned / CallsOffered X 100
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	CallsAbandonedDelay / CallsAbandoned

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Nodal Consolidated Application Delay Before Abandon

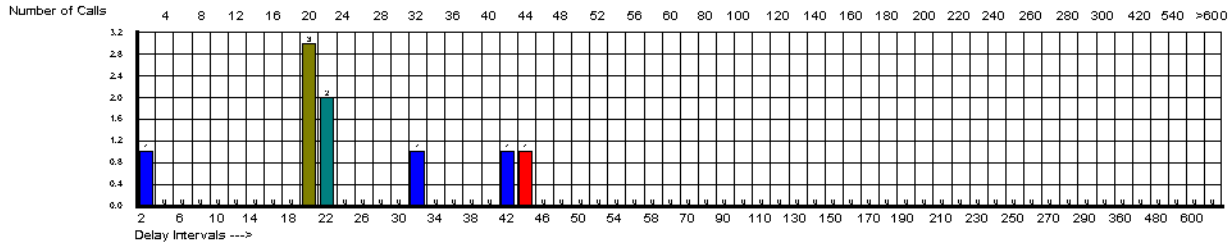
BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
SITE TOTAL	**152**	**128**	**24**	**15.79%**	**8**	**00:06:48**	**00:01:11**	**00:00:17**
Application: Booking_Script								
Summary:	43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Abandon Delay Spectrum: Booking_Script



C:\REPORTS\flat\nodaapp5.rpt

Printed By: sysadmin 4/6/99 3:45:43 PM

Page 1 of 5

Nodal Consolidated Application Delay Before Answer

Description

NCC option only. This report is similar to the Application Delay Before Answer report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how long callers wait before connecting to an agent. The report also indicates whether the delay occurred after the skillset received the call.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- inodapp3.rpt
- dnodapp3.rpt
- wnodapp3.rpt
- mnodapp3.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Answer delay spectrum

The report contains a histogram showing the number of calls answered after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

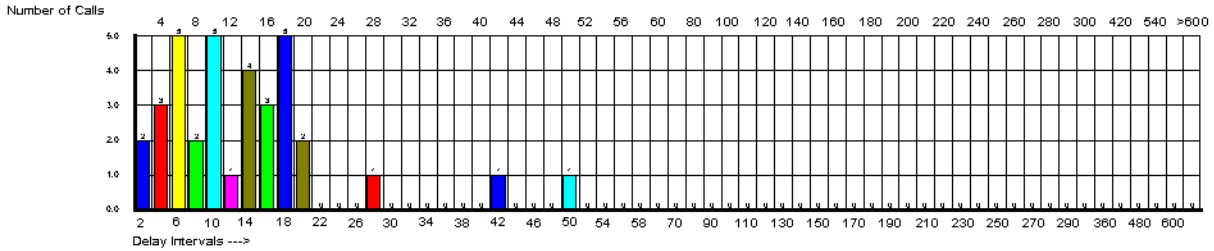
Nodal Consolidated Application Delay Before Answer

BestAir Airlines
Site Name:NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
Site : BOSTON								
SITE TOTAL	**152**	**128**	**00:29:42**	**00:24:51**	**10**	**00:00:50**	**00:00:44**	**00:00:14**
Application: Booking_Script Summary:	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13

Answer Delay Spectrum: Booking_Script



C:\REPORTS\flat\nodaapp3.rpt

Printed By: sysadmin 4/6/99 10:29:21 AM

Nodal Consolidated Application Performance

Description

NCC option only. This report is similar to the Application Performance report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites. For each application, the report gives an overview of calls answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- inodapp1.rpt
- dnodapp1.rpt
- wnodapp1.rpt
- mnodapp1.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Max Ans Delay	MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Max Abn Delay	MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold
Ans Day At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Nodal Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skillset Calls	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
Site : BOSTON											
SITE TOTAL	152	128	00:29:42	00:00:14	00:00:50	10	24	00:01:11	8	00:24:51	88.16%
Application: Booking_Script											
Summary:	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82%
4/5/99											
13:45	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Daily 4/5/99	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Application	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Application: Cargo_Script											
Summary:	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71%
4/5/99											
13:45	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Daily 4/5/99	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Application	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Application: Master_Script											
Summary:	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59%
4/5/99											
13:45	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59
Daily 4/5/99	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59

C:\REPORTS\flat\nodapp1.rpt

Printed By: sysadmin 4/6/99 3:46:43 PM

Section H: Network reports

In this section

Overview of network reports 662
Crosstab - Network Incoming Calls 663
Crosstab - Network Outgoing Calls 666
Network Application Performance 669
Network DNIS Statistics 673
Network Incoming Calls 677
Network Outgoing Calls 681
Network Route Performance 684
Network Skillset Performance 687

Overview of network reports

Introduction

This chapter lists the networking reports that you can generate when logged on to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

Crosstab - Network Incoming Calls

Description

The Crosstab - Network Incoming Calls report provides you with an at-a-glance view of inbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

Views

- iNetInCallStat

Collection frequency

- interval

Templates

- icross_net_in_calls.rpt

Filter

- source site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each source site for each interval, as well as daily totals for the source site.

Crosstab - Network Incoming Calls

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkInCallStat

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

Grand Totals

Calls Offered	**326**
Calls Answered	**263**
Calls Abandoned	**58**

		Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO	9:30	44 41 3	45 35 10	45 42 2	86 61 24	14 14 0	**234** **193** **39**
	Source Site Total	44 41 3	45 35 10	45 42 2	86 61 24	14 14 0	**234** **193** **39**
SF	9:30	5 5 0	7 6 1	3 2 1	9 4 5	1 0 0	**25** **17** **7**
	Source Site Total	5 5 0	7 6 1	3 2 1	9 4 5	1 0 0	**25** **17** **7**
TORONTO	9:30	3 3 0	15 12 3	6 5 1	37 27 8	6 6 0	**67** **53** **12**
	Source Site Total	3 3 0	15 12 3	6 5 1	37 27 8	6 6 0	**67** **53** **12**
Total		**52** **49** **3**	**67** **53** **14**	**54** **49** **4**	**132** **92** **37**	**21** **20** **0**	**326** **263** **58**

C:\REPORTS\rtat\cross_net_in_calls.rpt
Printed By: sysadmin 4/12/99 4:34:32 PM

Page 1 of 1

Crosstab - Network Outgoing Calls

Description

The Crosstab - Network Outgoing Calls report provides you with an at-a-glance view of outbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

Views

- iNetOutCallStat

Collection frequency

- interval

Templates

- icross_net_out_calls.rpt

Filter

- destination site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each destination site for each interval, as well as daily totals for the destination site.

Crosstab - Network Outgoing Calls

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkOutStat

Report Interval: 09:30:00 05 April, 1999 - 09:45:00 05 April, 1999

Grand Totals

Calls Offered	**229**
Calls Answered	**186**
Calls Abandoned	**27**

		Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO	9:45	32 30 2	27 21 6	16 16 0	42 36 7	26 25 1	**143** **128** **16**
	Destination Site Total	32 30 2	27 21 6	16 16 0	42 36 7	26 25 1	**143** **128** **16**
SF	9:45	1 1 0	9 6 2	1 0 0	35 18 3	3 2 1	**49** **27** **6**
	Destination Site Total	1 1 0	9 6 2	1 0 0	35 18 3	3 2 1	**49** **27** **6**
TORONTO	9:45	5 5 0	7 3 4	2 2 0	19 17 1	4 4 0	**37** **31** **5**
	Destination Site Total	5 5 0	7 3 4	2 2 0	19 17 1	4 4 0	**37** **31** **5**
Total		**38** **36** **2**	**43** **30** **12**	**19** **18** **0**	**96** **71** **11**	**33** **31** **2**	**229** **186** **27**

C:\REPORTS\flat\cross_net_out_calls.rpt
Printed By: sysadmin 4/10/99 10:45:15 AM

Page 1 of 1

Network Application Performance

Description

NSBR option only. The Network Application Performance report provides summarized performance information for application calls that entered your local site and were routed to a remote site.

For each application, the report provides information about the number of outgoing network calls that were answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetapp1.rpt
- dnetapp1.rpt
- wnetapp1.rpt
- mnetapp1.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network Out Call statistics

Report field	View field/Formula
Offer'd	NetOutCalls
Ans	NetOutCallsAnswered
Aban	NetOutCallsAbandoned
Reach Non-ISDN Trunks	NetOutCallsReachNonISDN

Call Delay Time statistics

Report field	View field/Formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach non-ISDN Trunks	TimeBeforeReachNonISDK

NACD Call statistics

Report field	View field/Formula
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Network Application Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

	Network Out Calls				Call Delay Time						NACD Calls		
	Offer'd	Ans	Aban	Reach Non ISDN Trunks	Ans Delay	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
GRAND TOTAL	20	17	3	1	00:03:10	00:00:24	00:00:11	00:00:37	00:01:18	00:00:05	4	3	00:00:10
Application: ACD_DN_Application													
Summary:	1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
4/5/99 13:45	1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Daily 4/5/99	1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Application	1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Application: Booking_Script													
Summary:	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
4/5/99 13:45	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Daily 4/5/99	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Application	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Application: Cargo_Script													
Summary:	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application: Master_Script													
Summary:	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
4/5/99 13:45	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Daily 4/5/99	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Application	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00

C:\REPORTS\flat\metapp1.rpt
Printed By: sysadmin 4/6/99 09:30:11 AM

Network DNIS Statistics

Description

NSBR option only. The Network DNIS Statistics report lists the total call volume to each Dialed Number Identification Service (DNIS) number. The report lists the total calls answered, total calls abandoned, the percentage of calls that abandoned after the service level threshold defined for the DNIS, and the total number of calls networked out.

You can use this report to track network performance for a particular DNIS number.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetres6.rpt
- dnetres6.rpt
- wnetres6.rpt
- mnetres6.rpt

Filters

- DNIS number
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Thresh'd	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transf'd	IVRTransferred
Given Busy	CallsGivenForceBusy
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay

Report field	View field/Formula
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime
Network Out	CallsNetworkedOut
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

Summaries

The report provides totals for each DNIS, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNISs.

Network DNIS Statistics

BestAir Airlines
Site NameTORONTO
Table Name: iDNISStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

	Calls						Call Treatment						Call Time						Network Calls		
	Offer'd	Ans	Ans Aft Thresh'd	Abn	Abn Aft Thresh'd	% Service Level	Dis-connect	Over-flow	Route	DefaultTransf'd	IVR	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Reaching Non-ISDN
GRAND TOTAL	33	24	4	4	1	82.14%	0	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0
DNIS Name & ID: Corporate_Gold - 5559000																					
Summary:	15	9	1	3	1	83.33%	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
4/6/99 12:45	15	9	1	3	1	82.14	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
Daily	15	9	1	3	1	83.33	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
DNIS	15	9	1	3	1	83.33%	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
DNIS Name & ID: Corporate_Service - 5559010																					
Summary:	18	15	3	1	0	81.25%	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
4/6/99 12:45	18	15	3	1	0	82.14	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
Daily	18	15	3	1	0	81.25	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
DNIS	18	15	3	1	0	81.25%	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
GRAND TOTAL	33	24	4	4	1	82.14%	0	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0

C:\REPORTS\flatlinetrace6.rpt

Printed By: sysadmin 4/6/99 09:30:11 AM

Page 1 of 1

Network Incoming Calls

Description

NSBR option only. The Network Incoming Calls report provides statistics about incoming network calls for your site. It contains information about the number of incoming network calls offered, answered, and abandoned at your site. It also provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls.

Views

- NetworkInCallStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-10.rpt
- dnet-10.rpt
- wnet-10.rpt
- mnet-10.rpt

Filter

- source site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network In Call statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned / Terminated at Dest	CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold

Answer Delay statistics

Report field	View field/Formula
Answer Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total At Dest	CallsAnsweredDelayAtDest
Max At Dest	MaxAnsweredDelayAtDest

Abandon Delay statistics

Report field	View field/Formula
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total At Dest	CallsAbandonedDelayAtDest
Max At Dest	MaxAbandonedDelayAtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all destination sites.

Network Incoming Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkInCallStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

Source Application	Network In Calls: Offered	Answered	Answered After Threshold	Abandoned /Terminated at Dest	Abandoned After Threshold	Answer Delay Time: Total Delay	Max Delay	Total At Dest	Max At Dest	Abandon Delay Time: Total Delay	Max Delay	Total At Dest	Max At Dest
GRAND TOTAL													
Destination: TORONTO	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source: BOSTON													
Summary:	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
4/8/99													
9:30 Booking_Script	20	14	2	6	2	00:08:40	00:01:42	00:08:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Cargo_Script	4	4	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Master_Script	9	6	1	3	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Vacation_Script	4	3	0	1	0	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
Daily 4/8/99	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
GRAND TOTAL													
Destination: TORONTO	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

C:\REPORTS\fla\inet-10.rpt

Printed By: sysadmin 4/08/99 11:00:59

Network Outgoing Calls

Description

NSBR option only. The Network Outgoing Calls report provides statistics about outgoing network calls for your site. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites.

Views

- NetworkOutStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-11.rpt
- dnet-11.rpt
- wnet-11.rpt
- mnet-11.rpt

Filter

- destination site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each destination site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval and application. The report also contains a grand total for all destination sites.

Network Outgoing Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkOutStat

Report Interval: 09:30:00 08 April, 1999 - 09:45:00 08 April, 1999

		Source Application		Call To Destination Offered	Answered	Abandoned
			GRAND TOTAL			
		Source Site: TORONTO		86	74	11
Destination: BOSTON				37	33	3
4/8/99	9:45	Cargo_Script		1	1	0
	9:45	Vacation_Script		5	4	0
	9:45	Booking_Script		22	21	1
	9:45	Master_Script		9	7	2
			Daily 4/8/99	37	33	3
			Destination	37	33	3
Destination: CHICAGO				21	19	3
4/8/99	9:45	Cargo_Script		2	1	1
	9:45	Vacation_Script		2	2	0
	9:45	Booking_Script		14	12	1
	9:45	Master_Script		3	4	1
			Daily 4/8/99	21	19	3
			Destination	21	19	3
Destination: SF				28	22	5
4/8/99	9:45	Cargo_Script		5	4	0
	9:45	Vacation_Script		2	1	1
	9:45	Booking_Script		17	15	2
	9:45	Master_Script		4	2	2
			Daily 4/8/99	28	22	5
			Destination	28	22	5
			GRAND TOTAL			
		Source Site: TORONTO		86	74	11

C:\REPORTS\flat\inet-11.rpt
Printed By: sysadmin 4/09/99 09:30:14 AM **Page 1 of 1**

Network Route Performance

Description

NSBR option only. The Network Route Performance report shows summarized performance information grouped by route. The report indicates how often and how long all trunks within the route were busy. It also displays the total number of calls that were unable to reach another site because all of the trunks within the route were busy.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetres2.rpt
- dnetres2.rpt
- wnetres2.rpt
- mnetres2.rpt

Filters

- route number
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Call statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN

Call Time statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusyTime
Average All Trunks Busy	AllTrunksBusyTime / AllTrunksBusy

Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

Network Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	Calls			Call Time	
	All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy
GRAND TOTAL	7	3	0	00:02:52	00:00:25
Route Name & ID: T_Route1 - 1					
): Default_Route - 999 Summary:	5	0	0	00:01:30	00:00:18
4/8/99 15:45	5	0	0	00:01:30	00:00:18
4/8/99	5	0	0	00:01:30	00:00:18
Route	5	0	0	00:01:30	00:00:18
Route Name & ID: T_Route2 - 2					
Summary:	2	0	0	00:00:15	00:00:08
4/8/99 15:45	2	0	0	00:00:15	00:00:08
4/8/99	2	0	0	00:00:15	00:00:08
Route	2	0	0	00:00:15	00:00:08
Route Name & ID: Default_Route - 999					
Summary:	0	3	0	00:01:07	00:00:00
4/8/99 15:45	0	3	0	00:01:07	00:00:00
4/8/99	0	3	0	00:01:07	00:00:00
Route	0	3	0	00:01:07	00:00:00
GRAND TOTAL	7	3	0	00:02:52	00:00:25

C:\REPORTS\Flat\Iroutes2.rpt
Printed By: sysadmin 9/09/99 10:33:57 AM **Page 1 of 1**

Network Skillset Performance

Description

NSBR option only. The Network Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after the service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, you may need to consult the agent reports.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-12.rpt
- dnet-12.rpt
- wnet-12.rpt
- mnet-12.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Skillset Call statistics

Report field	View field/Formula
Total Answered	CallsAnswered
Answered Aft Threshold	CallsAnsweredAftThreshold
Percent Answered Aft Threshold	CallsAnsweredAfterThreshold / CallsAnswered x 100
Network In Answered	NetCallsAnswered

Answer Delay statistics

Report field	View field/Formula
Total Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay

Agent statistics

Report field	View field/Formula
All Agent Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No Of Agts	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each skillset, and for each application/site combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

Network Skillset Performance

BestAir Airlines
Site Name: BOSTON
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Time	Source Application	Source Site	Skillset Call Answered	Skillset Call Network In Answered	Skillset Call % Answered Aft Threshold	Skillset Call Answered Aft Threshold	Skillset Ans Delay Time Total	Skillset Ans Delay Time Max	Skillset Ans Delay Time Avg	Agent All Agt Busy Time	Agent All Agent Staffed Time	Agent Skillset Active Time	Agent Avg No Of Agts
			GRAND TOTAL										
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1
Skillset: Bookings													
		Summary:	267	47	15%	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1
4/7/99													
09:15	ACD_DN_Application	BOSTON	53	0	8	4	00:12:22	00:00:21	00:00:14	00:04:16	00:15:00	00:15:00	1
	Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:05:32	00:15:00	00:15:00	1
	Booking_Script	TORONTO	11	11	36	4	00:02:34	00:00:22	00:00:14	00:09:13	00:15:00	00:15:00	1
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:05:30	00:20:09	00:15:00	1
	Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:10:45	00:40:08	00:15:00	3
	Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:03:43	00:15:00	00:15:00	1
	Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:10	00:06:52	00:15:00	00:15:00	1
	Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:18	00:03:21	00:16:30	00:15:00	1
		Daily 4/7/99	267	47	15	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1
		Skillset	267	47	15	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1
			GRAND TOTAL										
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1

C:\Nortel\client\rpt\net-12.rpt

Printed By: sysadmin 4/8/99 12:12:32 PM

Page 1 of 1

Section I: Resource reports

In this section

CDN Statistics 692
Crosstab - CDN Statistics 696
Crosstab - DNIS Statistics 699
Crosstab - Route Performance 702
Crosstab - Trunk Performance 705
DNIS Statistics 708
Music/RAN Route Statistics 713
Route Performance 716
Trunk Performance 719

CDN Statistics

Description

The CDN Statistics report details summarized call volume information for the CDNs configured on the server. The report displays the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Call Center Server.

Views

- CDNStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt
- mm-res7.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Filters

- CDN
- CDN name

Statistics

CDN Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Percent Terminated	CallsTerminated / CallsOffered x 100
Abandoned	CallsAbandoned
Percent Abandoned	CallsAbandoned / CallsOffered x 100
IVR Calls with Data (DMS/MSL-100)	CallsWithDigitsCollected

Summaries

The report provides totals for each CDN, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all CDNs.

Meridian 1/CSE 1000 report

CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 00:00:00 09 April, 1999 - 23:59:59 09 April, 1999

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
GRAND TOTAL						
	73,507	**37,799**	**35,492**	**48.28%**	**215**	0.29
CDN Name & ID: 3750 - 3750						
Summary:	5,811	2,266	3,522	60.61%	23	0.40
4/9/99						
17:15	36	32	2	5.56	0	0.00
17:45	99	96	2	2.02	0	0.00
18:00	352	353	0	0.00	0	0.00
18:15	356	353	0	0.00	2	0.56
18:30	349	342	0	0.00	6	1.72
18:45	349	344	0	0.00	6	1.72
19:00	348	343	0	0.00	5	1.44
19:15	329	324	0	0.00	4	1.22
19:30	214	79	139	64.95	0	0.00
19:45	206	0	206	100.00	0	0.00
20:00	203	0	203	100.00	0	0.00
20:15	198	0	198	100.00	0	0.00
20:30	200	0	200	100.00	0	0.00
20:45	199	0	199	100.00	0	0.00
21:00	199	0	198	99.50	0	0.00
21:15	193	0	194	100.52	0	0.00
21:30	195	0	195	100.00	0	0.00
21:45	198	0	198	100.00	0	0.00
22:00	201	0	201	100.00	0	0.00
22:15	199	0	199	100.00	0	0.00
22:30	199	0	199	100.00	0	0.00
22:45	197	0	197	100.00	0	0.00
23:00	199	0	199	100.00	0	0.00
23:15	196	0	196	100.00	0	0.00
23:30	199	0	199	100.00	0	0.00
23:45	198	0	198	100.00	0	0.00
Daily 4/9/99	5,811	2,266	3,522	60.61	23	0.40
CDN	5,811	2,266	3,522	60.61	23	0.40
CDN Name & ID: 3751 - 3751						
Summary:	5,794	2,248	3,521	60.77%	25	0.43
4/9/99						
17:15	31	25	2	6.45	4	12.90
17:45	87	85	0	0.00	0	0.00
18:00	355	354	0	0.00	0	0.00
18:15	348	340	0	0.00	7	2.01
18:30	350	348	0	0.00	2	0.57
18:45	350	348	0	0.00	4	1.14
19:00	349	345	0	0.00	3	0.86
19:15	333	325	0	0.00	5	1.50

lm-rps7.rpt

Page: 1

Printed By: sysadmin 4/10/99 11:22:07 AM

DMS/MSL-100 report

CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 17:00:00 09 April, 1999 - 17:15:00 09 April, 1999

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
GRAND TOTAL							
	336	**288**	**17**	**5.06%**	**28**	**8.33%**	**245**
CDN Name & ID: 3750 - 3750							
Summary:	36	32	2	5.56%	0	0.00%	30
4/9/99							
17:15	36	32	2	5.56	0	0.00	30
Daily 4/9/99	36	32	2	5.56	0	0.00	30
CDN	36	32	2	5.56	0	0.00	30
CDN Name & ID: 3751 - 3751							
Summary:	31	25	2	6.45%	4	12.90%	20
4/9/99							
17:15	31	25	2	6.45	4	12.90	20
Daily 4/9/99	31	25	2	6.45	4	12.90	20
CDN	31	25	2	6.45	4	12.90	20
CDN Name & ID: 3752 - 3752							
Summary:	35	32	2	5.71%	0	0.00%	31
4/9/99							
17:15	35	32	2	5.71	0	0.00	31
Daily 4/9/99	35	32	2	5.71	0	0.00	31
CDN	35	32	2	5.71	0	0.00	31
CDN Name & ID: 3753 - 3753							
Summary:	32	26	0	0.00%	6	18.75%	17
4/9/99							
17:15	32	26	0	0.00	6	18.75	17
Daily 4/9/99	32	26	0	0.00	6	18.75	17
CDN	32	26	0	0.00	6	18.75	17
CDN Name & ID: 3754 - 3754							
Summary:	35	31	3	8.57%	1	2.86%	29
4/9/99							
17:15	35	31	3	8.57	1	2.86	29
Daily 4/9/99	35	31	3	8.57	1	2.86	29
CDN	35	31	3	8.57	1	2.86	29

C:\Reports\Station-rpt7.rpt

Printed By: sysadmin 4/10/99 9:10:11 AM **Page 1 of 2**

Crosstab - CDN Statistics

Description

The Crosstab - CDN Statistics report provides you with an at-a-glance view of CDN statistics (calls offered, calls answered, calls terminated, and calls abandoned) for several days. You can use this report to compare CDN statistics for the same reporting period on different days.

Views

- iCDNStat

Collection frequency

- interval

Templates

- icross_CDN.rpt

Filter

- CDN
- CDN name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Abandoned	CallsAbandoned

Summaries

The report provides totals for each CDN for each interval, as well as daily totals for the CDN.

Crosstab - CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Names: iCDNStat

Report Interval: 00:00:00 06 April, 1999 - 20:15:00 21 April, 1999

Grand Totals

Calls Offered	**1,662,900**
Calls Answered	**1,269,493**
Calls Terminated	**366,310**
Calls Abandoned	**27,058**

		Sun	Mon	Tue	Wed	Thurs	Fri	Sat	**Total**
3750	00:00	448	472	668	459	329	346	671	**3,393**
		456	471	466	0	330	346	257	**2,326**
		0	0	197	436	0	0	196	**829**
		0	0	0	0	0	2	217	**219**
	00:15	465	478	679	440	333	347	675	**3,417**
		460	478	485	0	332	343	263	**2,361**
		0	0	200	461	0	0	200	**861**
		0	0	0	0	0	5	214	**219**
	00:30	450	472	672	442	334	348	676	**3,394**
		451	472	464	0	333	347	218	**2,285**
		0	0	200	436	0	0	198	**834**
		0	0	0	0	0	2	254	**256**
	00:45	451	478	677	441	329	351	669	**3,396**
		453	477	485	0	328	346	219	**2,308**
		0	0	198	448	0	0	197	**843**
		0	0	0	0	0	3	259	**262**
	01:00	468	471	670	464	331	346	674	**3,424**
		463	473	465	0	334	344	297	**2,376**
		0	0	201	443	0	0	197	**841**
		0	0	0	0	0	4	177	**181**

Crosstab - DNIS Statistics

Description

The Crosstab - DNIS Statistics report provides you with an at-a-glance view of DNIS statistics (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare DNIS statistics for the same reporting period on different days.

Views

- iDNISStat

Collection frequency

- interval

Templates

- icross_DNIS.rpt

Filter

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each DNIS for each interval, as well as daily totals for the DNIS.

Crosstab - DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Names: iDNISStat

Report Interval: 12:30:00 07 April, 1999 - 12:45:00 10 April, 1999

Grand Totals

Calls Offered	**183**
Calls Answered	**150**
Calls Abandoned	**28**

		Tue	Wed	Thurs	Fri	**Total**
Corporate_Gold	12:45	15 9 3	7 7 0	11 10 1	8 8 0	**41** **34** **4**
	DNIS Total	15 9 3	7 7 0	11 10 1	8 8 0	**41** **34** **4**
Corporate_Service	12:45	18 15 1	25 21 4	72 61 11	27 19 8	**142** **116** **24**
	DNIS Total	18 15 1	25 21 4	72 61 11	27 19 8	**142** **116** **24**
Total		**33** **24** **4**	**32** **28** **4**	**83** **71** **12**	**35** **27** **8**	**183** **150** **28**

C:\REPORTS\stat\cross_DNIS.rpt
Printed By: sysadmin 4/10/99 3:45:32 PM

Page 1 of 1

Crosstab - Route Performance

Description

The Crosstab - Route Performance report provides you with an at-a-glance view of route performance (all trunks busy and number of calls blocked by all trunks busy) for several days. You can use this report to compare route performance for the same reporting period on different days.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- iRouteStat

Collection frequency

- interval

Templates

- icross_route.rpt

Filter

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route for each interval, as well as daily totals for the route.

Crosstab - Route Performance

BestAir Airlines
Site Name: BOSTON
Table Names: iRouteStat

Report Interval: 15:30:00 05 April, 1999 - 15:45:00 09 April, 1999

Grand Totals

All Trunks Busy	**53**
Calls Blocked by All Trunks Busy	**6**

		Mon	Tue	Wed	Thurs	Fri	Total
B_Route1	15:45	2 0	2 0	6 0	10 0	4 0	**24** **0**
	Route Total	2.00 0.00	2.00 0.00	6.00 0.00	10.00 0.00	4.00 0.00	**24** **0**
B_Route2	15:45	3 0	2 0	6 0	1 0	2 0	**14** **0**
	Route Total	3.00 0.00	2.00 0.00	6.00 0.00	1.00 0.00	2.00 0.00	**14** **0**
B_Route3	15:45	5 0	2 0	1 0	4 0	3 0	**15** **0**
	Route Total	5.00 0.00	2.00 0.00	1.00 0.00	4.00 0.00	3.00 0.00	**15** **0**
Default_Route	15:45	0 1	0 0	0 2	0 3	0 0	**0** **6**
	Route Total	0.00 1.00	0.00 0.00	0.00 2.00	0.00 3.00	0.00 0.00	**0** **6**
Total		**10** **1**	**6** **0**	**13** **2**	**15** **3**	**9** **0**	**53** **6**

C:\REPORTS\flat\cross_Route.rpt
Printed By: sysadmin 4/12/99 4:42:01 PM

Crosstab - Trunk Performance

Description

The Crosstab - Trunk Performance report provides you with an at-a-glance view of trunk performance (calls offered, answered, and abandoned) for several days. You can use this report to compare trunk performance for the same reporting period on different days.

Views

- iTrunkStat

Collection frequency

- interval

Templates

- icross_trunk.rpt

Filter

- trunk ID

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each trunk for each interval, as well as daily totals for the trunk.

Crosstab - Trunk Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iTrunkStat

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

Grand Totals

Calls Offered	**468**
Calls Answered	**628**
Calls Abandoned	**24**

		Mon	Tue	Wed	Thurs	Fri	Total
Route1	9:30	45 41 1	66 61 6	47 47 0	1 47 0	22 22 0	**181** **218** **7**
	Route Total	45 41 1	66 61 6	47 47 0	1 47 0	22 22 0	**181** **218** **7**
Route2	9:30	34 32 2	23 21 2	60 55 5	4 59 0	46 45 1	**167** **212** **10**
	Route Total	34 32 2	23 21 2	60 55 5	4 59 0	46 45 1	**167** **212** **10**
Route3	9:30	22 22 0	48 44 4	13 12 1	2 87 0	35 33 2	**120** **198** **7**
	Route Total	22 22 0	48 44 4	13 12 1	2 87 0	35 33 2	**120** **198** **7**
Total		**101** **95** **3**	**137** **126** **12**	**120** **114** **6**	**7** **193** **0**	**103** **100** **3**	**468** **628** **24**

C:\REPORTS\rtlab\Cross_Trunk.rpt
Printed By: sysadmin 4/10/99 9:12:11 AM

Page 1 of 1

DNIS Statistics

Description

The DNIS Statistics report summarizes the total call volume to each DNIS number. The DNIS Statistics report lists the total calls answered, total caller wait time, total calls abandoned, and the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS.

You can use this report to track call handling performance on products or services associated with a particular DNIS number.

Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company may give customers different 1-800 numbers for sales and customer service calls.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

Filters

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Answer'd	CallsAnswered
Answer Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Ans After Threshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow
Routed	CallsGivenRouteTo
NACD Out (Meridian 1)	CallsNACDOut
IVR Transferred (Meridian 1)	IVRTransferred
Default'd	CallsGivenDefault

Report field	View field/Formula
Given Busy	CallsGivenForceBusy
Aban'd	CallsAbandoned
Aband Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100
Talk Time	TalkTime

Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNIS numbers.

Meridian 1/CSE 1000 report

DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

	Offer'd	Answer'd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	NACD Out	IVR Transf'd	De-faulted	Given Busy	Aban'd	Aband Delay	Max Abn Delay	Aban After Thresh	% Service Level	Talk Time
GRAND TOTAL																			
	33	24	00:02:49	00:00:32	00:00:07	4	0	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28
DNIS Name & ID: Corporate_Gold - 5559000																			
Summary:	15	9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33%	00:09:10
4/6/99																			
12:45	15	9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	82.14	00:09:10
Daily 4/6/99	15	9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33	00:09:10
DNIS	15	9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33	00:09:10
DNIS Name & ID: Corporate_Service - 5559010																			
Summary:	18	15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:00	00:00:00	0	81.25%	00:18:18
4/6/99																			
12:45	18	15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:13	00:00:00	0	82.14	00:18:18
Daily 4/6/99	18	15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:00	00:00:00	0	81.25	00:18:18
DNIS	18	15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:00	00:00:00	0	81.25	00:18:18
GRAND TOTAL																			
	33	24	00:02:49	00:00:32	00:00:07	4	0	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28

C:\REPORTS\flatfilm--ess5.rpt

Printed By: sysadmin 4/9/99 09:00:01 AM

Page 1 of 1

DMS/MSL-100 report

DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 13:00:00 06 April, 1999

	Offer'd	Answer'd	Answer Delay	Max. Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	Default'd	Given Busy	Aban'd	Aband Delay	Max. Abn Delay	Aban After Thresh	% Service Level	Talk Time
GRAND TOTAL																	
	81	**44**	**00:00:07**	**00:00:20**	**00:00:00**	**9**	**0**	**0**	**1**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**0**	**79.55**	**00:01:40**
DNIS Name & ID: Corporate_Gold - 5559000																	
Summary:	**35**	**10**	**00:00:02**	**00:00:20**	**00:00:00**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**0**	**90.00**	**00:00:31**
4/6/99																	
12:45	15	3	00:00:02	00:00:20	00:00:01	1	0	0	0	0	1	0	00:00:00	00:00:00	0	79.55	00:00:10
13:00	20	7	00:00:00	00:00:20	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:21
Daily 4/6/99	**35**	**10**	**00:00:02**	**00:00:20**	**00:00:00**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**0**	**90.00**	**00:00:31**
DNIS	**35**	**10**	**00:00:02**	**00:00:20**	**00:00:00**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**0**	**90.00**	**00:00:31**
DNIS Name & ID: Corporate_Service - 5559010																	
Summary:	**46**	**34**	**00:00:05**	**00:00:20**	**00:00:00**	**8**	**0**	**0**	**1**	**0**	**0**	**0**	**00:00:00**	**00:00:00**	**0**	**76.47**	**00:01:09**
4/6/99																	
12:45	18	14	00:00:04	00:00:20	00:00:00	3	0	0	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:24
13:00	28	20	00:00:01	00:00:20	00:00:00	5	0	0	1	0	0	0	00:00:00	00:00:00	0	79.55	00:00:45
Daily 4/6/99	**46**	**34**	**00:00:05**	**00:00:20**	**00:00:00**	**8**	**0**	**0**	**1**	**0**	**0**	**0**	**00:00:00**	**00:00:00**	**0**	**76.47**	**00:01:09**
DNIS	**46**	**34**	**00:00:05**	**00:00:20**	**00:00:00**	**8**	**0**	**0**	**1**	**0**	**0**	**0**	**00:00:00**	**00:00:00**	**0**	**76.47**	**00:01:09**
GRAND TOTAL																	
	81	**44**	**00:00:07**	**00:00:20**	**00:00:00**	**9**	**0**	**0**	**1**	**0**	**1**	**0**	**00:00:00**	**00:00:00**	**0**	**79.55**	**00:01:40**

C:\Reports\Stat\im-rps6.rpt

Printed By: sysadmin 4/7/99 09:00:03 AM

Page 1 of 1

Music/RAN Route Statistics

Description

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint any routes that may be overloaded.

Views

- RANMusicRouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

Filters

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Route Access	RouteAccess
Route Access Time	RouteAccessTime

Summaries

The report provides totals for each music and RAN route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all music and RAN routes.

Music/RAN Route Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iRANMusicRouteStat

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

		Route Access	Route Access Time
		GRAND TOTAL	
		975	00:14:13
Route Name & ID: Route1 - 1	Summary:	329	00:05:01
4/8/99			
	3:30	145	00:02:03
	3:45	184	00:02:58
	Daily 4/8/99	329	00:05:01
	Route	329	00:05:01
Route Name & ID: Route2 - 2	Summary:	331	00:04:50
4/8/00			
	3:30	175	00:02:34
	3:45	156	00:02:16
	Daily 4/8/99	331	00:04:50
	Route	331	00:04:50
Route Name & ID: Route3 - 3	Summary:	315	00:04:22
4/8/99			
	3:30	139	00:01:43
	3:45	176	00:02:39
	Daily 4/8/99	315	00:04:22
	Route	315	00:04:22
		GRAND TOTAL	
		975	00:14:13

Im-rpt8.rpt

Printed By: sysadmin 4/10/99 11:32:07 AM **Page: 1**

Route Performance

Description

Meridian 1/CSE 1000 switch only. The Route Performance report shows summarized performance information grouped by route. The report describes the performance of the route as a whole, in contrast to the Trunk Performance report, which tracks and displays individual trunk performance.

The Route Performance report indicates how often and how long all trunks within the route were busy.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Definition: Route

A route is a group of trunks with similar characteristics.

Example

A call center may direct two routes to each of its call center skillsets, depending on the demographics of a particular customer area. Each route is configured with multiple trunks.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

Filters

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
All Trunks Busy Time	AllTrunksBusyTime
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	All Trunks Busy	All Trunks Busy Time	Calls Blocked By All Trunks Busy
GRAND TOTAL	**7**	**00:02:52**	**3**
Route Name & ID: T_Route1 - 1			
Summary:	5	00:01:30	0
4/8/99			
15:45	5	00:01:30	0
Daily 4/8/99	5	00:01:30	0
Route	5	00:01:30	0
Route Name & ID: T_Route2 - 2			
Summary:	2	00:00:15	0
4/8/99			
15:45	2	00:00:15	0
Daily 4/8/99	2	00:00:15	0
Route	2	00:00:15	0
Route Name & ID: Default_Route - 999			
Summary:	0	00:01:07	3
4/8/99			
15:45	0	00:01:07	3
Daily 4/8/99	0	00:01:07	3
Route	0	00:01:07	3
GRAND TOTAL	**7**	**00:02:52**	**3**

C:\REPORTS\flat\m-es2.rpt

Printed By: sysadmin 4/9/99 11:12:56 AM

Page 1 of 1

Trunk Performance

Description

The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand call center traffic patterns. The report lists the total call volume by individual trunk, including total calls abandoned, answered, and offered.

To further evaluate trunk and call center performance, the Trunk Performance report also shows the amount of time callers waited for an answer and the amount of time callers waited before abandoning their call.

If specific trunks are underused or consistently backlogged, you can take action to make these call center resources more efficient.

Views

- TrunkStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res1.rpt
- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

Filter

- trunk ID

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Average Utilization per reporting period (interval, day, week, or month)	Occupancy Time / number of reporting periods
Usage Time	OccupancyTime
Answer Delay	CallsAnsweredDelay
Abandon Delay	CallsAbandonedDelay
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each trunk, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all trunks.

Trunk Performance

Report Interval: 09:00:00 04 October, 1999 - 09:15:00 05 October, 1999

Site Name: ICCMNGEN23
Table Name: iTrunkStat

	Average Utilization per Interval	Usage Time	Answer Delay	Abandon Delay	Offered	Answered	Abandoned
				GRAND TOTAL			
	293.65	69:20:06	12:42:47	00:00:00	26,843	26,843	0
Trunk ID: 10 Route Name: R30 Route ID: 30							
Summary:	19.77	00:07:15	00:01:32	00:00:00	46	46	0
10/4/99							
09:15		00:00:18	00:00:03	00:00:00	2	2	0
10:00		00:00:10	00:00:02	00:00:00	1	1	0
20:15		00:00:38	00:00:07	00:00:00	4	4	0
20:30		00:00:37	00:00:10	00:00:00	4	4	0
20:45		00:02:15	00:00:28	00:00:00	14	14	0
21:30		00:00:09	00:00:02	00:00:00	1	1	0
22:45		00:00:10	00:00:03	00:00:00	1	1	0
23:00		00:00:09	00:00:02	00:00:00	1	1	0
23:30		00:00:12	00:00:02	00:00:00	2	2	0
23:45		00:00:06	00:00:00	00:00:00	0	0	0
Daily 10/4/99	28.40	00:04:44	00:00:59	00:00:00	30	30	0
10/5/99							
01:00		00:00:10	00:00:01	00:00:00	1	1	0
02:00		00:00:19	00:00:03	00:00:00	2	2	0
02:15		00:00:18	00:00:04	00:00:00	2	2	0
04:45		00:00:18	00:00:04	00:00:00	2	2	0
05:00		00:00:10	00:00:05	00:00:00	1	1	0
05:15		00:00:10	00:00:02	00:00:00	1	1	0
06:45		00:00:10	00:00:01	00:00:00	1	1	0
07:30		00:00:09	00:00:02	00:00:00	1	1	0
07:45		00:00:10	00:00:02	00:00:00	1	1	0
08:00		00:00:09	00:00:02	00:00:00	1	1	0
08:15		00:00:09	00:00:01	00:00:00	1	1	0
08:30		00:00:19	00:00:06	00:00:00	2	2	0
Daily 10/5/99	12.58	00:02:31	00:00:33	00:00:00	16	16	0
Trunk	19.77	00:07:15	00:01:32	00:00:00	46	46	0

C:\Nortel\client\en\RPT\IM-RES1.RPT

Printed By: sysadmin 10/5/99 10:22:34 AM **Page 1 of 27**

Section J: Skillset reports

In this section

Crosstab - Skillset Performance 724
Skillset By Application 727
Skillset Performance 731

Crosstab - Skillset Performance

Description

The Crosstab - Skillset Performance report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, network calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

Views

- iSkillsetStat

Collection frequency

- interval

Templates

- icross_skillset.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Network Answered	NetCallsAnswered
Abandoned	SkillsetAbandoned

Summaries

The report provides totals for each skillset for each interval, as well as daily totals for the skillset.

Crosstab - Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iSkillsetStat

Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

Grand Totals

Call Offered	**1,366**
Call Answered	**1,263**
Network Call Answered	**13**
Skillset Abandoned	**56**

			Mon	Tue	Wed	Thurs	Fri	**Total**
Bookings	09:15	Booking_Script	236	231	227	251	266	**1,211**
			201	224	231	241	254	**1,151**
			2	5	0	2	2	**11**
			14	6	5	11	12	**48**
		Master_Script	44	11	44	23	33	**155**
			12	8	39	21	32	**112**
			0	1	1	0	0	**2**
			2	3		2	1	**8**
	Total		280	242	271	274	299	**1,366**
			213	232	270	262	286	**1,263**
			2	6	1	2	2	**13**
			16	9	5	13	13	**56**
Total			**280**	**242**	**271**	**274**	**299**	**1,366**
			213	**232**	**270**	**262**	**286**	**1,263**
			2	**6**	**1**	**2**	**2**	**13**
			16	**9**	**5**	**13**	**13**	**56**

C:\REPORTS\stat\cross_skillset.rpt
Printed By: sysadmin 4/12/99 5:12:55 PM

Skillset By Application

Description

The Skillset By Application report shows summarized skillset statistics for each application under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	AllAgentBusyTime / (Number of intervals x 0.25)
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each application, and subtotals for each skillset. For each skillset, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by skillset. The report also contains a grand total for all applications.

Skillset By Application

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
		GRAND TOTAL					
		458	15	3.28%	01:43:55	00:00:14	00:00:42
Application: Booking_Script							
	Summary:	231	5	2.16%	00:55:10	00:00:14	00:00:42
Skillset: Bookings							
	Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42
4/7/99							
	09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
	Daily 4/7/99	231.00	5.00	2.16	00:55:10	00:00:14	00:00:42
	Skillset	231	5	2.16	00:55:10	00:00:14	00:00:42
	Application	231	5	2.16	00:55:10	00:00:14	00:00:42
Application: Master_Script							
	Summary:	118	8	6.78%	00:23:35	00:00:12	00:00:31
Skillset: Bookings							
	Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27
4/7/99							
	09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
	Daily 4/7/99	39.00	3.00	7.69	00:06:59	00:00:11	00:00:27
	Skillset	39	3	7.69	00:06:59	00:00:11	00:00:27
Skillset: Default_Skillset							
	Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00
4/7/99							
	09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
	Daily 4/7/99	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00
	Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00
Skillset: European_Vacations							
	Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31
4/7/99							
	09:15	26	1	3.85	00:04:14	00:00:10	00:00:31
	Daily 4/7/99	26.00	1.00	3.85	00:04:14	00:00:10	00:00:31
	Skillset	26	1	3.85	00:04:14	00:00:10	00:00:31
Skillset: Vacations							
	Summary:	53	4	7.55	00:12:22	00:00:14	00:00:21
4/7/99							
	09:15	53	4	7.55	00:12:22	00:00:14	00:00:21
	Daily 4/7/99	53.00	4.00	7.55	00:12:22	00:00:14	00:00:21
	Skillset	53	4	7.55	00:12:22	00:00:14	00:00:21

C:\REPORTS\flat\ms skill4.rpt

Printed By: sysadmin 4/7/99 1:05:59 PM **Page 1 of 2**

Skillset Performance

Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, consult the agent reports.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill1.rpt
- dmskill1.rpt
- wmskill1.rpt
- mmskill1.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	AllAgentBusyTime / (Number of intervals x 0.25)
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Application Name	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Avg No. of Agents
GRAND TOTAL										
	458	15	3.28%	01:43:55	00:00:14	00:00:42	00:10:52	09:00:00	00:45:00	12
Skillset: Bookings										
Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
4/7/99										
Booking_Script	231	5	2.16	00:55:10	00:00:14	00:00:42	00:00:00	00:00:00	00:00:00	0
Master_Script	39	3	7.69	00:06:59	00:00:11	00:00:27	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Daily 4/7/99	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Skillset: Default_Skillset										
Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
4/7/99										
09:15 Master_Script	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Skillset: European_Vacations										
Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
4/7/99										
09:15 Vacation_Script	109	2	1.83	00:25:10	00:00:14	00:00:34	00:00:00	00:00:00	00:00:00	0
Master_Script	26	1	3.85	00:04:14	00:00:10	00:00:31	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Daily 4/7/99	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Skillset	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10

C:\REPORTS\flatt\mcskill1.rpt

Printed By: sysadmin 4/9/99 10:43:44 AM

Appendix B

Pegging examples

In this appendix

Local call pegging 736

Network call pegging 739

Local call pegging

Scenario

Call arrives	09:00:00
Call is given IVR treatment	09:00:02
Call is handed over to Booking_Script application	09:00:02
Call is queued to Bookings skillset	09:00:03
Call is presented to Donna Royce	09:00:10
Call is answered by Donna Royce	09:00:15
Call is conferenced to a Brandon Woo's DN	09:00:25
Caller disconnects	09:00:35
Brandon Woo releases call Donna Royce releases call	09:00:38

In this scenario, the agent's call presentation class is configured for a break (variable wrap) of 30 seconds after each call.

Pegging

AgentPerformanceStat view: Donna Royce

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CDNCallsConferencedToDN	1
ConsultationTime (Meridian 1/CSE 1000 switch)	3
TalkTime	23
BreakTime/VariableWrapTime	30

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsGivenIVR	1

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	15 seconds

Field	Pegging
AnsDelay16	1
CallsAnsweredDelayAtSkillset	12 seconds
CallsConferencedOut	1
TimeBeforeInterflow	2 seconds

CDNStat view

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

SkillsetStat view: Bookings

Field	Pegging
Interval	9:00 – 9:15
Application	Booking_Script
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	12 seconds
BreakTime/VariableWrapTime	30 seconds

Network call pegging

Scenario

Call arrives at Toronto	09:00:00
Call is handed over to Booking_Script application	09:00:01
Call is queued to network skillset: Bookings	09:00:02
Call is routed to Boston	09:00:08
Call is presented to Boston agent, Lane Rivers	09:00:10
Lane Rivers answers call	09:00:15
Caller disconnects	09:00:35

Pegging at source site

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
NetOutCalls	1
NetOutCallsAnswered	1
NetOutCallsAnsweredDelay	15 seconds
AnsDelay16	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkOutCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

Pegging at destination site

ApplicationStat view: Network_Script

Field	Pegging
Interval	9:00 – 9:15
CallsAnswered	1
CallsAnsweredDelay	7 seconds
AnsDelay8	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkInCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

AgentPerformanceStat view: Lane Rivers

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

Field	Pegging
TalkTime	20

Appendix C

Agent state tracking

In this appendix

Pegging of agent state 744

Pegging of agent state

Introduction

This section shows how agent state is pegged in reports for several different Incalls and DN key statuses.

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	**DN key**	**ACD/NACD talk time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
no call present	no call present									•	
no call present	incoming DN call active			•							
no call present	incoming DN call on hold			•							
no call present	outgoing DN call active						•				
no call present	outgoing DN call on hold						•				
no call present	incoming DN call ringing									•	
no call present	DN key pressed										

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	**DN key**	**ACD/NACD talk time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
call ringing	no call present							•			
call ringing	incoming DN call ringing							•			
call active	no call present								•		
call on hold	no call present		•						•		
call active	incoming DN call on hold			•					•		
call on hold	incoming DN call active		•	•					•		
call on hold	incoming DN call on hold		•	•					•		
call active	outgoing DN call on hold						•		•		
call on hold	outgoing DN call active		•				•		•		
call on hold	outgoing DN call on hold		•				•		•		

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	**DN key**	**ACD/NACD talk time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
ACD/NACD call ringing	no call present										
ACD/NACD call active	no call present	•									
ACD/NACD call on hold	no call present	•									
Not ready	no call present					•					
Not ready	Incoming DN call active			•		•					
Not ready	Incoming DN call on hold			•		•					
Not ready	Outgoing DN call active					•	•				
Not ready	Outgoing DN call on hold					•	•				
Call on hold; walkaway	no call present		•						•		•

Note:

- Unless otherwise specified, calls on the Incalls key are Symposium Call Center Server calls.
- If the Answer call by placing DN on hold option is enabled for the agent's call presentation class, agent time is pegged against the Waiting state when no call is present on the agent's Incalls key and the agent has a DN call (incoming or outgoing) on hold.

Glossary

A

accelerator key

A key on a phoneset that an agent can use to place a call quickly. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the Emergency key, the system places a call to the agent's supervisor.

access class

A collection of access levels that defines the actions a member of the access class can perform within the system. For example, a member of the Administrator access class might be given a collection of Read/Write access levels.

access level

A level of access or permission given to a particular user for a particular application or function. For example, a user might be given View Only access to historical reports.

ACCESS link

A communication channel between Symposium Call Center Server and Meridian Mail.

ACCESS voice port

A Meridian Mail voice port that is controlled by the ACCESS link.

ACD call

See Automatic call distribution call.

ACD-DN

See Automatic call distribution directory number.

ACD group

See Automatic call distribution group.

ACD routing table

See Automatic call distribution routing table.

ACD subgroup

See Automatic call distribution subgroup.

acquired resource

A resource configured on the switch that is under the control of Symposium Call Center Server. Resources must be configured with matching values on both the switch and Symposium Call Center Server.

activated script

A script that is processing calls or is ready to process calls. Before you can activate a script, you must first validate it.

activity code

A number that an agent enters on his or her phoneset during a call. Activity codes provide a way of tracking the time agents spend on various types of incoming calls. They are also known as Line of Business (LOB) codes. For example, the activity code 720 might be used to track sales calls. Agents can then enter 720 on their phonesets during sales calls, and this information can be generated in an Activity Code report.

administrator

A user who is responsible for setting up and maintaining Symposium Call Center Server.

agent

A user who is responsible for handling customer calls.

agent logon ID

A unique identification number assigned to a particular agent. The agent uses this number when logging on. The agent ID is not associated with any particular phoneset.

agent to skillset assignment

A matrix that, when you run it, sets the priority of one or more agents for a skillset. Agent to skillset assignments can be scheduled.

agent to supervisor assignment

A definition that, when you run it, assigns one or more agents to specific supervisors. Agent to supervisor assignments can be scheduled.

application

1. A logical entity that represents a Symposium Call Center Server script for reporting purposes. The Master script and each primary script have an associated application. The application has the same name as the script it represents. 2. A program that runs on a computer.

application program interface

A set of routines, protocols, and tools that programmers use to develop software applications. APIs simplify the development process by providing commonly used programming procedures.

associated supervisor

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. *See also* reporting supervisor.

Automatic call distribution

A means of automatically distributing an organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and are distributed so that the workload at each answering position is approximately equal.

Automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch. *See also* Automatic call distribution directory number.

Automatic call distribution directory number

A primary or supplementary DN associated with an ACD group. Calls made to an automatic call distribution directory number are distributed to agents belonging to the group, based on the ACD routing table on the switch.

Automatic call distribution group

An entity defined on the switch for the purpose of call distribution. When a customer dials an ACD group, the call is routed to any agent who is a member of that group.

Automatic call distribution routing table

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Symposium Call Center Server will be queued to ACD groups and handled by available agents.

Automatic call distribution subgroup

An entity defined on the switch to assign supervisory responsibilities. Each subgroup has one supervisor phoneset and a number of agent phonesets associated with it. Agents can log on to any phoneset within their ACD subgroup. The supervisor must log on to the supervisor phoneset to monitor his or her assigned agents.

C

call age

The amount of time a call was waiting in the system before being answered by an agent.

call destination

The site to which an outgoing network call is sent. *See also* call source.

call intrinsic

A script element that stores call-related information assigned when a call enters Symposium Call Center Server. *See also* intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

call presentation class

A collection of preferences that determines how calls are presented to an agent. A call presentation class specifies whether a break time between calls is allowed, whether an agent can put DN calls on hold for incoming ACD calls, and whether an agent phoneset displays that the agent is reserved for a network call.

call priority
A numerical value assigned in a script that defines the relative importance of a call. If two calls are in the queue when an agent becomes available, and one call is queued with a higher priority than the other, the agent receives the higher priority call first. *See also* skillset priority.

call source
The site from which an incoming network call originates. *See also* call destination.

call treatment
A script element that enables you to provide handling to a call while it is waiting to be answered by a call center agent. For example, a caller can hear a recorded announcement or music while waiting for an agent.

call variable
A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. *See also* global variable, script variable.

Calling Line Identification
An optional service that identifies the telephone number of the caller. This information can then be used to route the call to the appropriate agent or skillset. The CLID can also be displayed on an agent's phoneset.

CDN
See controlled directory number.

CLAN
See Customer local area network.

CLID
See Calling Line Identification.

client
The part of Symposium Call Center Server that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

command
A building block used with expressions, variables, and intrinsics to create scripts. Commands perform distinct functions, such as routing a call to a specific destination, playing music to a caller, or disconnecting a caller.

controlled directory number
A special directory number that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Symposium Call Center Server. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Call Center Server.

CSE 1000 switch
Succession Communication Server for Enterprise 1000 switch

Customer local area network
The LAN to which your corporate services and resources connect. The server in Symposium Call Center Server and client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

D

DBMS
Database Management System

deactivated script
A script that does not process any new calls. If a script is in use when it is deactivated, calls continue to be processed by the script until they are completed.

default activity code
The activity code that is assigned to a call if an agent does not enter an activity code manually, or when an agent presses the activity code button twice on his or her phoneset. Each skillset has a defined default activity code.

default skillset
The skillset to which calls are queued if they have not been queued to a skillset or a specific agent by the end of a script.

desktop user
A configured user who can log on to Symposium Call Center Server from a client PC.

destination site
The site to which an outgoing network call is sent. *See also* source site.

DHCP
See dynamic host configuration protocol.

Dial-Up Networking
See Remote Access Services.

Dialed Number Identification Service
An optional service that allows Symposium Call Center Server to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on different DNISs and, if the DNIS is displayed on the phoneset, can prepare a response according to the DNIS.

Digital Multiplex Switch
A Nortel Networks switch for the central office market.

directory number
The number that identifies a phoneset on a switch. The directory number (DN) can be a local extension (local DN), a public network telephone number, or an automatic call distribution directory number (ACD-DN).

directory number call
A call that is presented to the DN key on an agent's phoneset.

display threshold
A threshold used in real-time displays to highlight a value below or above the normal range.

DMS
See Digital Multiplex Switch.

DN
See directory number.

DN call
See directory number call.

DNIS
See Dialed Number Identification Service.

dongle
The attachment plugged into the parallel port of a server connected to a DMS/MSL-100 switch that authenticates the serial number required at the time of server installation.

dynamic host configuration protocol
A protocol for dynamically assigning IP addresses to devices on a network.

dynamic link library
A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions and a program accesses the functions by creating either a static or dynamic link to the DLL. Several applications can use a DLL at the same time.

E

ELAN
See embedded local area network.

embedded local area network
A dedicated Ethernet TCP/IP LAN that connects the server in Symposium Call Center Server and the switch.

Emergency key
A key on an agent's phoneset that, when pressed by an agent, automatically calls his or her supervisor to notify the supervisor of a problem with a caller.

event

1. An occurrence or action on Symposium Call Center Server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical. 2. An action generated by a script command, such as queuing a call to a skillset or playing music.

expression

A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. *See also* logical expression, mathematical expression, and relational expression.

F

filter timer

The length of time after the system unsuccessfully attempts to route calls to a destination site, before that site is filtered out of a routing table.

first-level threshold

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks how often the value for the statistic falls below this value.

G

global settings

Settings that apply to all skillsets or IVR ACD-DNs that are configured on your system.

global variable

A variable that contains values that can be used by any script on the system. You can only change the value of a global variable in the Script Variable Properties sheet. You cannot change it in a script. *See also* call variable, variable.

I

ICM

See Intelligent Call Manager.

Incalls key

The key on an agent phoneset to which incoming ACD and Symposium Call Center Server calls are presented.

Intelligent Call Manager

A high capacity call center TCP/IP interface to the switch that enables the exchange of messages between the switch and a remote host computer.

Interactive voice response

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

Interactive voice response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

Interactive voice response event

A voice port logon or logoff. An IVR event is pegged in the database when a call acquires or de-acquires a voice port.

Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use the TCP/IP protocol to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four values separated by periods. Each value can be 0 to 255. For example, 1.160.10.240 could be an IP address.

intrinsic

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. *See also* call intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

IP address

See Internet Protocol address.

IVR
See Interactive voice response.

IVR ACD-DN
See Interactive voice response ACD-DN.

IVR event
See Interactive voice response event.

IVR port
See voice port.

L

LAN
See Local area network.

Line of Business code
See activity code.

LOB code
See activity code.

Local area network
A computer network that spans a relatively small area. Most LANs connect workstations and personal computers and are confined to a single building or group of buildings.

local call
A call that originates at the local site. *See also* network call.

local skillset
A skillset that can be used at the local site only. *See also* network skillset, skillset.

logical expression
A symbol used in scripts to test for different conditions. Logical expressions are AND, OR, and NOT. *See also* expression, mathematical expression, and relational expression.

M

M1

Meridian 1 switch

M1 IE

Meridian 1 Internet Enabled switch

Management Information Base

A data structure that describes the collection of all possible objects in a network. Each managed node maintains one or more variables (objects) that describe its state. Symposium Call Center Server Management Information Bases (MIBs) contribute to the overall network MIB by

- identifying Nortel Networks/Meridian/Symposium Call Center Server nodes within the network
- identifying significant events (SNMP traps), such as alarms reporting
- specifying formats of alarms

Master script

The first script executed when a call arrives at Symposium Call Center Server. A default Master script is provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* network script, primary script, script, secondary script.

mathematical expression

An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (-), division (/), and multiplication (*). *See also* expression, logical expression, and relational expression.

Meridian Link Services

A communications facility that provides an interface between the switch and a third-party host application.

Meridian Mail

A Nortel Networks product that provides voice messaging and other voice and fax services.

Meridian MAX
A Nortel Networks product that provides call processing based on ACD routing.

MIB
See Management Information Base.

MLS
See Meridian Link Services.

MM
See Meridian Mail.

music route
A resource installed on the switch that provides music to callers while they wait for an agent.

N

NACD call
A call that arrives at the server from a network ACD-DN.

NCC
See Network Control Center.

network call
A call that originates at another site in the network. *See also* local call.

Network Control Center
The server on a Symposium Call Center Server system where NSBR is configured and where communication between servers is managed.

network script
The script that is executed to handle error conditions for Symposium Call Center Server calls forwarded from one site to another, for customers using NSBR. The network script is a system-defined script provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* Master script, primary script, script, secondary script.

Network Skill-Based Routing
An optional feature with Symposium Call Center Server that provides skill-based routing to multiple networked sites.

network skillset
A skillset that is common to every site on the network. Network skillsets must be created at the Network Control Center (NCC).

night mode
A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls are given night treatment. A skillset goes into night mode automatically when the last agent logs off, or the administrator can put it into night mode manually. *See also* out-of-service mode, transition mode.

NPA
See Number Plan Area.

NSBR
See Network Skill-Based Routing.

Number Plan Area
Area code

O

object linking and embedding
A compound document standard that enables you to create objects with one application and then link or embed them in a second application.

ODBC
See Open Database Connectivity.

OEM
Original equipment manufacturer

OLE
See object linking and embedding.

Open Database Connectivity
A Microsoft-defined database application program interface (API) standard.

out-of-service mode
A skillset state in which the skillset does not take calls. A skillset is out of service if there are no agents logged on or if the supervisor puts the skillset into out-of-service mode manually. *See also* night mode, transition mode.

out-of-service skillset
A skillset that is not taking any new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. *See also* local skillset, network skillset, skillset.

P

PBX
See private branch exchange.

pegging
The action of incrementing statistical counters to track and report on system events.

pegging threshold
A threshold used to define a cut-off value for statistics, such as short call and service level. Pegging thresholds are used in reports.

PEP
See Performance Enhancement Package.

Performance Enhancement Package
A Symposium Call Center Server supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release.

personal directory number
A DN on which an agent can be reached directly, usually for private calls.

phoneset
The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phoneset.

phoneset display
The display area on an agent's phoneset where information about incoming calls can be communicated.

Position ID
A unique identifier for a phoneset, used by the switch to route calls to the phoneset. Referred to as Telephony/Port Address in Symposium Call Center Server.

primary ACD-DN
A directory number that callers can dial to reach an ACD group.

primary script
A script that is executed or referenced by the Master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. *See also* Master script, network script, script, secondary script.

private branch exchange
A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

R

RAN
recorded announcement

RAN route
See recorded announcement route.

RAS
See Remote Access Services.

recorded announcement route

A resource installed on the switch that offers a recorded announcement to callers.

relational expression

An expression used in scripts to test for different conditions. Relational expressions are less than (<), greater than (>), less than or equal to (< =), greater than or equal to (> =), and not equal to (< >). *See also* expression, logical expression, mathematical expression.

Remote Access Services

A feature built into Windows NT and Windows 95 that enables users to log on to an NT-based LAN using a modem, X.25 connection, or WAN link. This feature is also known as Dial-Up Networking.

reporting supervisor

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phoneset, the emergency call is presented to the agent's reporting supervisor. *See also* associated supervisor.

round robin routing table

A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. *See also* sequential routing table.

route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. *See also* music route, RAN route.

routing table

A table that defines how calls are routed to the sites on the network. *See also* round robin routing table, sequential routing table.

S

sample script
A script that is installed with the Symposium Call Center Server client. Sample scripts are stored as text files in a special folder on the client. The contents of these scripts can be imported or copied into user scripts to create scripts for typical call center scenarios.

SCM
See Service Control Manager.

script
A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. *See also* Master script, network script, primary script, secondary script.

script variable
See variable.

second-level threshold
The value used in display thresholds that represents the highest value of the normal range for a given statistic. The system tracks how often the value for the statistic falls outside this value.

secondary directory number
A DN defined on the agent's phoneset as a Centrex line for incoming and outgoing non-ACD calls.

secondary script
Any script (other than a Master, network, or primary script) that is referenced from a primary script or any other secondary script. There is no pegging of statistics for actions occurring during a secondary script. *See also* Master script, network script, primary script, script.

sequential routing table
A routing table method that always queues a call to the first three active sites in the routing table. *See also* round robin routing table.

server

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. Symposium Call Center Server is used to configure the operations of the call center. *See also* client.

service

A process that adheres to a Windows NT structure and requirements. A service provides system functionality.

Service Control Manager

A Windows NT process that manages the different services on the PC.

service level

The percentage of incoming calls answered within a configured number of seconds.

service level threshold

A parameter that defines the number of seconds within which incoming calls should be answered.

Simple Network Management Protocol

A systematic way of monitoring and managing a computer network. The SNMP model consists of four components:

- managed nodes, which are any device, such as hosts, routers, and printers, capable of communicating status to the outside world via an SNMP management process called an SNMP Agent
- management stations, which are computers running special network management software that interact with the Agents for status
- management information, which is conveyed through exact specifications and format of status specified by the MIB
- Management Protocol or SNMP, which sends messages called protocol data units (PDUs)

site
1. A system using Symposium Call Center Server that can be accessed using SMI. 2. A system using Symposium Call Center Server and participating in Network Skill-Based Routing.

skillset
A group of capabilities or knowledge required to answer a specific type of call. *See also* local skillset, network skillset.

skillset intrinsic
A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. *See also* call intrinsic, intrinsic, time intrinsic, and traffic intrinsic.

skillset priority
An attribute of a skillset assignment that determines the order in which calls from different skillsets are presented to an agent. When an agent becomes available, calls might be waiting for several of the skillsets to which the agent belongs. The server presents the call queued for the skillset for which the agent has the highest priority.

source site
The site from which an incoming network call originates. *See also* destination site.

standby
In skillset assignments, a property that grants an agent membership in a skillset, but makes the agent inactive for that skillset.

supervisor
A user who manages a group of agents. *See also* associated supervisor and reporting supervisor.

supplementary ACD-DN
A DN associated with a primary DN. Any calls to the supplementary DN are automatically routed to the primary DN. A supplementary DN can be a toll-free (1-800) number.

switch
The hardware that receives incoming calls and routes them to their destination.

switch resource
A device that is configured on the switch. For example, a CDN is configured on the switch, and then is used as a resource with Symposium Call Center Server. *See also* acquired resource.

Symposium Call Center Server call
A call to a CDN that is controlled by Symposium Call Center Server. The call is presented to the Incalls key on an agent's phoneset.

system-defined scripts
The Master_Script and the Network_Script (if NSBR is enabled). These scripts can be customized or deactivated by a user, but cannot be deleted. These scripts are This script is the first scripts executed for every local or network call arriving at the call center.

T

target site
See destination site.

TCP/IP
See Transmission Control Protocol/Internet Protocol.

telephony
The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by telephone equipment.

threshold
A value for a statistic at which system handling of the statistic changes.

threshold class
A set of options that specifies how statistics are treated in reports and real-time displays. *See also* display threshold, pegging threshold.

time intrinsic

A script element that stores information about system time, including time of day, day of week, and week of year. *See also* call intrinsic, intrinsic, skillset intrinsic, traffic intrinsic.

Token Ring

A PC network protocol developed by IBM. A Token Ring network is a type of computer network in which all the computers are arranged schematically in a circle.

traffic intrinsic

An intrinsic that inserts information about system-level traffic in a script. *See also* call intrinsic, intrinsic, skillset intrinsic, time intrinsic.

transition mode

A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. *See also* night mode, out-of-service mode.

Transmission Control Protocol/Internet Protocol

The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

treatment

See call treatment.

trunk

A communications link between a PBX and the public central office, or between PBXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

U

user-created script

A script that is created by an authorized user on the Symposium Call Center Server system. Primary and secondary scripts are user-created scripts.

user-defined script
A script that is modified by an authorized user on the Symposium Call Center Server system.

utility
A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities for managing disk drives, printers, and other devices.

V

validation
The process of checking a script to ensure that all the syntax and semantics are correct. A script must be validated before it can be activated.

variable
A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering Symposium Call Center Server. *See also* call variable, global variable.

voice port
A connection from a telephony port on the switch to a port on the IVR system.

W

WAN
See also Wide area network.

Wide area network
A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local area networks (LANs). The largest WAN in existence is the Internet.

workload scenarios
Sets of configuration values defined for typical patterns of system operations. Five typical workload scenarios (entry, small, medium, large, and upper end) are used in the Capacity Assessment Tool for capacity analysis for Symposium Call Center Server.

Index

Symbols

@company_name formula, 59
@report_interval formula, 59
@report_title formula, 59
@report_user formula, 59
@site_id formula, 59

Numerics

3WC key, 118

A

abandoned call delays, 152
  application statistics, 143, 145
  DNIS statistics, 167, 171
  network incoming call statistics, 185, 187–188
  network outgoing call statistics, 194, 196
  network outgoing calls, 154
  nodal consolidated statistics, 651–653
  reports, 488–491, 651–653
  skillset statistics, 211, 212–213
abandoned calls
  application statistics, 144–145
  CDN statistics, 163
  DNIS statistics, 167
  during presentation, 139
  IVR statistics, 180–181
  IVR treatment, 152
  network incoming call statistics, 185
  network outgoing call statistics, 192
  network outgoing calls, 154
  reports, 488–491, 651–653
  trunk statistics, 215–216
abandoned delay spectrum, 143
AbdDelay fields, 143
access classes, 354
  reports, 599–601
access levels, 250–253
AccessRights view, 250–253
ACD calls, 74, 95
ACD statistics, 74
ACDCallsAnswered field, 119
ACDCallsConfToCDN field, 119
ACDCallsConfToDN field, 119
ACDCallsConfToIncalls field, 120
ACDCallsConfToOther field, 120
ACDCallsTalkTime field, 120
ACDCallsTransferredToCDN field, 121
ACDCallsTransferredToDN field, 121
ACDCallsTransferredToIncalls field, 121
ACDCallsTransferredToOther field, 122
Acquire field
  CDN view, 268
  IVRPort view, 284
  IVRQueue view, 286
  Route view, 321
  SwitchPort view, 361
ActiveTime field, 208
Activity Code By Agent report, 396–398
Activity Code By Application report, 399–401
Activity Code Properties report, 508–510
activity code statistics, 98–103, 395–404
  entity relationships, 379
  linkages, 102–103
activity codes, 98
  properties, 254
  reports, configuration, 508–510
  reports, statistic, 395–404, 476–478
activity times, 75
ActivityCode field
  ActivityCode view, 254
  ActivityCodeStat views, 99
  HistoricalStatCollection view, 276
  Skillset view, 339
ActivityCode view, 254

ActivityCodeName field, 99
ActivityCodeStat views, 98–103
ActivityTime field, 99
adding
  customized formulas to reports, 59–61
  filter sets, 70
  See also creating, defining
Agent Average Calls Per Hour report, 406–408
Agent Average Calls Per Hour, Bottom 5 report, 409–410
Agent Average Calls Per Hour, Top 5 report, 411–412
Agent by Activity Code report, 413–415
Agent By Application Performance report, 416–418
agent by application statistics, 104–108, 416–418
  entity relationships, 380
  linkages, 108
Agent By Skillset Performance report, 419–422
agent by skillset statistics, 110–115, 419–422
  entity relationships, 381
  linkages, 114–115
Agent By Supervisor Properties report, 511–513
Agent DN Performance Calls Answered, Bottom 5 report, 428–429
Agent DN Performance Calls Answered, Top 5 report, 430–431
Agent DN Performance report, 423–427
Agent Login/Logout report, 432–434
agent name
  blank, 77
Agent Network/NACD Activity report, 435–437
Agent Performance By Supervisor report, 445–450
Agent Performance Calls Answered, Bottom 5 report, 451–456
Agent Performance Calls Answered, Top 5 report, 457–458
Agent Performance report, 438–444
agent performance statistics, 116–140
  entity relationships, 382
  linkages, 140
Agent Position ID report, 563–566
Agent Properties report, 514–519
Agent Short Calls report, 459–463
Agent Skillset Assignment report, 520–522
Agent Skillset Properties report, 523–526
agent state timers, 75, 116
agent statistics
  by application, 104–108
  by skillset, 110–115
  entity relationships, 380–382
  linkages, 108, 114–115, 140
  login and logout, 221–223
  performance, 116–140
Agent Supervisor Assignment report, 527–529
agent threshold classes, 262, 368–369
agent to skillset assignments, 325–327, 345–347, 520–522
agent to supervisor assignments, 328–330, 358–360
Agent Transferred/Conferenced Activity report, 464–470
Agent view, 255–260
AgentByApplication field, 276
AgentByApplicationStat view, linking views example, 90
AgentByApplicationStat views, 104–108
AgentBySkillsetStat views, 110–115
AgentGivenName field
  ActivityCodeStat views, 100
  AgentByApplicationStat views, 105
  AgentBySkillsetStat views, 111
  AgentPerformance views, 122
  eAgentLoginStat view, 221
  SupervisorAgentAssignment view, 356
AgentID field, 328, 358
AgentLogin field
  ActivityCodeStat views, 100
  AgentByApplicationStat views, 105
  AgentBySkillsetStat views, 111
  AgentPerformance views, 122
  eAgentLoginStat view, 221
  HistoricalStatCollection view, 276
AgentPerformance field, 276
AgentPerformanceStat view, linking views example, 90
AgentPerformanceStat views, 116–140
AgentReserveTimer field, 363
agents
  login and logout statistics, 221–223
  performance statistics, 116–140

agents (continued)
properties, 255–260
reports, 405–473, 514–519, 563–566
skillset assignments, 343–344
state timers, 75, 116
statistics by application, 104–108
statistics by skillset, 110–115
supervisor assignments, 356–357
AgentSurName field
ActivityCodeStat views, 100
AgentByApplicationStat views, 105
AgentBySkillsetStat views, 111
AgentPerformanceStat views, 122
eAgentLoginStat view, 222
SupervisorAgentAssignment view, 356
AgentTelsetLoginID field, 356
AgentUserID field, 356
Alias Name box, 51
Alias Name dialog box, 51
aliases. *See* database aliases
all trunks busy. *See* ATB
AllAgentBusyTime field, 208
AllTrunksBusy field, 201
AllTrunksBusyTime field, 202
AlternateCallAnswer field, 255, 365
AnsDelay fields, 143
answered call delays
application statistics, 143, 146, 153
at skillset, 146, 153
DNIS statistics, 168, 172
IVR statistics, 180
network incoming call statistics, 186, 188
network outgoing call statistics, 194–195, 196
network outgoing calls, 154, 155
reports, 492–495, 654–656
skillset statistics, 210
trunk statistics, 216
answered calls
agent by application statistics, 106
agent by skillset statistics, 111
agent performance statistics, 124
application statistics, 145–146
CDN statistics, 163
DNIS statistics, 168
IVR port statistics, 175
IVR statistics, 180
NACD calls, 134
network incoming call statistics, 186
network incoming calls, 134, 211
network outgoing call statistics, 192–193
network outgoing calls, 155
reports, 492–495, 654–656
short calls, 112, 136
skillset statistics, 209–211
trunk statistics, 216
answered delay spectrum, 143
Application By Activity Code report, 476–478
Application Call Treatment report, 482–487
Application Delay Before Abandon report, 488–491
Application Delay Before Answer report, 492–495
Application field
ActivityCodeStat views, 100
AgentByApplicationStat views, 105
ApplicationStat views, 144
HistoricalStatCollection view, 277
SkillsetStat views, 208
Application Performance report, 496–499
Application Script Properties report, 530–532
application scripts. *See* scripts
application statistics, 141–161, 475–502
by agent, 104–108
entity relationships, 382
linkages, 160–161
Application Template Properties report, 533–535
application threshold classes, 142, 266–267
properties, 533–535
Application view, 261–262
ApplicationByScript view, 263–265
ApplicationID field
ActivityCodeStat views, 101
AgentByApplicationStat views, 106
Application view, 261
ApplicationStat views, 144
SkillsetStat views, 208
applications, 141
consolidated network performance, 618–621
network performance, 669–672
nodal consolidated abandon delay statistics, 651–653

applications (continued)
nodal consolidated answer delay statistics, 654–656
nodal consolidated statistics, 657–660
properties, 261–262
remote, 296–297, 319–320
reports, configuration, 533–535, 642–644
reports, network, 618–621, 651–656
reports, statistics, 416–418, 475–502, 727–730
statistics by agent, 104–108
threshold class properties, 533–535
threshold classes, 142, 266–267
See also destination application, source application
ApplicationStat views, 141–161
ApplicationTemplate view, 266
ApplicationThresholdTemplate view, 266–267
AssignID field
ScheduledSkillsetAssignment view, 325
ScheduledSupervisorAssignment view, 328
SkillsetByAssignment view, 345
SupervisorByAssignment view, 358
AssignName field
NetworkRankingAssignment view, 301
ScheduledSkillsetAssignment view, 325
ScheduledSupervisorAssignment view, 328
SkillsetByAssignment view, 345
SupervisorByAssignment view, 358
AssignType field, 328, 358
AssociatedData field, 225, 239
ATB statistics, 201
ATB, network out calls blocked by, 160
attributes, 375

B

blank agent name, 77
blind conferences, 118
blind transfers, 118
blocked by ATB, network calls, 160
Blue database, 205
blue database, 46
BreakTime field, 123
broadcast treatment, 147
BusinessDaysPerWeek field, 280
BusinessHoursPerDay field, 280
BusyMiscTime field, 123
BusyOnDNTime field, 123

C

calculated data, 393
Call By Call Statistics report, 504–506
call center summary threshold class. *See* nodal threshold class
call events, 227–235, 242–246
call presentation classes, properties of, 365–367
call types, 89, 94
CallAgePreference field, 339
Call-by-call database, 205
CallByCall field
Application view, 261
NCCRemoteApplication view, 296
RemoteApplication view, 319
call-by-call reports, 58, 504–506
network, 615–617
call-by-call statistics, 224–235, 504–506
network, 238–246, 615–617
caller-entered data, 164
CallEvent field, 225, 227–235, 240, 242–246
CallEventName field, 225, 240
CallForceDelayTimer field, 255, 365
CallForceOption field, 255, 365
CallID field, 225, 240
CallRequestQueueSize field, 340
CallRequestQueueSizeThreshold field, 340
calls not treated by IVR, 160
calls presented. *See* offered calls
Calls Transferred Out field, 151
CallsAbandoned field, 74
ApplicationStat views, 144
CDNStat views, 163
DNISStat views, 167
NetworkInCallStat views, 185
NetworkOutStat views, 192
TrunkStat views, 215
CallsAbandonedAftThreshold field
ApplicationStat views, 144
DNISStat views, 167
NetworkInCallStat views, 185

CallsAbandonedDelay field
ApplicationStat views, 145
DNISStat views, 167
NetworkInCallStat views, 185
TrunkStat views, 216
CallsAbandonedDelayAtDest field, 185, 192
CallsAnswered field, 74
AgentByApplicationStat views, 106
AgentBySkillset Stat views, 111
AgentPerformance views, 124
ApplicationStat views, 145
CDNStat views, 163
DNISStat views, 168
IVRPortStat views, 175
IVRStat views, 180
NetworkInCallStat views, 186
NetworkOutStat views, 192
SkillsetStat views, 209
TrunkStat views, 216
CallsAnsweredAfterThreshold field, 209
CallsAnsweredAftThreshold field
ApplicationStat views, 145
DNISStat views, 168
IVRStat views, 180
NetworkInCallStat views, 186
CallsAnsweredDelay field
ApplicationStat views, 146
DNISStat views, 168
IVRStat views, 180
NetworkInCallStat views, 186
SkillsetStat views, 210
TrunkStat views, 216
CallsAnsweredDelayAtDest field, 186
CallsAnsweredDelayAtDestination field, 193
CallsAnsweredDelayAtSkillset field, 146
CallsBlockedByAllTrunksBusy field, 202
CallsConferenced field
IVRPortStat views, 175
IVRStat views, 180
CallsConferencedIn field, 146
CallsConferencedOut field, 147
CallsGivenBroadcast field, 147
CallsGivenDefault field, 147, 168
CallsGivenForceBusy field, 148, 169
CallsGivenForceDisconnect field, 148, 169
CallsGivenForceOverflow field, 148, 169
CallsGivenHostLookup field, 148
CallsGivenIVR field, 149
CallsGivenMusic field, 149
CallsGivenNACD field, 149
CallsGivenRAN field, 150
CallsGivenRouteTo field, 150, 169
CallsNACDOut field, 150, 170
CallsNetworkedOut field, 170
CallsNotTreated field, 180
CallsNotTreatedAftThreshold field, 181
CallsNotTreatedDelay field, 181
CallsOffered field, 74, 85
AgentPerformance views, 124
ApplicationStat views, 151
CDNStat views, 163
DNISStat views, 170
IVRStat views, 181
NetworkInCallStat views, 187
NetworkOutStat views, 193
SkillsetStat views, 210
TrunkStat views, 216
CallSourcePreference field, 339
CallsReachNonISDN field, 170, 202
CallsReturnedToQ field, 124
CallsReturnedToQDueToTimeout field, 125
CallsTerminated field, 164
CallsTransferred field
IVRPortStat views, 175
IVRStat views, 181
CallsTransferredIn field, 151
CallsWithDigitsCollected field, 164
Category field, 270
CBC database, 205
CDN field
CDN view, 268
CDNStat views, 164
HistoricalStatCollection view, 277
CDN Properties report, 536–538
CDN statistics, 162–165, 692–698
entity relationships, 383
CDN Statistics report, 692–695
CDN view, 268–269
CDNCallsConfTo Other field, 126
CDNCallsConfToCDN field, 125
CDNCallsConfToDN field, 125
CDNCallsConfToIncalls field, 125

CDNCallsTransferredToCDN field, 126
CDNCallsTransferredToDN field, 126
CDNCallsTransferredToIncalls field, 126
CDNCallsTransferredToOther field, 127
CDNName field, 164
CDNs, 162
  properties, 268–269
  reports, 536–538, 692–698
CDNStat view, 162–165
changing database aliases, 52–53
child scripts, 263
ChildComment field, 263
ChildName field, 263
ChildStatus field, 263
ChildUserFirstName field, 264
ChildUserLastName field, 264
Choose SQL Table dialog box, 47, 52
Class field
  Formula view, 274
  RealTimeTemplate view, 317
  ScriptVariableProperties view, 333
client, configuring for filter sets, 65
Code field, 270
CodeToMessage view, 270
collected digits, 164
collection of network call-by-call statistics, enabling, 239
Column field, 311
ColumnName field, 370
Comment field
  AccessRights view, 250
  Agent view, 255
  Formula view, 274
  NCCNetworkSkillset view, 292
  NCCSite view, 298
  NetworkRankingAssignment view, 301
  ScheduledSkillsetAssignment view, 325
  ScheduledSupervisorAssignment view, 329
  Script view, 331
  ScriptVariableProperties view, 333
  Site view, 337
  Skillset view, 340
  SkillsetByAssignment view, 345
  Supervisor view, 352
  SupervisorByAssignment view, 359
company_name formula, 59
completed IVR, 152
conferenced calls, 118
  ACD calls, 119–120
  application statistics, 146–147
  CDN calls, 125, 126
  consultation time, 127
  DN calls, 127–128
  IVR statistics, 180
  reports, 464–470
  voice port statistics, 175
configuration reports, 392
configuration views, 247–370
Configured field, 282
configuring the client for filter sets, 65
connecting to the server, 35–43
connection to the server, defining, 35–43
ConsultationTime field, 127
ContactNumber field, 298, 337
ContactPerson field, 298, 337
conversion, time zone
  network call-by-call statistics, 238
  network consolidated reports, 614
Create Report Expert window, 45
CreateDeleteAccess field, 250
CreateDeleteAgentAccess field, 250
CreateDeleteAllAgentAccess field, 250
creating
  database aliases, 50–51
  user-created reports, 44–49, 54–55
  See also adding, defining
Crosstab - Application Performance report, 500–502
Crosstab - CDN Statistics report, 696–698
Crosstab - DNIS Statistics report, 699–702
Crosstab - Network Incoming Calls report, 663–666
Crosstab - Network Outgoing Calls report, 666–669
Crosstab - Route Performance report, 702–705
Crosstab - Skillset Performance report, 724–727
Crosstab - Trunk Performance report, 705–708
cumulation of statistics, 87, 220
customized formulas, adding in Crystal Reports, 59–61

customized reports
skills needed to create, 26
See also expert reports

D

dActivityCodeStat, 98–103
dAgentByApplicationStat view, 104–108
dAgentBySkillsetStat view, 110–115
dAgentPerformanceStat view, 116–140
daily views, 86
dApplicationStat view, 141–161
data extraction period
Network Call By Call Statistics report, 615
Network Consolidated Application Performance report, 618
Network Consolidated DNIS Statistics report, 622
Network Consolidated Outgoing Calls report, 631
Network Consolidated Route Performance report, 634
Network Consolidated Skillset Performance report, 638
Network Incoming Calls report, 627
Data Set Name, 18
data sources, defining, 54–55
data, types of, 20
database, 18–21
Database alias and Timestamp box, 57
database aliases, 50
changing, 52–53
creating, 50–51
database size, 205
Database View Definitions report, 34, 539–542
database views, 19, 32
selecting, 47–49
Databases box, 52
daylight savings time, changing to or from, 238
DaysofAgentLogin field, 280
DaysOfCallByCall field, 280
DaysOfDaily field, 281
DaysOfInterval field, 281
DaysofIVRPortLogin field, 281
DaysOfSkillsetState field, 281
DBName field, 205
DBSize field, 205
dCDNStat view, 162–165
dDNISStat view, 166–173
default treatment, 147, 156, 168
defining
data sources, 54–55
See also adding, creating
defining connection to the server, 35–43
Definition field, 274
delays, abandoned call
application statistics, 143, 145, 152
DNIS statistics, 167, 171
network incoming call statistics, 185, 187–188
network outgoing call statistics, 194, 196
network outgoing calls, 153, 154
reports, 488–491, 651–653
skillset statistics, 211, 212–213
trunk statistics, 216
delays, answered call
application statistics, 143, 146, 153
at skillset, 146, 153
DNIS statistics, 168, 172
IVR statistics, 180
network incoming call statistics, 186, 188
network outgoing call statistics, 194–195, 196
network outgoing calls, 154, 155
reports, 492–495, 654–656
skillset statistics, 210, 211
trunk statistics, 216
delays, untreated call, IVR statistics, 181
Department field, 256, 352
dependent entities, 374
desktop users, 250–253
destination application, 187, 193
Destination field, 226, 240
destination sites
NCCRanking view, 294
network incoming call statistics, 187
network outgoing call statistics, 193–194
NetworkRankingAssignment view, 301–302
Ranking view, 309
DestSiteID field, 301
DestSiteName field, 302
detailed historical statistics. *See* event statistics
DialableDN field, 363
Disconnect script command, 148, 169

disconnect treatment
ApplicationStat views, 148, 157
DNISStat views, 169
DisplayTypeName field, 308
dIVRPortStat view, 174–178
dIVRStat view, 179–183
DN calls, 96
reports, 423–431
DN field, 340
DNCallsConfToACDDN field, 127
DNCallsConfToCDN field, 127
DNCallsConfToDN field, 128
DNCallsConfToOther field, 128
DNCallsTransferredToACDDN field, 128
DNCallsTransferredToCDN, 128
DNCallsTransferredToDN field, 129
DNCallsTransferredToOther field, 129
dNetworkInCallStat view, 184–190
dNetworkOutStat view, 191–197
DNInCalls field, 129
DNInCallsTalkTime field, 129
DNInExtCalls field, 130
DNInExtCallsHoldTime, 130
DNInExtCallsTalkTime field, 130
DNInIntCalls field, 130
DNInIntCallsHoldTime, 131
DNInIntCallsTalkTime field, 131
DNIS field
DNIS view, 271
DNISStat views, 171
HistoricalStatCollection view, 277
DNIS Properties report, 543–545
DNIS statistics, 166–173, 699–702, 708–712
entity relationships, 383
DNIS Statistics report, 708–712
DNIS threshold classes, 273
DNIS view, 271–272
DNIS_PREFIX, 171, 271
DNISName field, 171
DNISs, 166
consolidated network statistics, 622–626
properties, 271–272
reports, configuration, 543–545
reports, network, 673–676
reports, statistics, 699–702, 708–712
DNISStat views, 166–173
DNISThresholdTemplate view, 273
DNOutCalls field, 131
DNOutCallsTalkTime field, 131
DNOutExtCalls field, 132
DNOutExtCallsHoldTime, 132
DNOutExtCallsTalkTime field, 132
DNOutIntCalls field, 132
DNOutIntCallsHoldTime, 133
DNOutIntCallsTalkTime field, 133
documents, related, 28
dRANMusicRouteStat view, 198–200
dRouteStat view, 201–204
dSkillsetStat view, 207–214
DSN, 18
DstApplication field, 187, 193
DstApplicationID field, 187, 193
DstSite field, 187, 193
DstSiteID field
NCCRanking view, 294
NetworkInCallStat views, 187
NetworkOutStat views, 194
Ranking view, 309
DstSiteName field, 294, 309
dTrunkStat view, 215–218
Duration field, 222

E

eAgentLoginStat view, 221–223
eCallbyCallStat views, 224–235
editing. *See* changing
eIVRPortLoginStat view, 236–237
empty agent name, 77
enabling network call-by-call statistics collection, 239
eNetCallByCallStat views, 238–246
entities, 374
entity relationship diagrams, 371–390
entity relationships
activity code statistics, 379
agent by application statistics, 380
agent by skillset statistics, 381
agent performance statistics, 382
application statistics, 382
CDN statistics, 383
DNIS statistics, 383

entity relationships (continued)
IVR port statistics, 383
IVR statistics, 384
network incoming call statistics, 384
network outgoing call statistics, 385
RAN/music routes statistics, 385
route statistics, 386
skillset statistics, 386
trunk statistics, 387
ERD, 371–390
ErrorCode field
NetworkRankingAssignment view, 301
ScheduledSkillsetAssignment view, 325
ScheduledSupervisorAssignment view, 329
SkillsetByAssignment view, 345
SupervisorByAssignment view, 359
Estimated Revenue By Agent report, 471–473
event statistics, 21, 219–246
when cumulated, 220
EventData field, 226, 240
EventType field, 222, 236
ExecuteAccess field, 250
ExecuteAgentAccess field, 251
ExecuteAllAgentAccess field, 251
expert reports
creating, 44–49, 54–55
skills needed to create, 27
external calls
incoming, 130
outgoing, 132

F

Fast Transfer key, 118
Field field
ApplicationThresholdTemplate view, 266
NetworkThresholdTemplate view, 306
RouteThresholdTemplate view, 323
SkillsetThresholdTemplate view, 288, 348
SummaryThresholdTemplate view, 350
field types, 81, 540
FieldID field
RouteThresholdTemplate view, 323
SkillsetThresholdTemplate view, 288, 348
SummaryThresholdTemplate view, 350
UserThresholdTemplate view, 368
FieldName field, 308
fields, selecting, 47–49
filter sets, 63–71
FilterStatus field, 304
FirstDayOfWeek field, 281
FlowControlStatus field, 304
force busy treatment
ApplicationStat views, 148, 157
DNISStat views, 169
force disconnect treatment
ApplicationStat views, 148, 157
DNISStat views, 169
force overflow treatment
ApplicationStat views, 148, 157
DNISStat views, 169
foreign keys, 375
Format field, 274, 311
Formula Editor dialog box, 61
Formula Properties report, 546–548
Formula property page, 60
Formula view, 274–275
FormulaID field, 275, 311
formulas
properties, 274–275
reports, 546–548
FreeSpace field, 206

G

Give Busy script command, 148, 169
Give Controlled Broadcast Announcement script command, 147
Give IVR script command, 149
Give Music script command, 149
Give Overflow script command, 148, 169
Give RAN script command, 150
GivenName field
AccessRights view, 251
Agent view, 256
Script view, 331
Supervisor view, 352
Grouping field, 333
GroupName field, 251

H

Historical and Real Time Statistics Properties report, 549–556
historical reports, 392
historical statistics, 20, 83–218
  collection properties, 276–283
  storage duration for, 21
  See also event statistics
historical statistics collection report, 549–556
HistoricalStatCollection view, 276–279
HistoricalStatDuration view, 280–281
HistoricalStatStorage view, 282–283
HoldTime field, 133
hook-flash transfer, 85
host lookup treatment, 148

I

iActivityCodeStat, 98–103
iAgentByApplicationStat view, 104–108
iAgentBySkillsetStat view, 110–115
iAgentPerformanceStat view, 116–140
iApplicationStat view, 141–161
ICAM DEFinition method, 373
ICCM_PREVIEW, 19
ICCM_PREVIEW_DSN, 54
iCDNStat view, 162–165
IDEF method, 373
IDEF1X, 373
identifying relationships, 377
IdleAgentsPriority field
  NCCNetworkSkillset view, 292
  Skillset view, 340
iDNISStat view, 166–173
iIVRPortStat view, 174–178
iIVRStat view, 179–183
Import a User-created Crystal Report dialog box, 57
importing user-created reports, 56–58
in service time, 208
inbound calls. *See* incoming calls
Incalls key, transfers and conferences to, 118
incoming calls, 129–131
  See also network incoming calls
incoming network calls. *See* network incoming calls
independent entities, 374
iNetworkInCallStat view, 184–190
iNetworkOutStat view, 191–197
Insert Fields property sheet, 59
instances, 374
Integration DEFinition 1 eXtended, 373
internal calls
  incoming, 130–131
  outgoing, 132–133
interrupted IVR sessions, 182
interval length, 74
interval views, 86
IntervalDuration field, 313
intervals, 77
IntervalStartTime field, 313
interval-to-date mode, 313, 549
inversion entries, 376
iRANMusicRouteStat view, 198–200
iRouteStat view, 201–204
iSkillsetStat view, 207–214
IsLocal field, 337
IsNetworked field, 340
ITDAgent field, 314
ITDApplication field, 314
ITDIVR field, 314
ITDNetworkCall field, 314
ITDNodalCall field, 314
ITDRoute field, 315
ITDSkillset field, 315
iTrunkStat view, 215–218
IVR ACD-DN threshold classes, 288–289
IVR ACD-DNs. *See* IVR queues
IVR field, 277
IVR Port First Login/Last Logout report, 604–605
IVR Port Properties report, 557–559
IVR port statistics, 174–178
  entity relationships, 383
  linkages, 177–178
  login and logout, 236–237
IVR Port Statistics report, 606–608
IVR ports
  login and logout statistics, 236–237
  properties, 284–285

IVR ports (continued)
reports, 557–559, 606–608
statistics, 174–178
IVR Queue And Port Properties report, 560–562
IVR Queue Statistics report, 609–611
IVR queues
properties, 286–287
reports, 560–562, 609–611
threshold classes, 288–289
IVR reports, 557–562, 603–611
IVR statistics, 179–183
entity relationships, 384
linkages, 183
IVR transferred, 158
IVR transfers, 85
IVR treatment, 149
IVR, calls not treated by, 160
IVRAbandoned field, 152, 181
IVRCompleted field, 182
IVRInterrupted field, 182
IVRPort field, 277
IVRPort view, 284–285
IVRPortID field
eIVRPortLoginStat view, 237
IVRPort view, 284
IVRPortStat views, 175
IVRPortLogin field, 278
IVRPortName field, 175
IVRPortStat views, 174–178
IVRQueue view, 286–287
IVRQueueID field
IVRPort view, 284
IVRPortStat views, 176
IVRQueue view, 286
IVRStat views, 182
IVRQueueName field, 176, 182
IVRStat views, 179–183
IVRTerminated field, 152
IVRThresholdTemplate view, 288–289
IVRTransferred field, 152, 171

J

joining tables, 78

K

keys. *See* linkages

L

Label field, 312
LastModified field, 331
Length field, 370
Level1 field
ApplicationThresholdTemplate view, 266
IVRThresholdTemplate view, 288
NetworkThresholdTemplate view, 306
RouteThresholdTemplate view, 323
SkillsetThresholdTemplate view, 348
SummaryThresholdTemplate view, 350
UserThresholdTemplate view, 368
Level2 field
ApplicationThresholdTemplate view, 266
IVRThresholdTemplate view, 288
NetworkThresholdTemplate view, 306
RouteThresholdTemplate view, 323
SkillsetThresholdTemplate view, 348
SummaryThresholdTemplate view, 350
UserThresholdTemplate view, 368
Line of Business codes. *See* activity codes
linkage keys. *See* linkages
linkages, 89
activity code statistics, 102–103
agent by application statistics, 108
agent by skillset statistics, 114–115
agent performance statistics, 140
application statistics, 160–161
IVR port statistics, 177–178
IVR statistics, 183
network incoming call statistics, 189–190
network outgoing call statistics, 197
route statistics, 204
skillset statistics, 214
trunk statistics, 218
linking database views, 89
linking views
AgentByApplicationStat view, 90
AgentPerformanceStat view, 90
examples, 89
proper join, 90

linking views (continued)
simple join, 91
LOB codes. *See* activity codes
LOB key, 98
logged-in agents, 563–566
LoggedInTime field, 134, 176
login, 432–434, 604–605
login ID, 46
login statistics
agent, 221–223
IVR port, 236–237
logout, 432–434, 604–605
logout statistics
agent, 221–223
IVR port, 236–237

M

mActivityCodeStat, 98–103
mAgentByApplicationStat view, 104–108
mAgentBySkillsetStat view, 110–115
mAgentPerformanceStat view, 116–140
mApplicationStat view, 141–161
Master database, 205
master script, pegging of calls handled by, 142
MaxAbandonedDelay field, 171, 187
MaxAbandonedDelayAtDest field, 188
MaxAnsweredDelay field
DNISStat views, 172
NetworkInCallStat views, 188
SkillsetStat views, 211
MaxAnsweredDelayatDest field, 188
MaxCallsAbandonedDelay field, 152, 194
MaxCallsAbandonedDelayAtDest field, 194
MaxCallsAnsDelay field, 153
MaxCallsAnsDelayAtSkillset field, 153
MaxCallsAnsweredDelay field, 194
MaxCallsAnsweredDelayAtDest field, 195
MaxNetOutCallsAbandonedDelay field, 153
MaxNetOutCallsAnsweredDelay field, 154
MaxSkillsetAbandon field, 211
mCDNStat view, 162–165
mDNISStat view, 166–173
measured value, 283
Meridian Mail, 174, 179
MinRefreshRate field, 315
MinShortCallDelay field, 341, 349
mIVRPortStat view, 174–178
mIVRStat view, 179–183
mNetworkInCallStat view, 184–190
mNetworkOutStat view, 191–197
modifying. *See* changing
monthly views, 87
MonthsOfMonthly field, 281
moving window mode, 313, 549
mRANMusicRouteStat view, 198–200
mRouteStat view, 201–204
Msg field, 270
mSkillsetStat view, 207–214
mTrunkStat view, 215–218
music route statistics, 198–200, 713–715
entity relationships, 385
music routes
reports, 713–715
statistics, 198–200
music treatment, 149
Music/RAN Route Statistics report, 713–715
MWAgent field, 315
MWApplication field, 315
MWIVR field, 316
MWNetworkCall field, 316
MWNodalCall field, 316
MWRoute field, 316
MWSkillset field, 316

N

NACD activity, 435–437
NACD calls, 96, 134, 135
NACD out
ApplicationStat views, 150, 158
DNISStat views, 170
NACD treatment, 149
NACDCallsAnswered field, 134
NACDCallsTalkTime field, 134
Name field
ActivityCode view, 254
Application view, 261
ApplicationThresholdTemplate view, 266
CDN view, 268
DNIS view, 271
DNISThresholdTemplate view, 273

Name field (continued)
Formula view, 275
IVRPort view, 284
IVRQueue view, 286
IVRThresholdTemplate view, 289
NCCRemoteApplication view, 296
NCCSite view, 298
NetworkThresholdTemplate view, 306
RealTimeTemplate view, 317
RemoteApplication view, 319
Route view, 321
RouteThresholdTemplate view, 324
Script view, 331
ScriptVariableProperties view, 333
Site view, 338
SkillsetThresholdTemplate view, 349
SummaryThresholdTemplate view, 351
SwitchPort view, 361
UserThresholdTemplate view, 368
Views view, 370
NCC reports, 613–660
NCCConfig view, 290
NCCNetworkSkillset view, 291–293
NCCRanking view, 294–295
NCCRemoteApplication view, 296–297
NCCSite field, 300
NCCSite view, 298–299
NetCallAnswered field, 211
NetOutCalls field, 154
NetOutCallsAbandoned field, 154
NetOutCallsAbandonedDelay field, 154
NetOutCallsAnswered field, 155
NetOutCallsAnsweredDelay field, 155
NetOutCallsReachNonISDN field, 155
network activity, 435–437
Network Application Performance report, 669–672
Network Call By Call Statistics report, 615–617
network call-by-call statistics, 238–246, 615–617
enabling collection of, 239
network communication parameters, 363–364
Network Consolidated Application Performance report, 618–621
Network Consolidated DNIS Statistics, 622–626
Network Consolidated Incoming Calls, 627–630
Network Consolidated Outgoing Calls, 631–633
Network Consolidated Route Performance, 634–636
Network Consolidated Skillset Performance, 638–641
Network DNIS Statistics report, 673–676
network incoming call statistics, 184–190, 677–680
entity relationships, 384
linkages, 189–190
network incoming calls
answered calls, 211
application statistics, 134–135, 135
not answered, 139
reports, 627–630, 663–666, 677–680
statistics, 184–190
Network Incoming Calls report, 677–680
network out time, 159
network outgoing call blocked statistics, 201
network outgoing call statistics, 191–197, 681–683
entity relationships, 385
linkages, 197
network outgoing calls
application statistics, 153–155
delays, 153–154
DNIS statistics, 170
reports, 631–633, 666–669, 681–683
statistics, 191–197
Network Outgoing Calls report, 681–683
network reports, 567–574, 661–690
Network Route Performance report, 684–686
Network Site and Application Properties report, 567–570, 642–644
Network Skillset Performance report, 687–690
Network Skillset Properties report, 571–574
Network Skillset Routing Properties, 645–647
network skillsets
properties, 291–293, 645–647
reports, 571–574, 645–647, 687–690
status, 304–305
Network Table Routing Assignments report, 648–650
Network_Script application, 187, 193
NetworkCall field, 278
NetworkCallsAnswered field, 134
NetworkCallsTalkTime field, 135

NetworkConfig view, 300
NetworkInCallStat views, 184–190
NetworkOutCall field, 278
NetworkOutStat views, 191–197
NetworkRankingAssignment view, 301–303
NetworkSkillset field
  NCCNetworkSkillset view, 292
  NetworkSkillsetStatus view, 305
NetworkSkillsetComment field, 341
NetworkSkillsetID field
  NCCNetworkSkillset view, 292
  NCCRanking view, 294
  NetworkRankingAssignment view, 302
  NetworkSkillsetStatus view, 305
  Ranking view, 309
  Skillset view, 341
NetworkSkillsetName field
  NCCRanking view, 294
  NetworkRankingAssignment view, 302
  Ranking view, 309
  Skillset view, 341
NetworkSkillsetStatus view, 304–305
NetworkThresholdTemplate view, 306–307
NICSETS.exe, 68
NightServiceType field, 341
Nodal Consolidated Application Delay Before Abandon report, 651–653
Nodal Consolidated Application Delay Before Answer, 654–656
Nodal Consolidated Application Performance, 657–660
nodal threshold class, 350–351
NodeID field, 226
nonidentifying relationships, 378
non-ISDN trunks
  ApplicationStat views, 142, 155, 159
  CDNStat views, 162
  DNISStat views, 170
non-primary key attributes, 375
Not Ready Reason Code By Agent report, 402–404
NotReadyTime field
  Agent Performance views, 135
  IVRPortStat views, 176
NROSDN field, 256, 365
NumBestNodes field, 290
NumRetries field, 363

O

ObjectKey field, 251
ObjectName field, 251
OccupancyTime field, 217
Occurrences field, 101
ODBC, 18
ODBC_ICCM_PREVIEW_DSN, 46
ODBC-compliant applications, 32
  creating reports in, 54–55
offered calls
  abandoned, 139
  agent performance statistics, 124
  application statistics, 151
  CDN statistics, 163
  DNIS statistics, 170
  IVR statistics, 181
  network incoming call statistics, 187
  network outgoing call statistics, 193
  skillset statistics, 210
  trunk statistics, 216
outbound calls. *See* outgoing calls
outgoing calls, 131–133
  See also network outgoing calls
outgoing network calls. *See* network outgoing calls
OutOfServiceTimer field, 299, 338
overflow treatment
  ApplicationStat views, 148, 157
  DNISStat views, 169
Owner field, 332

P

Parameter field, 282
parent scripts, 263
ParentComment field, 264
ParentName field, 264
ParentStatus field, 264
ParentUserFirstName field, 264
ParentUserLastName field, 265
password, 46
PCLoginName field, 252, 352

pegging thresholds, 142
PersonalDN field, 256, 353
phoneset displays
  properties, 308
  reports, 596–598
PhonesetDisplay view, 308
phonesets, properties of, 361–362
PortAddress field, 361
position ID, 563–566
PositionID field, 222, 361
post-call processing time, 123, 367
PostCallProcessingTime field
  AgentByApplicationStat views, 106
  AgentBySkillsetStat views, 112
presented calls. *See* offered calls
primary keys, 375
  attributes of, 375
primary script, pegging of calls handled by, 142
Priority field
  ScheduledSkillsetAssignment view, 326
  SkillsetByAgent view, 343
  SkillsetByAssignment view, 346
proper join, linking views, 90
properties
  activity code, 254, 508–510
  agent, 255–260, 514–519
  agent to skillset assignment, 325–327, 345–347
  agent to supervisor assignment, 328–330, 358–360
  application, 261–262, 567–570, 642–644
  call presentation class, 365–367
  CDN, 268–269, 536–538
  DNIS, 271–272, 543–545
  formula, 274–275, 546–548
  historical statistics collection, 276–283, 549–556
  IVR port, 284–285, 557–559
  IVR queue, 286–287, 560–562
  network skillset, 291–293, 571–574
  phoneset, 361–362
  phoneset display, 308, 596–598
  real-time display definition, 311–312, 317–318, 575–577
  real-time statistics collection, 313–316, 549–556
  route, 321–324, 578–580
  script, 331–332
  script variable, 333–336
  site, 337–338, 567–570, 642–644
  skillset, 339–342, 587–591
  supervisor, 352–355, 592–595
  table routing assignment, 648–650
pulled back calls, 180–181
Purchased field, 282

Q

Queue To NACD script command, 149

R

RAN route statistics, 198–200, 713–715
  entity relationships, 385
RAN routes
  reports, 713–715
  statistics, 198–200
RAN treatment, 150
Rank field
  NCCRanking view, 295
  NetworkRankingAssignment view, 302
  Ranking view, 310
Ranking view, 309–310
RankingAssignID field, 302
RANMusicRoute field, 278
raw data, 393
ReadAccess field, 252
ReadAgentAccess field, 252
ReadAllAgentAccess field, 252
Real Time Template Properties report, 575–577
real-time display definitions
  properties, 311–312, 317–318
  reports, 575–577
real-time statistics collection
  properties, 313–316
  reports, 549–556
RealTimeColumn view, 311–312
RealTimeStatCollection view, 313–316
RealTimeTemplate view, 317–318
RefreshRate field, 317
related documents, 28

relationships
between entities, 377
between scripts, 263–265
RelativeGMT field, 299, 338
Release 4.2, 22–24
remote applications, 296–297, 319–320
RemoteApplication view, 319–320
RemoteApplicationID field
NCCRemoteApplication view, 296
RemoteApplication view, 319
removing. *See* deleting
Report Gallery window, 45
report_interval formula, 59
report_title formula, 59
report_user formula, 59
reporting supervisors, 117
*See also*supervisors
reports
activity code, 395–404, 476–478
agent, 405–473, 563–566
application, 475–502, 533–535, 727–730
call-by-call, 615–617
call-by-call statistics, 504–506
CDN, 692–698
DNIS, 699–702, 708–712
IVR, 557–562, 603–611
music and RAN route, 713–715
NCC, 613–660
network, 567–574, 661–690
network application, 651–660, 669–672
network DNIS, 673–676
network route, 634–636, 684–686
phoneset display, 596–598
resource, 691–721
route, 578–580, 702–705, 716–718
Route Performance, 716–718
scripts, 581–586
skillset, 587–591, 723–734
standard, 16, 391–734
trunk, 705–708, 719–721
types, 16
ReportSets, 67
ReservedForCall field, 135
ReservedTime field, 135
resource reports, 691–721
CDN, 692–698
DNIS, 699–702, 708–712
network DNIS, 673–676
network route, 684–686
phoneset display, 596–598
route, 578–580, 702–705, 716–718
trunk, 705–708
RetryTimer field, 363
returned to queue, 76, 124, 125
ReturnedToQ field, 76
ReturnedToQDueToTimeout field, 76
ReturnToQueueMode field, 256, 366
ReturnToQueueOnNoAnswer field, 256, 366
ReturnToQueueWaitInterval field, 257, 366
RingTime field, 136
role names, 376
round robin routing table, 291
Route Call script command, 150, 169
route call treatment, 150, 159, 169
Route field, 217, 278
Route Performance report, 716–718
Route Properties report, 578–580
route statistics, 201–204
entity relationships, 386
linkages, 204
See also music route statistics, RAN route statistics
route threshold classes, 323–324
Route view, 321–322
RouteAccess field, 198
RouteAccessTime field, 198
RouteID field
RANMusicRouteStat views, 199
Route view, 321
RouteStat views, 202
TrunkStat views, 217
RouteName field, 199, 203
routes
properties, 321–324
reports, configuration, 578–580
reports, network, 634–636, 684–686
reports, statistic, 702–705, 716–718
statistics, 201–204, 634–636
threshold classes, 323–324
See also music routes, RAN routes

RouteStat views, 201–204
RouteThresholdTemplate view, 323–324
routing tables
  description, 291
  properties, 294–295, 309–310
  reports, 645–647
Row field, 308
RptSets.mdb, 67

S

ScaleFrom field, 312
ScaleTo field, 312
SCCSDBSpace views, 205
ScheduledSkillsetAssignment view, 325–327
ScheduledSupervisorAssignment view, 328–330
Script field, 335
Script Variable By Script report, 581–583
Script Variable Properties report, 584–586
script variables
  properties of, 333–336
  reports, 581–586
Script view, 331–332
ScriptID field, 332
scripts
  properties, 331–332
  relationships between, 263–265
  reports, 581–586
ScriptStatus field, 335
ScriptType field, 335
ScriptVariableProperties view, 333–334
ScriptVariables view, 335–336
secondary script, pegging of calls handled by, 142
SecondaryDN field, 362
selecting views and fields, 47–49
Send Request script command, 148
sequential routing table, 291
server
  defining connection to, 35–43
service level, 76
service level threshold, 76
ServiceLevelThreshold field
  Application view, 261
  ApplicationThresholdTemplate view, 267
  DNIS view, 271
  DNISThresholdTemplate view, 273
  IVRQueue view, 286
  IVRThresholdTemplate view, 289
  NCCRemoteApplication view, 297
  NetworkThresholdTemplate view, 306
  RemoteApplication view, 320
  Skillset view, 342
  SkillsetThresholdTemplate view, 349
Set Alias dialog box, 50
Set Location dialog box, 52
ShortCallsAnswered field, 112, 136
signed integers, 33
simple join, linking views, 91
Site field
  ActivityCodeStat views, 101
  AgentByApplicationStat views, 107
  AgentBySkillset Stat views, 112
  AgentPerformance views, 136
  ApplicationStat views, 156
  CDNStat views, 165
  DNISStat views, 172
  eAgentLoginStat view, 223
  eCallByCallStat view, 226
  eIVRPortLoginStat view, 237
  eNetCallByCallStat views, 241
  IVRPortStat views, 176
  IVRStat views, 182
  RANMusicRouteStat views, 199
  RemoteApplication view, 320
  RouteStat views, 203
  SkillsetStat views, 212
  TrunkStat views, 217
Site view, 337–338
site_id formula, 59
SiteID field
  ActivityCodeStat views, 101
  AgentByApplicationStat views, 107
  AgentBySkillset Stat views, 112
  AgentPerformance views, 136
  ApplicationStat views, 156
  CDNStat views, 165
  DNISStat views, 172
  eAgentLoginStat view, 223
  eCallbyCallStat views, 226
  eIVRPortLoginStat view, 237
  IVRPortStat views, 176

SiteID field (continued)
IVRStat views, 183
NCCRemoteApplication view, 297
NCCSite view, 299
RANMusicRouteStat views, 199
RemoteApplication view, 320
RouteStat fields, 203
Site view, 338
SkillsetStat views, 212
TargetSwitchComm view, 364
TrunkStat views, 217
SiteName field
NCCRemoteApplication view, 297
NetworkSkillsetStatus view, 305
TargetSwitchComm view, 364
sites, 298–299
properties, 337–338
reports, 567–570, 642–644
See also destination sites, source sites
size of database, 205
skills required, 26–27
skillset assignments, 520–522, 523–526
Skillset By Application report, 727–730
Skillset field
AgentBySkillset views, 113
HistoricalStatCollection view, 279
Skillset view, 342
SkillsetStat views, 212
Skillset Performance report, 731–734
Skillset Properties report, 587–591
skillset statistics, 207–214, 723–734
by agent, 110–115
entity relationships, 386
linkages, 214
Skillset view, 339–342
SkillsetAbandon field, 212
SkillsetAbandonAftThreshold field, 213
SkillsetAbandonDelay field, 212
SkillsetByAgent field, 279
SkillsetByAgent view, 343–344
SkillsetByAssignment view, 345–347
SkillsetID field
AgentBySkillset Stat views, 113
ScheduledSkillsetAssignment view, 326
Skillset view, 342
SkillsetByAgent view, 343
SkillsetByAssignment view, 346
SkillsetStat views, 213
SkillsetName field
ScheduledSkillsetAssignment view, 326
SkillsetByAssignment view, 346
skillsets
agents assigned to, 343–344
assignments, 345–347
consolidated network statistics, 638–641
delays at, 146, 153
in service, 208
network performance reports, 687–690
properties, 339–342
reports, configuration, 587–591
reports, statistic, 419–422, 723–734
statistics by agent, 110–115
threshold classes, 348–349
See also network skillsets
SkillsetStat views, 207–214
SkillsetState field
HistoricalStatCollection view, 279
ScheduledSkillsetAssignment view, 326
SkillsetByAgent view, 343
SkillsetByAssignment view, 346
SkillsetThresholdTemplate view, 348–349
source application, 188, 195
Source field, 227, 241
source sites
NCCRanking view, 295
network incoming call statistics, 189
network outgoing call statistics, 195
NetworkRankingAssignment view, 302–303
Ranking view, 310
SourceSiteID field
eNetCallByCallStat views, 241
NetworkOutStat views, 195
Specify full path and report name box, 57
SQL Tables box, 52
SQL-compliant applications, 32
creating reports in, 54–55
SrcApplication field, 188, 195
SrcApplicationID field, 188, 195
SrcSite field, 189, 195
SrcSiteID field
NCCRanking view, 295
networkCallStat views, 189

SrcSiteID field (continued)
NetworkRankingAssignment view, 302
Ranking view, 310
SrcSiteName field
NCCRanking view, 295
NetworkRankingAssignment view, 303
Ranking view, 310
StaleDataRatio field, 290
standard reports, 16, 391–734
skills needed to use, 26
starting the filter sets application, 68
state timers, agent, 116
statistics
agent by application, 104–108
agent by skillset, 110–115
agent login and logout, 221–223
agent performance, 116–140
application, 141–161
call-by-call, 224–235
CDN, 162–165
consolidated network application, 618–621
consolidated network DNIS, 622–626
consolidated network route, 634–636
consolidated network skillset, 638–641
DNIS, 166–173
IVR, 179–183
IVR port, 174–178, 606–608
IVR port login and logout, 236–237
IVR queue, 609–611
music route, 198–200
network application performance, 669–672
network call-by-call, 615–617
network DNIS, 673–676
network incoming call, 184–190, 627–630, 663–666, 677–680
network outgoing call, 191–197, 631–633, 666–669, 681–683
network skillset, 687–690
nodal consolidated application, 657–660
RAN route, 198–200
route, 201–204, 684–686
skillset, 207–214, 723–734
trunk, 215–218
when cumulated, 87
Status field
CDN view, 268
IVRPort view, 285
IVRQueue view, 287
NetworkRankingAssignment view, 303
Route view, 321
ScheduledSkillsetAssignment view, 326
ScheduledSupervisorAssignment view, 329
Script view, 332
ScriptVariableProperties view, 334
SkillsetByAssignment view, 346
SupervisorByAssignment view, 359
SwitchPort view, 362
status, network skillset, 304–305
storage duration, 21
summarized historical statistics. *See* historical statistics
SummaryThresholdTemplate view, 350–351
supervisor assignments, 511–513, 527–529
Supervisor Properties report, 592–595
Supervisor view, 352–355
supervisor, agent performance by, 445–450
SupervisorAgentAssignment view, 356–357
SupervisorByAssignment view, 358–360
SupervisorGivenName field
AgentPerformanceStat views, 136
ScheduledSupervisorAssignment view, 329
SupervisorAgentAssignment view, 357
SupervisorByAssignment view, 359
SupervisorID field
ScheduledSupervisorAssignment view, 330
SupervisorByAssignment view, 360
SupervisorLogin field, 137
supervisors, 117
assigned agents, 356–357
properties, 352–355
reports, 592–595
See also reporting supervisors
SupervisorSurName field
AgentPerformanceStat views, 137
ScheduledSupervisorAssignment view, 330
SupervisorAgentAssignment view, 357
SupervisorByAssignment view, 360
SupervisorTelsetLoginID field, 357

SupervisorUserID field
AgentPerformanceStat views, 137
SupervisorAgentAssignment view, 357
SurName field
AccessRights view, 252
Agent view, 257
Script view, 332
Supervisor view, 353
SwitchID field
Agent view, 257
IVRPort view, 285
Supervisor view, 353
SwitchPort view, 362
SwitchPort view, 361–362
SwitchPortAddress field
Agent view, 257
IVRPort view, 285
Supervisor view, 353
SwitchPortName field
Agent view, 257
IVRPort view, 285
Supervisor view, 353
Sybase Open Client, 19
Sybase Server, 19
Symposium Call Center Server calls, 94
Symposium Call Center Server database, 18–21
synchronizing times, 238
System field, 283
System_Application, 208, 213

T

table routing assignments, 301–303
reports, 648–650
talk time, 107, 113
ACD calls, 120
DN calls, 129, 130, 131, 132, 133
DNIS statistics, 172
IVR port statistics, 177
NACD calls, 134
network calls, 135
TalkTime field
AgentByApplicationStat views, 107
AgentBySkillset views, 113
AgentPerformanceStat views, 137
DNISStat views, 172
IVRPortStat views, 177
TargetSwitchComm view, 363–364
Telephone Display Properties report, 596–598
TelsetLoginID field
Agent view, 258
eCallbyCallStat views, 227
eNetCallByCallStat views, 241
Supervisor view, 354
TelsetShowReserve field, 258, 366
Template field, 366
TemplateID field
Agent view, 258
Application view, 262
ApplicationThresholdTemplate view, 267
DNISThresholdTemplate view, 272, 273
IVRQueue view, 287
IVRThresholdTemplate view, 289
NetworkThresholdTemplate view, 307
RealTimeColumn view, 312, 317
Route view, 322, 342
RouteThresholdTemplate view, 324
Site view, 338
SkillsetThresholdTemplate view, 349
SummaryThresholdTemplate view, 351
Supervisor view, 354
UserTemplate view, 366
TemplateName field, 258, 338, 354
terminated calls, 164
third-party IVR application, 174, 179
threshold class properties, 533–535
threshold classes
agent, 262, 368–369
application, 142, 266–267
DNIS, 273
IVR queue, 288–289
nodal, 350–351
route, 323–324
skillset, 348–349
ThresholdTemplateID field
Agent view, 258
Supervisor view, 354
UserThresholdTemplate view, 369
ThresholdTemplateName field, 259, 354
Time field
ActivityCodeStat views, 101
AgentByApplicationStat views, 107

Time field (continued)
AgentBySkillset views, 113
AgentPerformanceStat views, 137
ApplicationStat views, 156
CDNStat views, 165
DNISStat views, 173
eAgentLoginStat view, 223
eCallbyCallStat views, 227
eIVRPortLoginStat view, 237
eNetCallByCallStat views, 241
IVRPortStat views, 177
IVRStat views, 183
NetworkInCallStat views, 189
NetworkOutStat views, 196
RANMusicRouteStat views, 199
RouteStat fields, 203
SkillsetStat views, 213
TrunkStat views, 218
time synchronization, 238
time zone conversion, 238, 614
Time Zone Relative to GMT field, 238
TimeBeforeDefault field, 156
TimeBeforeForceBusy field, 157
TimeBeforeForceDisconnect field, 157
TimeBeforeForceOverflow field, 157
TimeBeforeInterflow field, 158
TimeBeforeIVRTransferred field, 158
TimeBeforeNACDOut field, 158
TimeBeforeNetOut field, 159
TimeBeforeReachNonISDN field, 159
TimeBeforeRouteTo field, 159
timers, agent state, 116
Timestamp field
ActivityCodeStat views, 102
AgentByApplicationStat views, 108
AgentBySkillset views, 114
AgentPerformanceStat views, 138
ApplicationStat views, 160
CDNStat views, 165
DNISStat views, 173
eAgentLoginStat view, 223
eCallbyCallStat views, 227
eIVRPortLoginStat view, 237
eNetCallByCallStat views, 242
IVRPortStat views, 177
IVRStat views, 183
NetworkInCallStat views, 189
NetworkOutStat views, 196
RANMusicRouteStat views, 200
RouteStat views, 203
SkillsetStat views, 213
TrunkStat views, 218
Title field, 259, 354
TotalCallsAbandonedDelay field, 196
TotalCallsAnsweredDelay field, 196
TotalStaffedTime field, 114, 213
transferred calls, 118
ACD calls, 121–122
application statistics, 151
CDN calls, 126–127
consultation time, 127
DN calls, 128–129
IVR, 152, 158, 171
IVR port statistics, 175
IVR statistics, 181
reports, 464–470
treatments, 482–487
ApplicationStat views, 147–150, 156–159
DNISStat views, 168–169
Trunk field, 279
Trunk Performance report, 719–721
trunk reports, 705–708, 719–721
trunk statistics, 215–218
entity relationships, 387
linkages, 218
TrunkID field, 218
trunks, non-ISDN
ApplicationStat views, 142, 155, 159
CDNStat views, 162
DNISStat views, 170
TrunkStat views, 215–218
two-stage transfer, 85
Type field, 334
CDN view, 269
ScheduledSupervisorAssignment view, 330
Script view, 332
SupervisorAgentAssignment view, 357
SupervisorByAssignment view, 360
SwitchPort view, 362
Views view, 370

U

UnionBreakTimer field, 259, 367
untreated calls, 180–181
UpdateRate field, 290
updating. *See* changing
upgrading user-created reports for Release 4.2, 23–24
UseBestNode field
  NCCNetworkSkillset view, 292
  Skillset view, 342
UsedSpace field, 206
User Access Privilege report, 599–601
user-created reports, 16
  creating, 54–55
  creating in Crystal Reports, 44–49
  importing, 56–58
  upgrading to Release 4.2, 23–24
user-defined reports, 16
UserGivenName field, 327, 347
UserID field
  ActivityCodeStat views, 102
  Agent view, 259
  AgentByApplicationStat views, 108
  AgentBySkillset views, 114
  AgentPerformanceStat views, 138
  eAgentLoginStat view, 223
  ScheduledSkillsetAssignment view, 327
  SkillsetByAgent view, 344
  SkillsetByAssignment view, 347
  Supervisor view, 355
UseRoundRobin field
  NCCNetworkSkillset view, 292
  Skillset view, 342
UserSurName field, 327, 347
UserTelsetLogin field, 327
UserTelsetLoginID field, 347
UserTemplate view, 365–367
UserThresholdTemplate view, 368–369

V

Variable field, 336
variables. *See* script variables
VariableStatus field, 336
VariableType field, 336
VariableWrap field, 259, 367
VariableWrapTime field, 138
ViewMode field, 318
Views view, 370
views. *See* database views
voice port. *See* IVR port

W

wActivityCodeStat, 98–103
wAgentByApplicationStat view, 104–108
wAgentBySkillsetStat view, 110–115
wAgentPerformanceStat view, 116–140
WaitingTime field, 138, 177
WalkawayTime field, 139
wApplicationStat view, 141–161
wCDNStat view, 162–165
wDNISStat view, 166–173
weekly views, 87
WeeksOfWeekly field, 281
Width field, 308
wIVRPortStat view, 174–178
wIVRStat view, 179–183
wNetworkInCallStat view, 184–190
wNetworkOutStat view, 191–197
wRANMusicRouteStat view, 198–200
WriteAccess field, 252
WriteAgentAccess field, 253
WriteAllAgentAccess field, 253
wRouteStat view, 201–204
wSkillsetStat view, 207–214
wTrunkStat view, 215–218

Reader Response Form

Nortel Networks Symposium Call Center Server
Product release 4.2
Historical Reporting and Data Dictionary

Tell us about yourself:

Name: _____

Company: _____

Address: _____

_____

Occupation: _____ **Phone:** _____

1. What is your level of experience with this product?

   ☐ New user ☐ Intermediate ☐ Experienced ☐ Programmer

2. How do you use this book?

   ☐ Learning ☐ Procedural ☐ Reference ☐ Problem solving

3. Did this book meet your needs?

   ☐ Yes ☐ No

   If you answered No to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   _____

   _____

   _____

5. What information (if any) was missing from this book?

   _____

   _____

   _____

6. How could we improve this book?

   _____

   _____

   _____

Please return your comments by fax to 353-91-756050, or mail your comments to
Nortel Networks, Mervue Business Park, Galway, Ireland.

NORTEL NETWORKS™

Reader Response Form

Reader Response Form

Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary

Nortel Networks
Mervue Business Park
Galway, Ireland

Copyright © 2002 Nortel Networks, All Rights Reserved

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

The process of transmitting data and call messaging between the Meridian 1 and Symposium Call Center Server is proprietary to Nortel Networks. Any other use of the data and the transmission process is a violation of the user license unless specifically authorized in writing by Nortel Networks prior to such use. Violations of the license by alternative usage of any portion of this process or the related hardware constitutes grounds for an immediate termination of the license and Nortel Networks reserves the right to seek all allowable remedies for such breach.

Product release:	4.2
Document release:	Standard 1.0
Date:	December 2002
NTP:	297-2183-550

NORTEL NETWORKS™