Flexible Intervals | E-mail and Fax Support | Time Synchronization | Walkaway Code Treatment

Networking | Increased Capacities | Locating an Agent or Position | Walkaway By Agent | Multiple DN Keys | Enhanced Walkaway

Call Center Management Information System

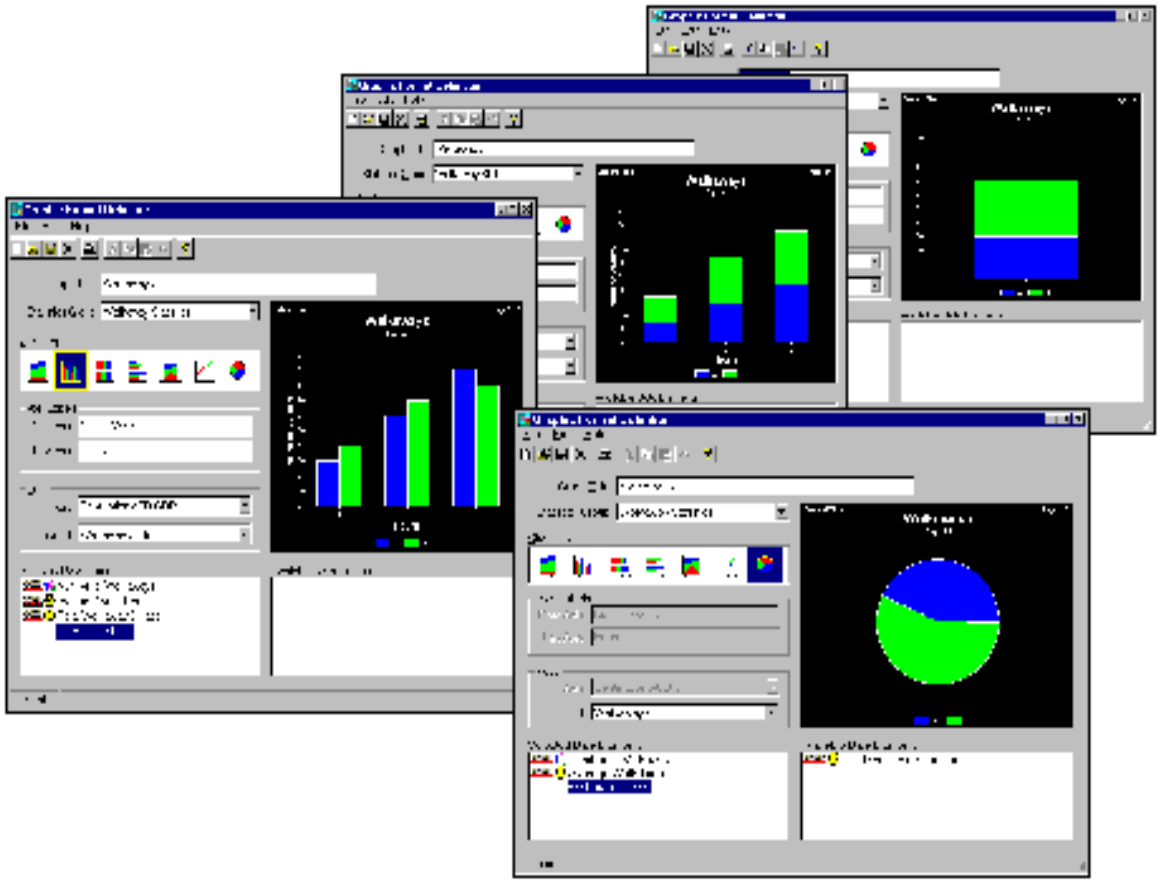
Release 4.x

CC MIS Supervisor's Guide

Standard

297-2671-340.04.02_CD

Applicable to Release 4.0, 4.1 and 4.1.1



Special CD-ROM Version

NORTEL
NORTHERN TELECOM

Supervisor's Interface User's Guide

Release 4

Special CD-ROM Version

CC MIS Supervisor's User Guide

Applicable to Supervisor's Interface

CC MIS Releases 4.0, 4.1, and 4.1.1

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This product is intended for deployment in a light industrial, non-domestic environment and complies with the relevant EMC standards, EN55022 (class A) and EN50082-1. Since this is class A equipment, in a domestic environment this equipment may cause radio interference in which case the user may be required to take adequate measures.

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About this Guide

This is the Supervisor's User Guide for Call Center Management Information System (CC MIS), NTP 297-2671-340. This guide should be used in conjunction with other NTPs issued in support of CC MIS. The distribution of this guide is limited to the CC MIS CD-ROM. This guide is not available in hardcopy format, nor is it distributed as part of an NTP set.

Scope

This guide is intended to be used by supervisors running the CC MIS product. It provides the basic steps and information needed to gain quick access to all of the major functions available to a supervisor terminal.

This guide contains information needed by a supervisor using a CC MIS linked to an MSL-100 (Meridian 1 Options 111-211) switch or a DMS-100 or DMS 500 switch supporting the 32 or 35 MIS ACD data stream and ACD-MIS Interface Specification, Version 6 or 9.

Note: The switch supporting CC MIS, either the MSL-100 or the DMS-100, is called a DMS-ACD throughout this book.

References

The following Northern Telecom documents contain additional information to supplement this document:

For more information on ACD, refer to the following Northern Telecom Publications (NTP):

- ACD Product Guide (NTP 297-2041-010)
- ACD Server Product Guide (NTP 297-2041-011)
- ACD Planning and Engineering Guide (NTP 297-2041-101)
- ACD Planning and Engineering Guide - Canada (NTP 297-2041-104)
- ACD Administration Guide (NTP 297-2041-301)
- ACD Translations (NTP 297-2041-350)
- ACD Maintenance Guide (NTP 297-2041-500)
- ACD Trouble Locating and Clearing Procedures (NTP 297-2041-503)
- M5212 ACD Set General Description (NTP 297-2041-900)

- ACD End-User Load Management (NTP 297-2041-901)
- Network ACD General Description (up to BCS 34) (NTP 555-8101-100)

For more information on CC MIS, refer to the following NTPs:

Maintenance (Host) NTPs:

- Call Center MIS System Description (NTP 297-2671-150)
- Call Center MIS Release Notes (NTP 297-2671-211)
- Call Center MIS Maintenance and Administration Guide (NTP 297-2671-545)

Supervisor Interface NTPs:

- Call Center MIS Getting Started (Quick Start) Guide (NTP 297-2671-175)
- Call Center MIS Getting Started Guide (NTP 297-2671-175)

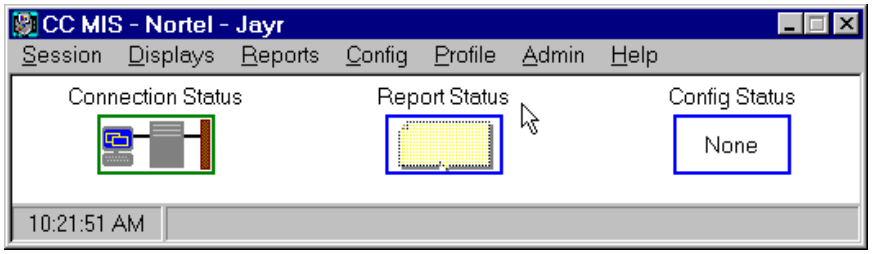
CC MIS Release 4 features

The following features are available in Release 4.

How to use this guide

This guide provides procedures to supervisors using the Windows interface. This guide follows the layout of the CC MIS Main window, with the first chapter on the Sessions, then next on Displays, and so on. Supervisor's new to the CC MIS system should refer to the CC MIS Getting Started Guide, NTP 297-2671-175.

CC MIS Main window



Screen captures used in this guide

The sample screens used in this guide were captured from the CC MIS product running in Windows 95. Data in the fields is provided as examples. The actual data displayed in your screens is dependent on the setup and datafill for your CC MIS system.

New Features in Release 4

The following features are present in the Supervisor Interface for CC MIS Release 4:

- ***Networked CC MIS Real-Time Statistics -*** Changes to load management and real-time statistics and screens to allow for the consolidated viewing of data from all partitions in a CC MIS network. This enhancement also allows network supervisors to perform the same load management functions as local supervisors. The Configuration Control screens display a Node field and the Insert windows allow for selection of a node, then the insertion of groups on that node. This network enhancement is available to supervisors who are logged into a Network Access Partition (NAP).
- ***Networked CC MIS Historical Statistics -*** Reporting capability has been enhanced to allow the generation of reports that contain data from multiple CC MIS nodes. This network enhancement is available to supervisors who are logged into a Network Access Partition (NAP).
- ***Windows completion -*** All remaining emulation mode windows have been converted to a true Windows interface.
- ***Increased Capacities -*** The following capacities have been increased: ACD groups to 512, Supplementary DNs to 8704, Number of Agents to 5000, and number of agent IDs to 9999. Note that capacities available on your system are dependent on your installed CC MIS system.
- ***Agent location by Login ID -*** Provides a Find command in the agent status display to locate an agent or position in the display.
- ***Walkaway Code Treatment*** - A new field was added to the Walkaway Code Definition window that allows you to specify if a walkaway code is to be pegged and reported as not ready or walkaway time.
- ***Multiple DN key support -*** CC MIS now correctly reports on positions with up to 2 simultaneous secondary DN calls active.
- ***Additional Shift and 24 hr statistics*** - Several new Shift and 24 hr statistics were added to the CC MIS product. The following new statistics are for both Shift and 24hr:

  - MAX TOF DELAY

  - MAX ANS DELAY

  - MAX ABD DELAY

  - TOT TOF DELAY
- ***Enhanced Wallboard support -*** The wallboard interface has been enhanced to support multi-line messages, multi-color characters, and visual and audible alarms. These enhancements can be used on the new Spectrum Wallboards. Three wallboard models supported in Release 4 are: Nortel (Spectrum), Daktronics, and generic.
- ***Walkaway Statistics by agent*** - The walkaway statistic has been enhanced to allow storage of walkaway statistics by agent or by ACD group. This enhancement also affects Walkaway reporting by allowing you to specify an agent or agent(s) to be included in the Walkaway report.

- ***Report Services*** - The Reporting feature in CC MIS has been enhanced to allow tabular reports to be sent to electronic mail addresses, or faxed. These enhanced options are in addition to printing to a file, or directing the report to a printer. (Note: The e-mail and fax capabilities require Microsoft Exchange™.) A Report Status Logs window was added to allow you to view the status of all requested reports.
- ***Printing of Graphic Reports*** - Graphic reports can only be printed to PC-attached printers.
- ***Configurable Intervals*** - Flexible intervals can be defined in the Maintenance Interface in intervals of 5, 10, 15, 30, and 60 minutes or turned off (set to zero). Interval settings can be viewed in the Supervisor Interface from the Reports menu on the Report Parameters window.
- ***Color Customization*** - On systems that support more than 256 colors, the Color Maps in the Color Selection dialogs for both printers and displays will allow customization of the colors. The Color dialog is accessed by clicking on the Customize button that will be displayed on the Color Selection window.

The following interface has been removed in Release 4:

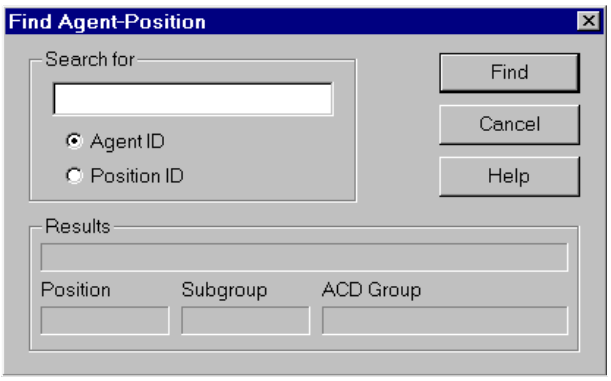
- ***Text Interface*** - The Text interface is no longer supported.

Summary of New Features

Below are some key features found in the Supervisor's Interface in CC MIS Release 4.

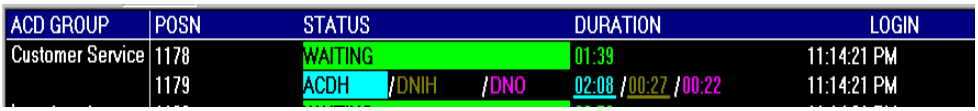
Locating an Agent or Position

In Release 4, you can locate and agent or position using the View / Find command on from the Agent Status window. The Find Agent-Position dialog is shown below.



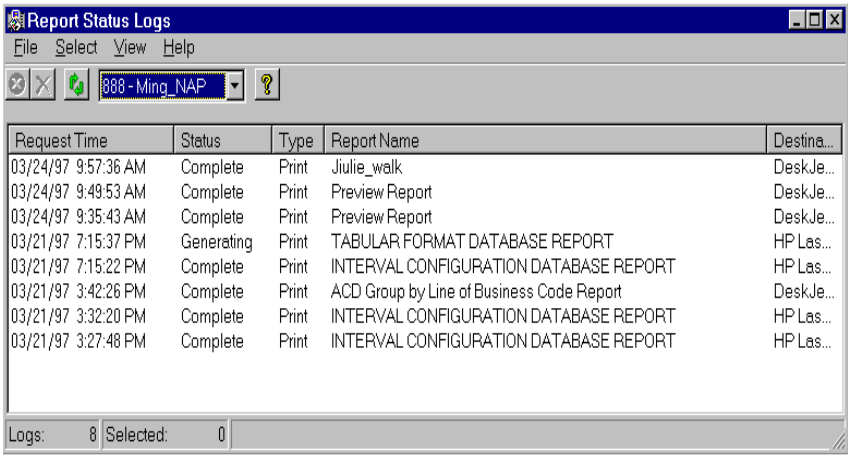
Tracking of Dual DN keys

In Release 4, you can view the status of two DN keys. This option is activated using the Preferences/Dual DN Status option. When activated, a second timer for the second DN is displayed.



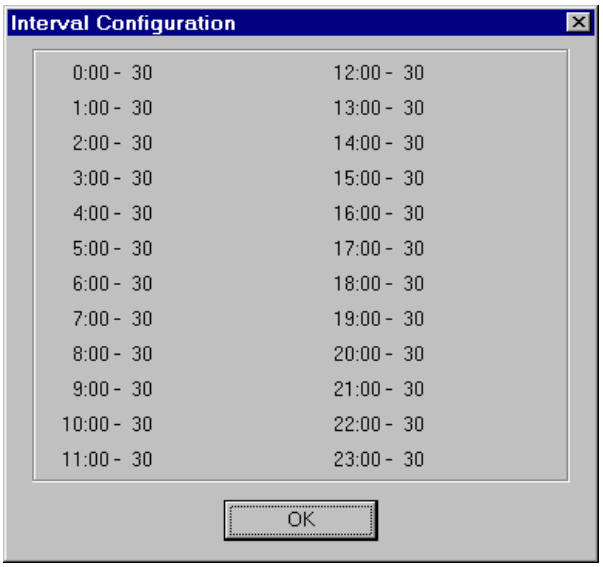
Report Status / Cancelling Pending Reports

After a report is requested, the status of the report can be viewed or the pending report cancelled using the Report status logs window. This window is accessed from the Reports menu on the CC MIS Main window.



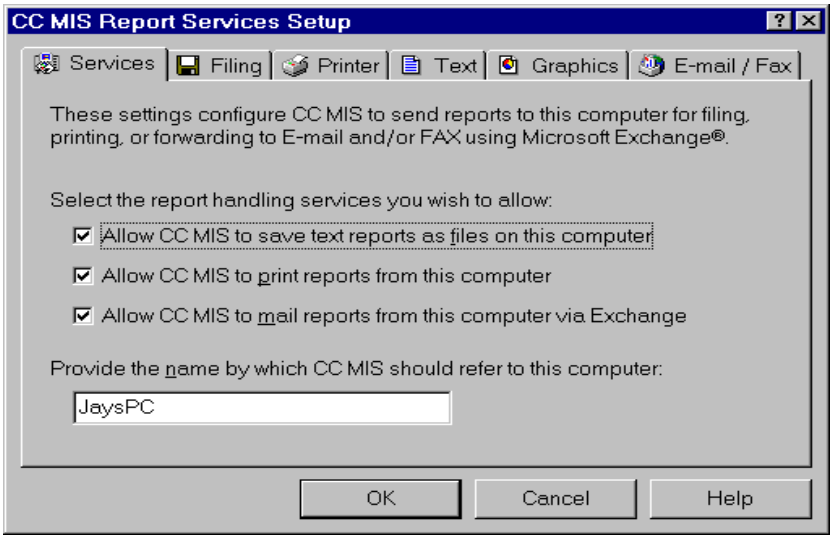
Interval Configuration

Intervals for each hour of the day are configured in the Maintenance Interface. The intervals used by your partition can be viewed while in the Report Parameters Definition window by selecting the Reports / Intervals command. The Interval Configuration dialog is displayed. Intervals that are allowed in Release 4 are: 5, 10, 15, 30, and 60 minutes.



Report Services: E-Mail and Fax Capabilities

If Microsoft Exchange™ is available on your PC, You can use the E-Mail/ Fax tab in the Report Services window to setup your system to send reports using e-mail or fax to one or more recipients. The Report Services window is accessed using the Session / Setup/ Report Services.

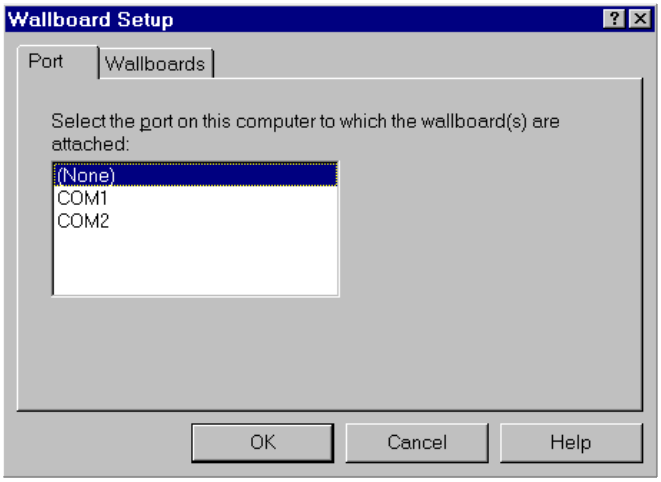


PC-Attached Wallboards

Wallboards can now be attached to the Supervisor's PC. Wallboards supported in Release 4 include: Nortel, Daktronics, and generic.

Note: Only Nortel wallboards can be connected as PC-attached wallboards.

Use the Session / Setup / Wallboards command to access the Wallboard Setup window.



1

CC MIS Windows Interface

This chapter provides information on the following:

- *Introduction*
- *Using the mouse and keyboard*
- *Working in the Windows interface*
- *Online Help*
- *CC MIS Training Mode*

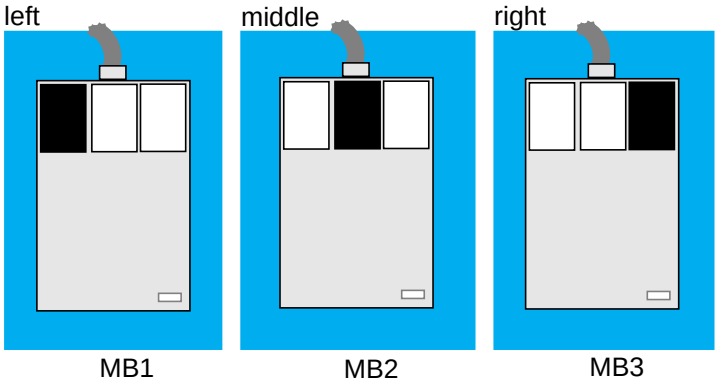
Introduction

This chapter introduces the components of the Call Center Management Information System (CC MIS). Information is provided on using the mouse, windows, and menus when running the CC MIS windows interface, as well as the procedures for logging in and out of CC MIS. If you are new to CC MIS or Windows, you should review the *CC MIS Getting Started Guide* and Windows Online tutorial.

Using the mouse

The mouse is a tool that is used to select menu options and fields on the screen. In essence, the mouse allows you to simply point and click to make a selection. The mouse shown in the illustration in Figure 1-1 is a three button mouse.

Figure 1.1 Three button mouse



Two Button Mouse:
Button designations on a two button mouse are: Left (MB1) and Right (MB2). MB3 is not used in CC MIS.

Key terms

Procedures in this guide are presented in steps. Within these steps you may be instructed to double-click MB1 or press MB1 and drag the mouse.

When using a mouse you will need to know the terms listed below:

***Pressing* -** Pushing and holding down a mouse button

Clicking - Quickly pressing and releasing the mouse button

***Dragging* -** Pressing a mouse button while moving the mouse

***Moving* -** Moving the mouse without pressing a button

Releasing - Letting go of the mouse button

Double-Clicking - Quickly pressing and releasing the mouse button twice

A key term when using multiple windows is:

Focus - The area or window on the display that is active to input

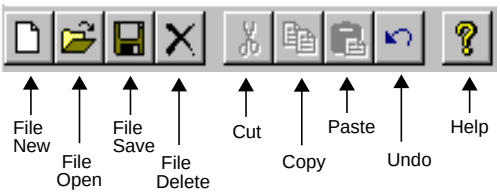
Mouse cursor

The mouse has a cursor (pointer) that indicates its position on the screen. This mouse cursor is displayed in the shape of an arrow (for example,). When the mouse is moved, the mouse cursor moves in the same direction across the screen.

Tool Bar

A tool bar appears on some of the screens in CC MIS. The icons in the tool bar serve as short cuts to access menu functions. Typical icons are:

Button functions are displayed by placing the cursor on the button.



Actual icons displayed on a tool bar are dependent on the available functions for that screen. Placing the mouse cursor at the base of the icon causes a function description message to be displayed.

Working in Windows

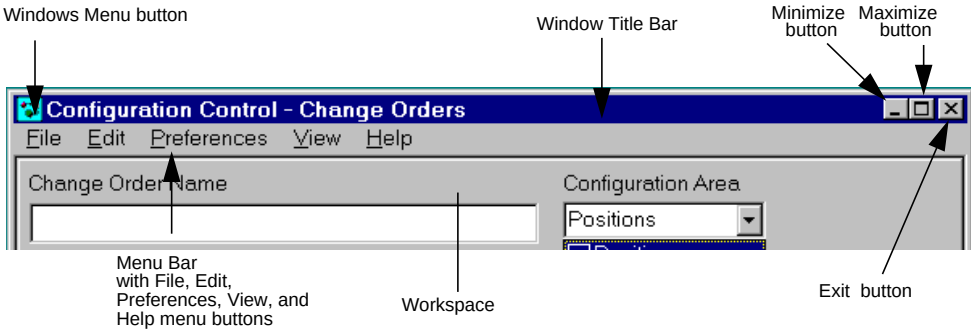
The Windows interface is significantly different from text-based applications. Data is displayed in screens that can be selected using the mouse. In Windows, you can open multiple screens, allowing you to view displays, logs, and reports on your display at the same time. The window that you are currently working in is referred to as the active window.

The screens in the Windows interface contain components such as the menu bar and pulldown menus. This section provides a complete overview of the Windows environment.

Screen layout and components

Screens in the Windows interface may contain a title bar, menu bar, window menu button, help button, maximize and minimize buttons, and workspace. A typical CC MIS screen layout and components are shown in Figure 1-2.

Figure 1.2 Screen layout



Description of components

The following descriptions refer to the components identified in the figure above.

Title Bar - Contains the title of the window. Click MB1 in this area of the screen to bring this window to the front (move in focus).

Menu Bar - Contains the menu buttons (names) for this window. Click MB1 on a menu button to view the associated pulldown menu and options. (Note: Not all screens have menus.)

Help - Click MB1 on the Help menu button to view Help information.

Window menu - This menu is used to effect the screen properties (such as size) and for moving the screen. This menu is also known as the Control menu.

Minimize - Click on this button to iconify the window.

Maximize - Click on this button to increase the size of the screen to fill the entire display area.

Workspace - The area where the data is displayed and inputs are made.

Using scroll bars

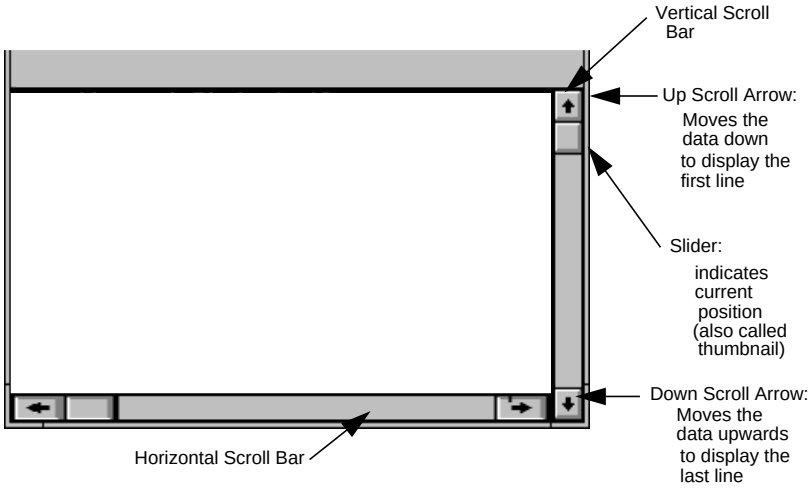
Scroll bars allow you to view data that may be hidden due to the limitations of a screen size. This happens when the contents of the screen are larger than the screen itself. When this occurs, scroll bars appear on the display to allow you to gain access to the hidden information.

By pressing MB1 on the arrow on top of the scroll bar, the contains of the screen moves downward until the first line or portion of the screen is displayed. (Clicking, instead of pressing, the mouse causes the information to move one step.)

Pressing MB1 on the bottom arrow causes the data in the Workspace of the screen to move upwards, revealing hidden data.

The components of a scroll bar are shown in Figure 1-3.

Figure 1.3 Scroll bars



Viewing pulldown menus

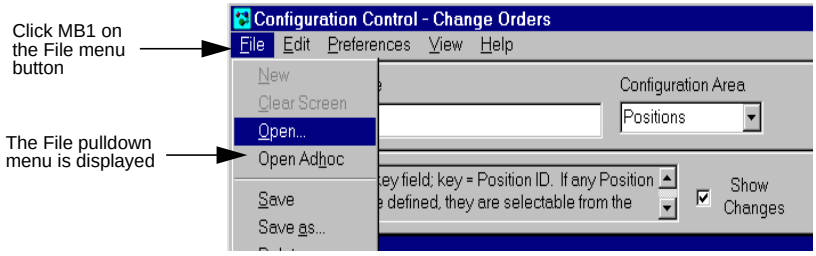
Commands and options are selected from pulldown menus. These menus are displayed by clicking MB1 on the associated menu button.

Selection from menu bar

The menu bar contains menu buttons. When present, the selection of a menu button causes an associated pulldown menu to appear. The pulldown menu contains commands and available options.

The menu bar, menu button, and pulldown menu are shown in Figure 1-4.

Figure 1.4 Pulldown menus

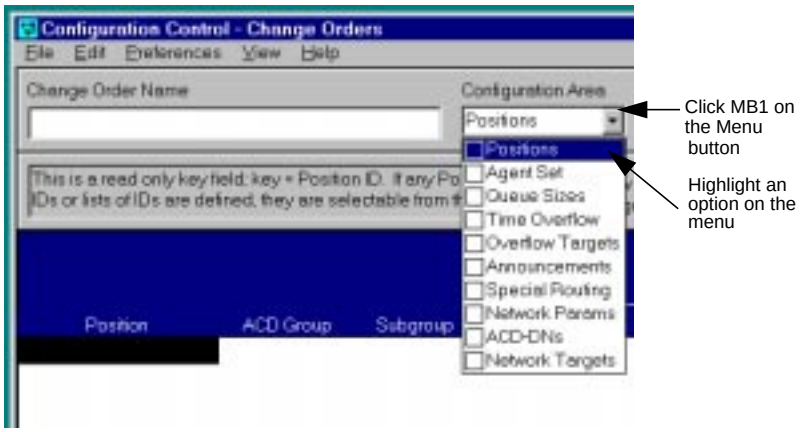


Selection from within screen (workspace menu button)

Some of the Configuration Control windows in CC MIS have menu buttons located within the workspace of the screen. Selecting the menu button results in an associated pulldown menu being displayed. This type of pulldown usually contains valid entries or ranges for a particular field.

The workspace menu button and pulldown menu are shown below.

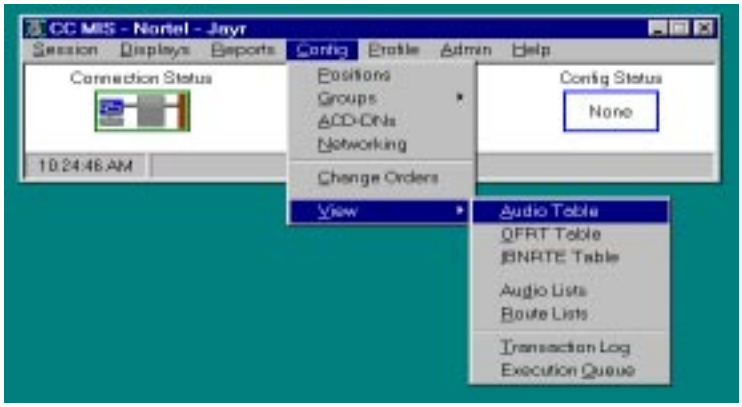
Figure 1.5 Workspace menus



Cascade menus

Some menu items have an right arrow next to the option name. This indicates that selection of this option will result in a second (cascade) menu being displayed. An example of a cascade menu is shown below.

Figure 1.6 Cascade menus



Keyboard accelerators

Some menu items have accelerators next to the option name. Accelerators are key sequences that can be entered from the keyboard to execute that option or command. In CC MIS, most keyboard accelerators are the underlined letters (for example, on the Admin button, the accelerator is A).

Pressing the Alt key on your keyboard and the A key displays the Admin drop down menu.

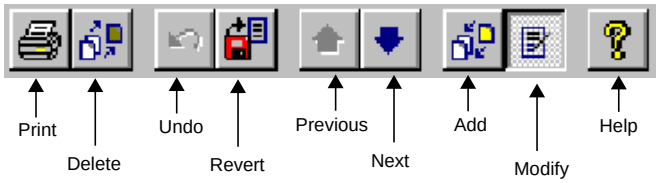
Dialog box

Some menu items have three periods next to the option name. This indicates that selection of this option will result in a dialog box or secondary screen being displayed.

Dialog boxes are used to provide the additional information to the user and require a response in the form of clicking on an OK or Cancel button. Some dialog boxes request the user to input additional information or to select an item.

Tool Bar

A tool bar appears on some of the screens in CC MIS. The icons in the tool bar serve as short cuts to access menu functions.



Online Help

Help is available from any window within the CC MIS. The help systems provides information about using the CC MIS product and its screens to perform functions.

Accessing the help function

The steps listed below explain how to enter the Help function.

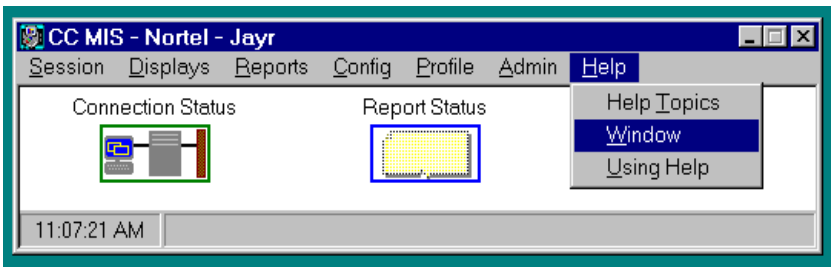
steps Accessing the Help function

1. On the CC MIS Main window, select the **Help** command.
2. The Help menu appears. Select the desired Help option.

Help options

There are three options: Help Topics, Window, and Using Help. The figure below shows the Help menu selected on the CC MIS Main menu.

Figure 1.7 Help menu

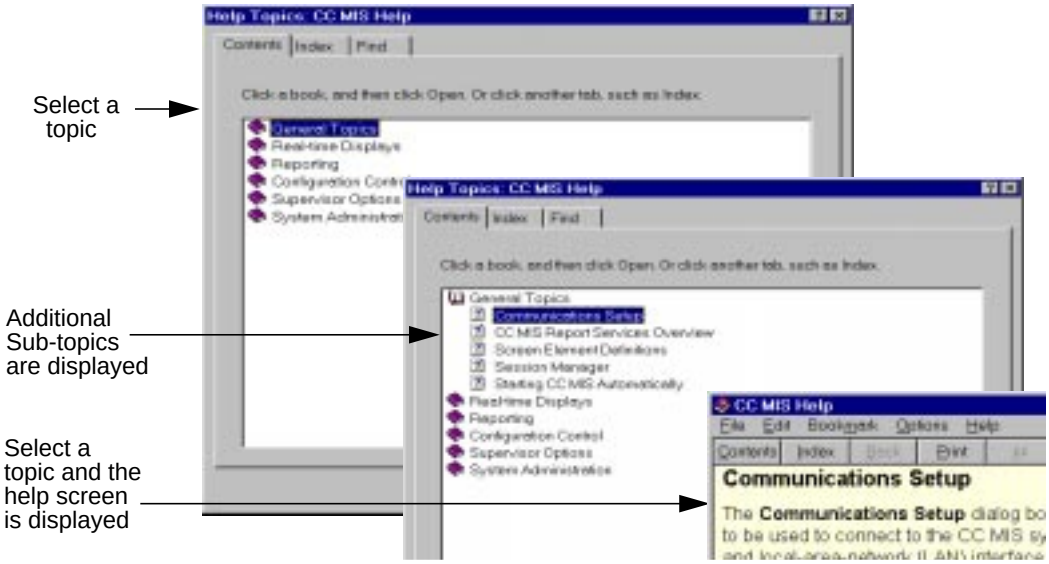


The three help options are described below.

Help Topics

Selection of the Help Topics option causes the screen in the figure below to appear. This window contains a listing of all of the Help topics available for CC MIS. Help topics are nested. Double-click on one of the options and additional topics related to the one selected are listed under that topic. Select a sub-topic and a help screen appears containing information on that topic.

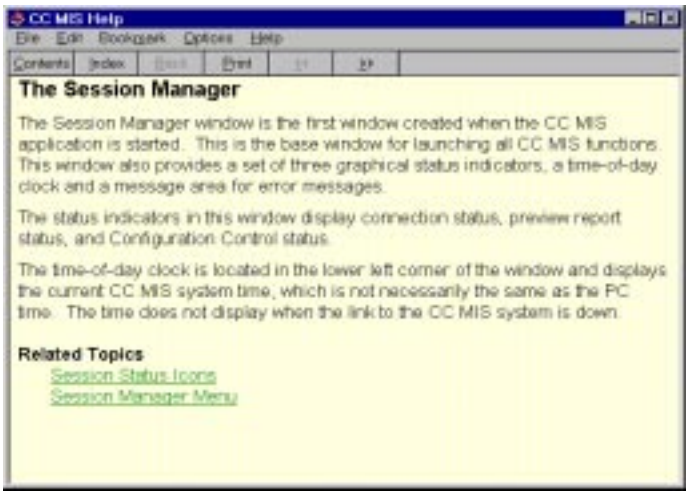
Figure 1.8 Help index screen



Window

Selecting the Window option from the Help menu causes a screen to appear containing information specific to the window currently displayed on your terminal. An example of this screen is shown below.

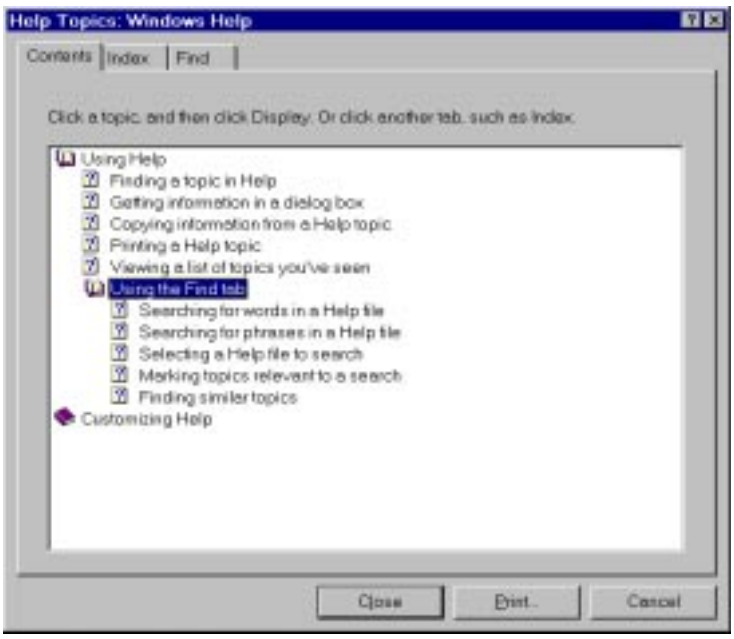
Figure 1.9 Help on window



Using Help

Selecting the Using Help option from the Help menu causes a screen to appear containing information concerning the procedures specific to the function that is opened. An example of this screen is shown below.

Figure 1.10 Using help



This screen provides access to information on how to use the Windows help function. It also allows for the customization of the help screens.

Training Mode

Training mode is used as an initial mode to learn the operation of the CC MIS application. With multiple partitions, one partition can be left in the training mode for training purposes, while the other partitions can be converted to precut or product modes.

The switch simulator

In order to provide a complete training capability, CC MIS contains an automatic call distribution (ACD) switch simulator. The CC MIS system functions as if it were connected to a switch. A partition running in the training mode must have a connection to the Simulator link.

Note: In this mode, the CC MIS partition is not connected to the DMS - ACD (live link).

Simulator capabilities

Supervisors and those with system administrator privileges are able to:

- observe real -time displays that reflect the call activity generated by the simulator
- print reports containing historical data that is based on call traffic data generated by the simulator
- issue configuration control functions and observe their results

Identifying values assigned to the simulator

The simulator is datafilled as follows:

- The call rate is 500 to 5,000 calls per hour.
- Calls will be abandoned in a normal distribution after 30 seconds.
- Call profiles are defined so that all of the capabilities of a live switch are simulated. The following event types may occur in the call patterns:
  - ACD calls are received.
  - Agents process calls.
  - Calls are put on hold.
  - Directory number (DN) calls are received and processed
  - Outgoing DN calls are generated.
  - Calls are released with the Not Ready or the Release key.
  - Agent force outs, walkaways, and line -of -business codes are generated.

Exiting the training mode

When the partition transitions from the training mode to precut mode, all data created and stored in training mode is cleared.

The simulator is no longer available once the partition is in the product mode. The simulator can only be reactivated by reconfiguring the partition to put it back in the training mode.

CAUTION

Lost Information

Any data stored in the databases during the precut or production modes is lost when going back into the training mode.

2

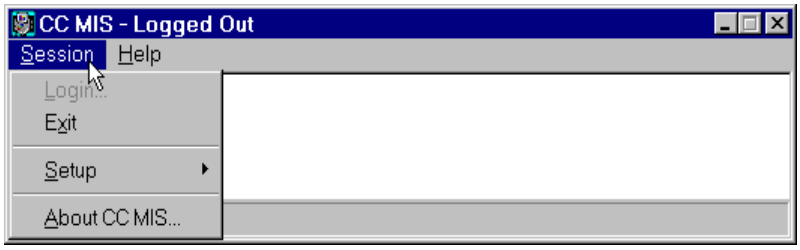
Sessions - Logging into CC MIS

This chapter provides information on the following:

- *Introduction*
- *Logging into CC MIS*
- *Logging out of CC MIS*
- *When the system goes down*
- *Defining Communications*
- *About CC MIS*

Introduction

This chapter describes the Sessions function on the CC MIS Main window.



Supervisors with profiles established in CC MIS can log in to any supervisor position. Only one session per supervisor ID can run at a time.

If you are logged into one position and you try to log in at a different position, you must either override your original login, causing the CC MIS system to log you out of the original session; or cancel your login attempt and return to the position at which you are already logged in.

Login to CC MIS

The steps below guide you through the login onto the CC MIS terminal. The steps are explained in detail in the paragraphs that follow.

steps Logging into CC MIS

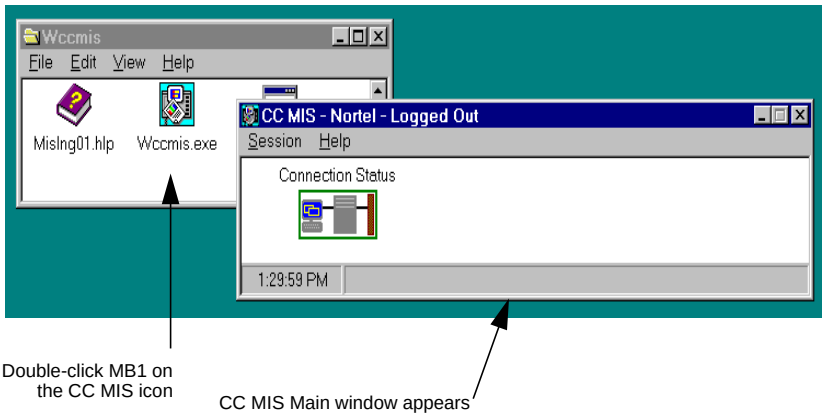
1. Double-click on the CC MIS icon.
2. The CC MIS Main window appears.
3. Click on **Session** and select **Login.**
4. The Login window appears.
5. Enter your supervisor ID *[and password if required].*
6. Identify your preferences.
7. Click on the OK button.

Double-click on the CC MIS icon

After Windows is running on your PC, a window containing the CC MIS icon should be accessible on your display. The first step to logging in is to double-click MB1 on the CC MIS icon.

This action is shown in the figure below.

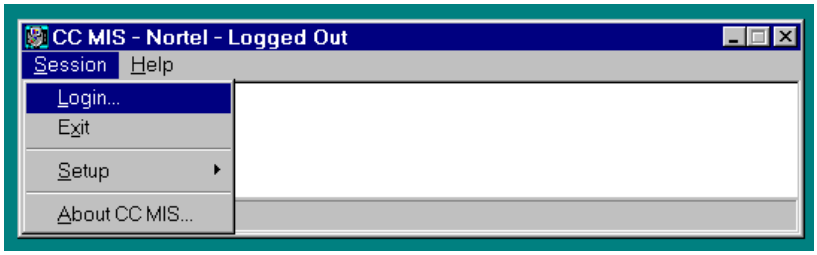
Figure 2.1 CC MIS icon



Click on Session and select Login option

After the CC MIS Main window appears, click on the Session menu button and select the Login option. The Session pulldown menu is shown in the figure below.

Figure 2.2 Session menu



Enter supervisor ID and password *(as required)*

The CC MIS Login screen is displayed. Enter the supervisor ID (and password if required). Click on the OK button.

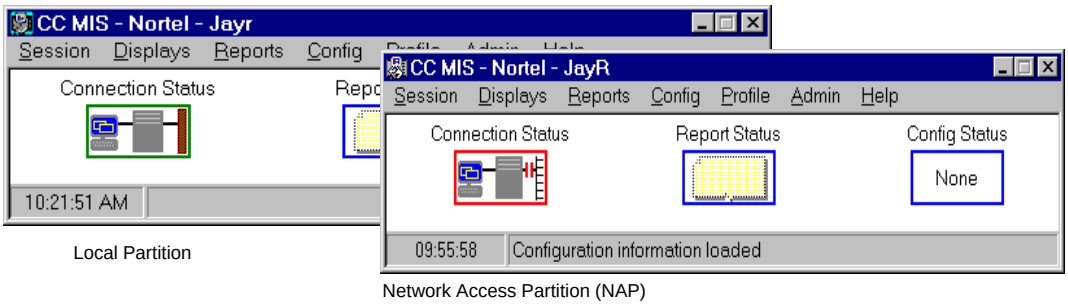
Figure 2.3 CC MIS login screen

Note: If you have previously logged in, the supervisor ID will be displayed (as shown above). In this case, you need to enter your password (if any) then press the Return key. (***Note:*** If you or someone else are already logged in to a session, you will be prompted to override the previous session. If you select Yes, the previous session is terminated.)

CC MIS Main window is displayed

The CC MIS Main window is displayed after successful login. The CC MIS Main window is the access point for entering all CC MIS applications. From this window you can access Displays, Reports, Configuration Control, Profile, System Administration, and Online Help functions. This window also provides visual indication of the Connection, Report, and Configuration status.

Figure 2.4 CC MIS Mainwindow



Local Partition

Network Access Partition (NAP)

Logging out

To logout from your session, use the steps listed below.

steps Logging out of CC MIS

1. Return to the main window.
2. Select **Session / Logout**.
3. The CC MIS session is ended.

Exiting CC MIS

Use the steps below to exit CC MIS.

steps Exiting CC MIS

1. From the main window.
2. Select **Session / Exit**.
3. The CC MIS program is terminated and removed from disp

When the system goes down

If CC MIS goes down, your session terminates. In this instance, the Connection Status icon border goes from green (operational) to red (non-operational), and the message, Host Process Terminated, is displayed.

When the system comes back up, the Connection Status icon goes from red to green. However, the message, Host Process Terminated, continues to display. The message explains the need to log in to supervisors who may have been away from their terminal when the system went down.

Defining communications (Setup screen)

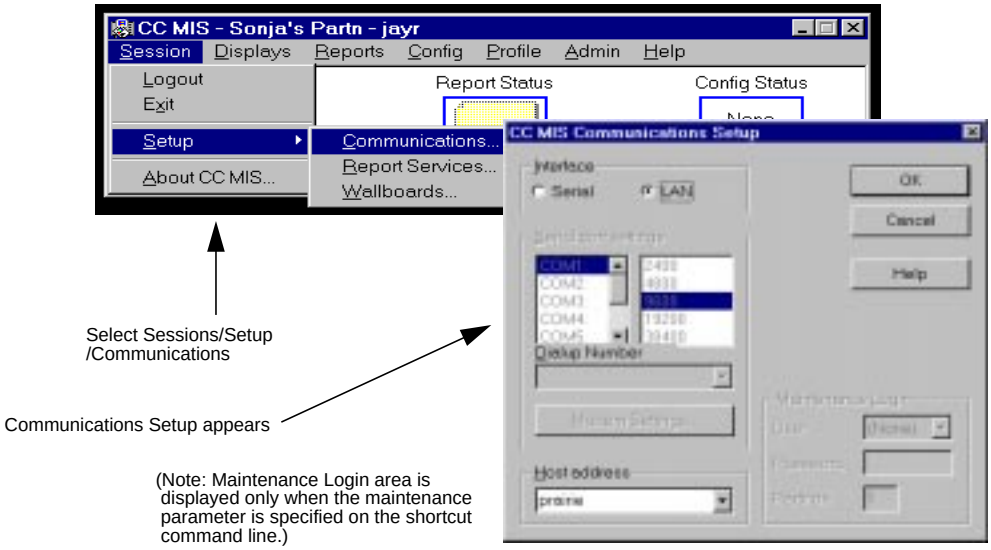
The communication parameters are defined at installation. Should you need to redefine these parameters you can do so by accessing the Communications Setup screen. You access this screen using the steps below.

steps Defining communications

1. Return to the CC MIS Main window.
2. Click on **Session** and select **Setup/Communications**
3. The Communications Setup window appears.
4. Enter changes.
5. Click on the OK button.

The CC MIS Communication Setup window is shown below. The settings are: Interface (Serial or LAN connected), Serial port settings (port and baud rate), Dialup Number, and Host Address (Host I.P. address for LAN connection).

Figure 2.5 Communications Setup



Report Services

The Report Services option includes commands for configuring your system to allow reports to be printed to a local printer, to file, or sent to a fax or e-mail destination.

The local printer may be connected to the PC via any one of the standard parallel printer ports (LPT1, LPT2, or LPT3) or via a serial port (COM1 or COM2). The type of connection (parallel or serial) will of course depend on the interface provided on the printer.

A serial printer can only be used if the PC has two serial ports, since one serial port must be used to connect to the CC MIS system (unless the PC is connected via LAN, in which case, only one serial port is needed).

Use the steps below to access the Report Services Setup window.

steps Accessing report services setup dialog

1. From the CC MIS Main window, click on **Session** and select **Setup/ Report Services**.

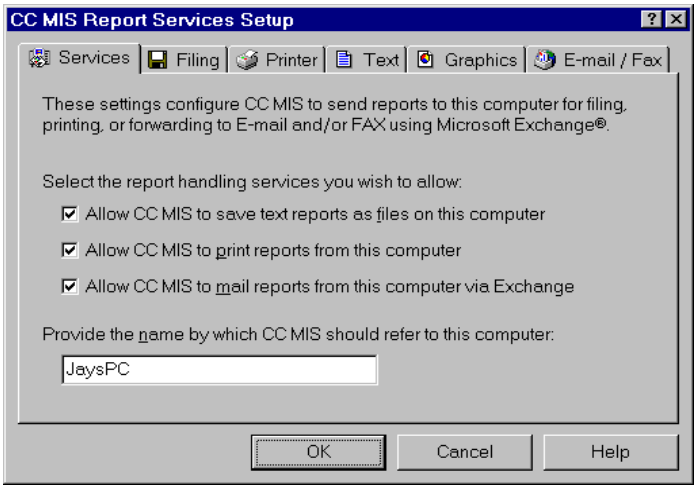
2. The Report Services dialog window appears.

The Report Services Setup dialog consists of several tabs. (The actual tabs available on your system depends on your system's configuration.)

Services tab

The services tab allows you to specify the services that will be allowed for the PC.

Services tab



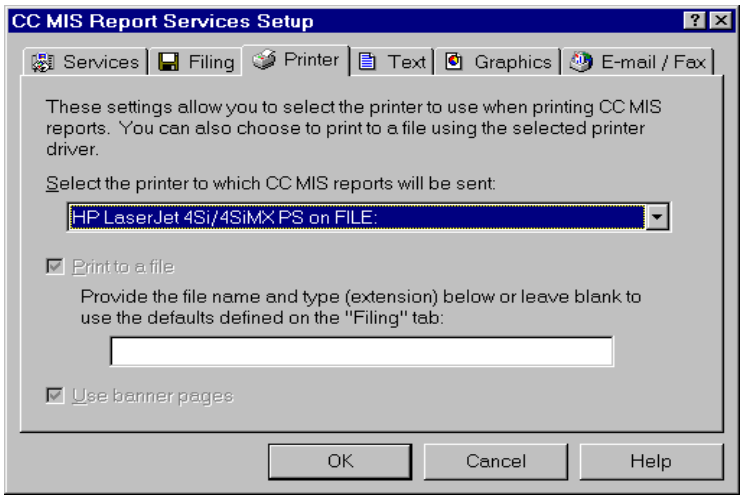
The Services tab allows you to select the report services that are to be enabled on the PC. All three service fields should be selected to allow printing, print to file, and e-mail/fax capabilities. A name must be provided to identify the PC.

Printer tab

The Printer tab in the CC MIS Report Services Setup dialog allows the selection of a printer to which printed reports received from CC MIS should be directed.

It also provides options for setting up the printer to print to disk files rather than to the printer.

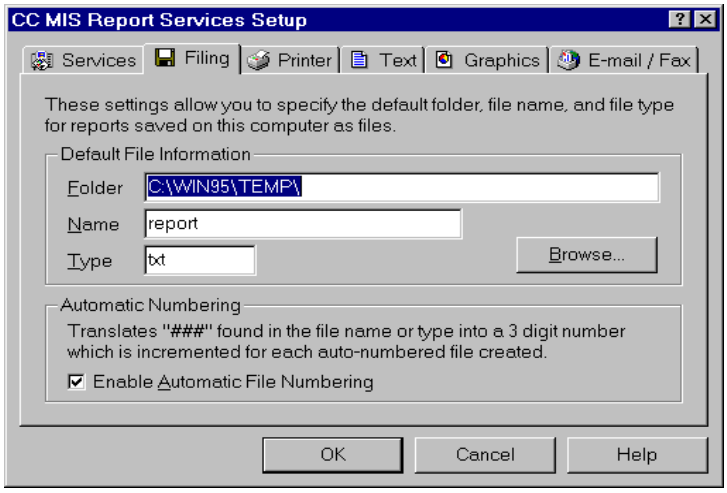
Printer tab



Filing tab

Tabular reports can be sent directly to a file on the PC. This service allows a file name to be associated with the report when it is defined. The Filing tab is used to configure the default folder, file name, and file type for reports to be printed to file.

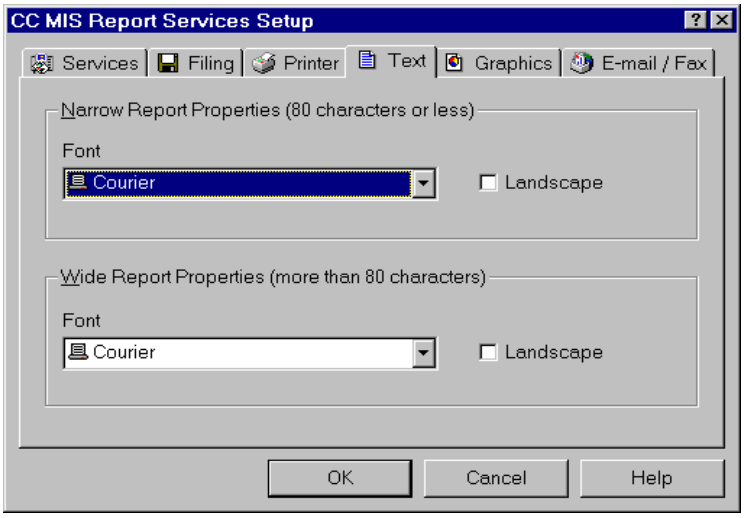
Filing tab



Text Tab

The Text tab allows you to specify the format setting for tabular reports.

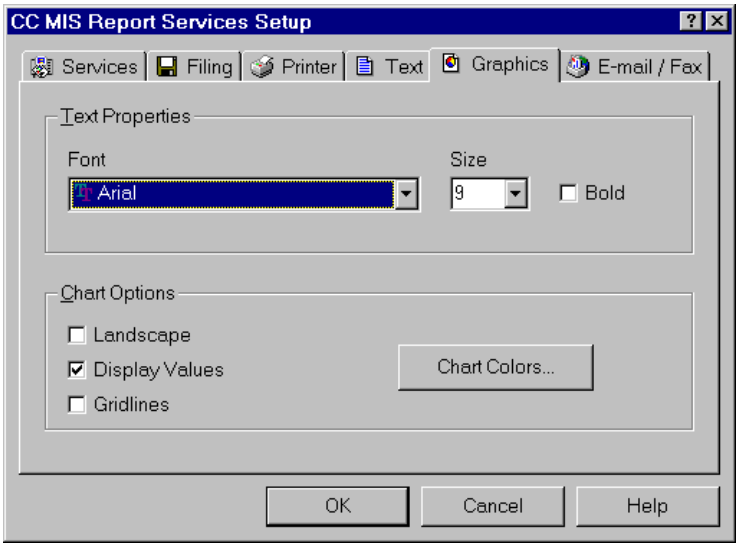
Text tab



Graphics Tab

The Graphics tab allows you to specify the format setting for graphical reports. (In Release 4, graphical reports must be printed to PC-attached printers.)

Graphics tab



Customizing Colors

If your PC supports more than 256 colors, you can customize the colors that are used in graphical reports.

Click on the Chart Colors button (in the Graphics tab) and the Color Selection dialog is displayed.

Click on the Customize button in the Color Map area. A Color dialog is displayed.

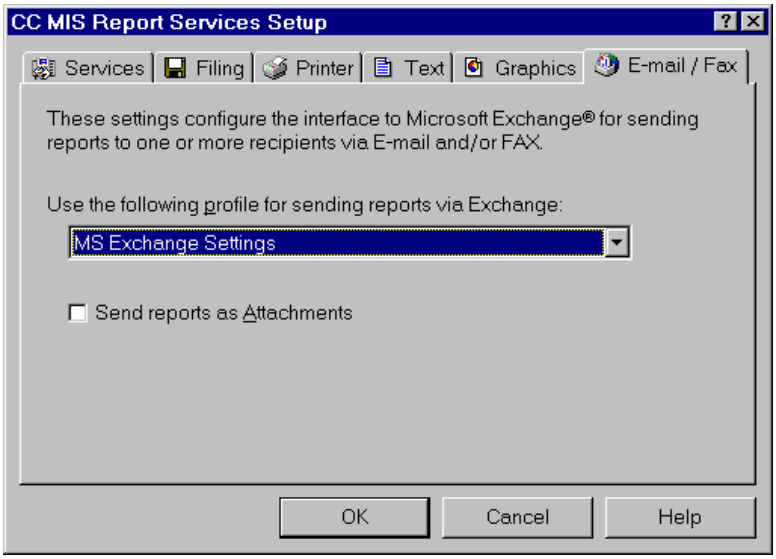
Select the desired colors and click on the Update Custom Color button to update the palette in the Color Selection dialog.

E-mail / Fax tab

Tabular reports can be sent to electronic mail, fax, or both. An E-mail address is associated with the report definition to indicate the destination of the report. The report can be sent to multiple recipients simultaneously and may include both E-mail and fax address types. (Fax and e-mail support requires the use of Microsoft Exchange™.)

The E-mail / Fax tab is used to configure the Exchange profile used for e-mail and fax.

E-mail Fax tab



Product Information

To learn about the version of CC MIS you are using or to view the Host IP address, you can display the About CC MIS box. To view this box, simply select the Sessions/About CC MIS option from the CC MIS Main window.

Figure 2.6 About CC MIS

3

Displays

This chapter provides information on the following:

- *Types of displays*
- *Procedures common to display screens*
- *Agent Status display*
- *Queue Statistics display*
- *Messages and Wallboard displays*
- *Alarms (SNMP)*

Introduction

This chapter describes the Displays function on the CC MIS Main window.

Note: The Wallboards and Messages options from the Displays menu are described in Chapter 4.

Types of displays

CC MIS provides the following types of real-time displays: Agent Status and Queue Statistics.

Agent Status display

The Agent Status display provides the status of each position in an ACD group. CC MIS updates the information on the display as soon it is notified by the ACD switch. You can select the way the display provides you with information about each position, allowing you to review position status in the way most comfortable for you.

Queue Statistics display

The Queue Statistics display provides you with statistics that reflect the efficiency with which an ACD group handles the call load. A standard Queue Statistics display is provided so that you can view commonly needed information about the groups you supervise.

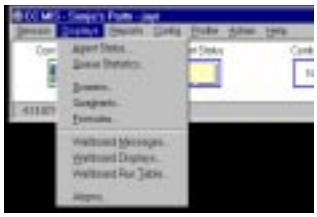
In addition, you can create your own display to view information specific to your ACD operation. The display you create is based on the statistics collected by CC MIS, standard formulas provided by CC MIS, and formulas created by supervisors with a system administrator privilege level to support your ACD operation.

By providing real-time displays that can be customized, CC MIS gives you the flexibility you need to manage your ACD operation. In addition, as ACD switch software capabilities increase, the CC MIS is able to easily and efficiently provide you with new statistics for these software capabilities.

Accessing Displays

The Queue Statistics and Agent Status displays are both accessed from the Displays menu on the CC MIS Main window. Use the steps below to access the displays menu.

steps Accessing the Displays menu



To access the CC MIS real-time displays:

1. From the CC MIS Main window, click on **Displays**.

2. The Displays pulldown menu appears.

Procedures common to display screens

This section contains procedures common to display screens at the supervisor terminal. These procedures pertain to the Agent Status display, the Queue Statistics display, and any customized queue statistics display you create.

Printing the displays

While in a display, follow the steps in the steps below to print the display. The display prints on the local printer.

Note: There may be a different printer defined for graphic or tabular reports and displays.

steps Printing a display

From a real-time display:

1. Select the **File / Print** option.
2. Identify the local printer in the Printer setup, then click OK.

Closing a display

While in a display, follow the steps below to remove the display from your screen.

steps Closing a display

To exit a display:

1. From the display window, select **File / Exit**.
2. The system returns to the Main window.

Selecting colors for the displays

You can set the colors for the elements of a display. Use the steps below to select colors for the elements of a display.

steps Selecting colors for displays

From the CC MIS Main window:

1. Select **Displays** then select either **Agent Status** or **Queue Statistics**.
2. From the display, select **Preferences / Colors**.
3. The system displays the Color Selection box.
4. Identify screen element, foreground color, and background color, then click on OK.

Monitoring another supervisor

You can observe the displays of another supervisor if you have the Monitor option selected in your Privilege Level definition. This feature is useful to supervisors when a peer is absent from their workstation and someone else must monitor the activity of the agents and queue for which the supervisor is responsible.

Note: When monitoring another supervisor's display in scope view, the display will be limited to the scope restrictions of the supervisor ID you are monitoring. (This is transparent if both you and the supervisor you are monitoring have a global scope restriction.)

Use the steps below to monitor another supervisor's display.

steps Monitoring supervisors

To monitor another supervisor's display:

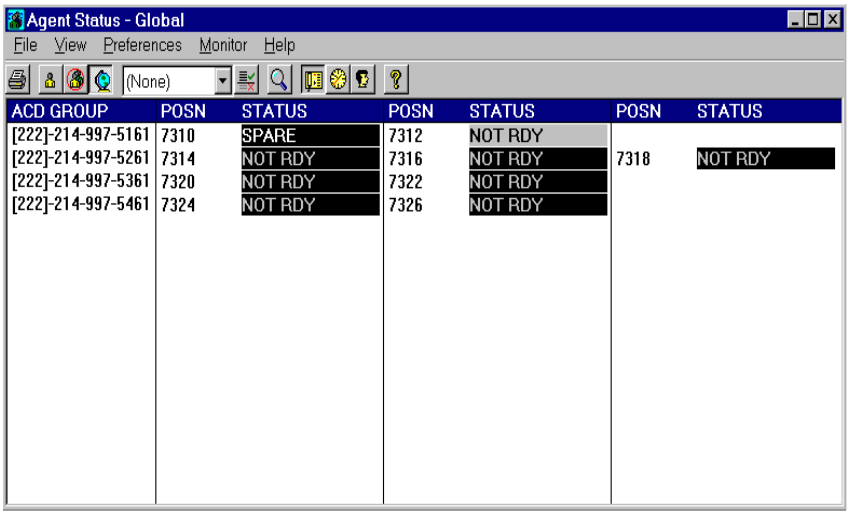
1. From the display window, select **Monitor / Set Supervisor ID.**
2. The Supervisor to Monitor ? box is displayed.
   Identify the supervisor to be monitored, then click OK.
3. Select **Monitor / Monitor On**.
4. The supervisor's display will appear on your screen.

Agent Status Display

The Agent Status display provides information about the status of each position in an ACD group. This display allows the supervisor to see the type of call the agent is currently handling, the agents that are logged in, the agents on walkaway, and others.

This window gives a real-time view of the current status of agent-positions. The positions displayed in the window depend on the currently selected view.

Figure 3.1 Agent Status displays



Columns in the Agent Status Display

For each agent-position, five pieces of information (columns) may be displayed depending on the current settings of the States, Durations, Hold Times, Login, Names and Dual DN Status settings in the Preferences menu.

POSN

This column shows the position ID number. This column is always displayed.

STATUS

This column is displayed if the Preferences/States option is enabled. The position's current state is shown. (A dual state is displayed if the agent is on a secondary DN call.)

States for two DNs can be viewed when the Dual DN Status option is selected. When activated, a second status and duration timer (if durations is selected) for the second DN key are displayed in the appropriate fields.

The dual DN tracking is activated and shown for position 1179 in the below.

ACD GROUP	POSN	STATUS	DURATION	LOGIN
Customer Service	1178	WAITING	01:39	11:14:21 PM
	1179	ACDH /DNIH /DNO	02:08 /00:27 /00:22	11:14:21 PM
Investments	1180	WAITING	02:53	11:14:21 PM

When the status column must be split to show a dual status, each component of the status is displayed as a three or four character abbreviation to conserve space on the display.

The colors used to display these states may be customized by using the Preferences/Colors command. Different colors may be selected to display the status in a threshold exceeded condition if the agent remains in a particular state longer than the threshold value defined in Threshold Definition mode. If the Preferences/States option is disabled, these colors are used to display the position ID.

DURATION

This column shows state duration timers for the position, with separate duration timers for primary ACD and secondary DN key activities. The primary ACD status timer always occupies the left half of the DURATION column. When there is a secondary DN call active or held, the DURATION column is split by a slash character as in the STATUS column and the DN call duration is shown in the right half of the column. The duration times for two DNs can be viewed when the Dual DN Status option is selected. This column is not displayed if the Preferences/Durations option is disabled.

AGENT NAME

This column shows the name of the agent currently logged in to this position. If the name of the agent is not defined in the agent database, the agent ID will be shown in this column instead. This column is not displayed if the Preferences/Names option is disabled.

LOGIN TIME

This column provides the time of day the agent logged in. This column is not displayed if the Preferences/Login option is disabled.

Agent Status Codes

The agent status codes displayable on the Agent Status Display are:

Name	Description
ACD	active on an ACD call
ACDHOLD	an ACD call is on hold
NOT RDY	not ready
WALK nnn	agent walked away for reason "nnn"
WAITING	idle, waiting for a call
WAIT/DNI	active on an incoming DN call
WAIT/DNO	active on an outgoing DN call
NRDY/DNI	agent is in not ready status and is active on an incoming DN call
NRDY/DNO	agent is in not ready status and is active on an outgoing DN call
NRDY/DNIH	agent is in not ready status and has an incoming DN call on hold
NRDY/DNOH	agent is in not ready status and has an outgoing DN call on hold
WAIT/DNIH	agent has put DN IN call on hold
WAIT/DNOH	agent has put a DN OUT call on hold
ACD/DNIH	agent is currently handling an ACD call and has a DN incoming call on hold
ACD/DNOH	agent is currently handling an ACD call and has a DN outgoing call on hold
ACDH/DNI	agent is currently handling an DN incoming call and has an ACD call on hold

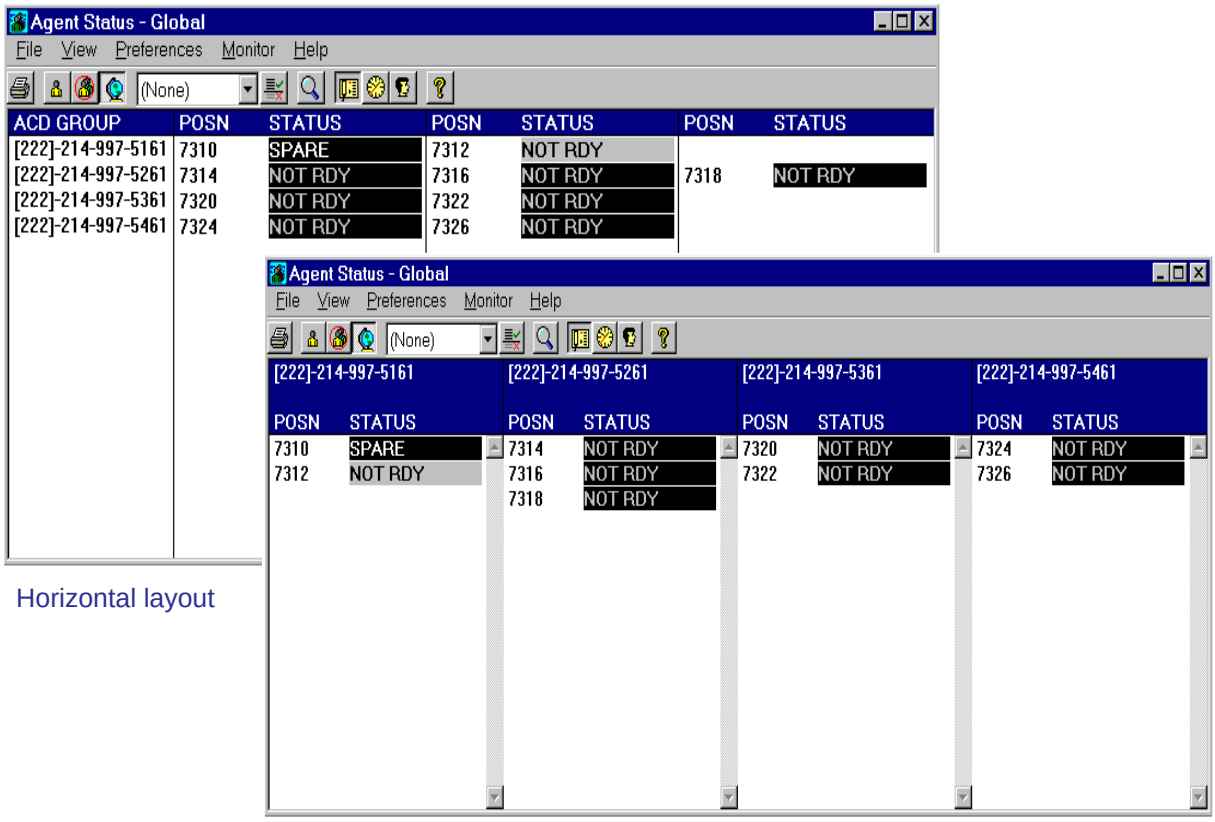
Name	Description
ACDH/DNO	agent is currently handling an DN outgoing call and has an ACD call on hold
ACDH/DNIH	agent has an ACD call on hold and has a DN incoming call on hold
ACDH/DNOH	agent has an ACD call on hold and has a DN Outgoing call on hold
WALK 109	agent is in a walk status and has entered 109 for a walk code
WALK BRK	agent is in a walk status and has entered a code that is defined as BRK
VARWRAP	agent has released an ACD call and variable wrap up mode was entered
BRK/DNI	agent is in a walk status and has entered a walk code that is defined in Parameter Administration and is currently on an incoming DN call
BRK/DNO	agent is in a walk status and has entered a walk code that is defined in Parameter Administration and is currently on an outgoing DN call
BRK/DNIH	agent is in a walk status and has entered a walk code that is defined in Parameter Administration and has an incoming DN call on hold
BRK/DNOH	agent is in a walk status and has entered a walk code that is defined in Parameter Administration and has an outgoing DN call on hold
VWRP/DNI	agent has entered variable wrap-up mode and is active on a DN incoming call
VWRP/DNO	agent has entered variable wrap-up mode and is active on a DN outgoing call
VWRP/DNIH	agent has entered variable wrap-up mode and has put a DN IN call on hold
VWRP/DNOH	agent has entered variable wrap-up mode and has put a DN OUT call on hold
109/DNI	agent is in walk status and has entered 109 for a walk code but this code is not defined in Parameter Administration and is currently on an incoming DN call
FORCED	agent has been forcibly logged out by the switch

Name	Description
Dual DN Status	**Abbreviations used in dual status situations are:**
Abbreviation	***Equivalent State***
ACDH	**ACDHOLD**
NRDY	**NOT RDY**
nnn	**WALK nnn**
DNI	**DN IN**
DNIH	**DNIHOLD**
DNO	**DN OUT**
DNOH	**DNOHOLD**
VWRP	**VARWRAP**

Agent Status Display Formats

The overall format of the agent status display depends on the current orientation in use, horizontal (the default) or vertical. The Horizontal and Vertical commands on the Preferences menu control the orientation.

Figure 3.2 Agent Status display format



Horizontal layout

Vertical layout

Horizontal

The horizontal display orientation displays ACD groups down the left side of the display, and the agent-positions assigned to these groups are displayed to the right. The number of columns used to display the positions depends on the font selected and the size of the window, with a minimum of one column being used.

The vertical scroll bar allows you to scroll the display up and down if there are more positions than will currently fit in the window. The first line of agent-positions on the display always shows the identifier of the ACD group to which the first position belongs, even if it is not the first position in the ACD group.

Vertical

The vertical display orientation splits the window into columns of agent-positions, where each column is associated with a different ACD group. The ACD group is identified at the top of each column and the positions are listed below it sorted by position ID. Each column of positions is independently scrollable in the vertical direction. If there are more ACD groups than there are columns, use the horizontal scroll-bar that appears at the bottom of the screen to view the additional ACD groups.

Within the display, ACD groups are identified by primary ACD-DN, or by the name defined for the group. The method of display is determined by the ACD Group Names field in your supervisor profile. If the primary ACD-DN is displayed, these numbers will be formatted according to the Directory Number Format field in the Customer Options window and will be right-justified within the ACD Group column in the horizontal view. If displayed by name, the group names will be left justified.

Agent Status Display Views

The set of agent-positions displayed in the Agent Status Display is controlled by the current display view which is selected using the Subgroup, Scope, and Global commands in the View menu. The current view is identified by a dot beside the corresponding view command as well as in the window title.

Subgroup

This view shows the agent-positions assigned to a single subgroup within your scope. The ID of the subgroup currently being viewed appears in the window title.

The New Subgroup command in the View menu may be used while in this view to select a different subgroup to view.

Scope

This view shows the agent-positions assigned to all subgroups in your scope. Scope view is enabled if there are two or more subgroups defined in your scope.

Global

This view shows the status of all agent-positions being monitored by the CC MIS system. Global view is only available if the Global Views display option is enabled in your privilege level.

Agent Status Duration Timers

The DURATION column in the Agent Status Display allows you to view the length of time that each position has been in its current state, with separate duration timers for primary ACD and secondary DN key activities.

The primary ACD status timer always occupies the left half of the DURATION column. When there is a secondary DN call active or held, the DURATION column is split by a slash character as in the STATUS column and the DN call duration is shown in the right half of the column. (When the Dual DN Status option is selected, up to two secondary DN calls are displayed.)

Hold Time

The Duration field uses the Preferences/Hold Time preference to determine how the durations are displayed. If the Hold Time option is enabled, the duration field will show the current hold elapsed time of an ACD or DN call instead of the total elapsed time of an ACD or DN call. The hold time will be underlined to indicate that the position is in a hold state.States with no associated timerPositions in the SPARE state do not display a timer value.

Timer colors

Timers are displayed in the same color as the non-thresholded state for which timing is being provided. Timers are never displayed in the thresholded color.

Timer formats

Timers are normally displayed as mm:ss, where "mm" is the number of minutes and "ss" is the number of seconds. If the state duration exceeds 99 minutes and 59 seconds, the timer format will be changed to mmm:s, displaying minutes and tens of seconds. Should the duration then exceed 999 minutes, the format is changed again to mmmm:, to allow for the display of duration values from 1000 to 9999 minutes which is more than 166 hours (almost 7 days). Duration values larger than this are displayed as ****:.

Timers are reset to zero whenever the position changes state with the following exceptions:

1. Timers are not reset by transitions to or from the hold state but continue to show the total elapsed time of the ACD or secondary DN call.

2. Timers are not reset by transitions to the thresholded state.

Update rate

Timers are updated once per second. Changing the time of the PC clock while this feature is active will cause incorrect timer values to be displayed. The full impact of the change depends on whether the clock is advanced or changed back, and on the magnitude of the change.

Agent Status File Menu

Print

Generates a snapshot report containing all agent-positions in the current view (which may be more than what is currently shown in the window). The report format is horizontal with all position status fields displayed regardless of the current preference settings. Colors may be translated into various hatching patterns in order to print on a black and white printer.

Exit

Removes the Agent Status Display window from the screen.

Agent Status View Menu

The commands in this menu let you modify the set of agent-positions displayed in the Agent Status Display window.

Subgroup, Scope, or Global

These commands allow you to select the current display view. A bullet is displayed against the current view.

New Subgroup

This command is enabled only when you are in subgroup view. It allows you to select another subgroup from the list of subgroups in your scope.

Find

This command allows you to locate a particular agent or position quickly.

Select Group List

This command displays a dialog allowing a different ACD group list to be selected for ordering and/or limiting the ACD groups displayed in the scope and global views. If an ACD group list is selected here, this list will be used to order the ACD groups displayed the window. If the (None) entry is selected, the ACD groups will be ordered alphabetically. List selection can also be performed using the toolbar.

View List Items Only

This command, when checked, limits the ACD groups displayed to only those ACD groups which are in the currently selected ACD group list. When in scope view, the ACD groups in the list must also exist in your scope or they will not be displayed. Deselecting the command allows other ACD groups not included in the list to be displayed following those included in the list. These extra ACD groups will be ordered alphabetically.

Network Status

Displays the Network Status dialog window that contains a list of network nodes and their operational status. (This option is available only on a NAP partition.)

Agent Status Preferences Menu

The commands in this menu allow you to customize the display colors, font, and orientation to your liking.

Font

This command allows you to change the font used in the Agent Status Display window. The size of the font selected determines the amount of information that can be displayed within a given window size. The system will automatically adjust the display contents when a new font selection is made.

Colors

This command allows you to change the color of the screen elements used in the Agent Status Display window. This command is unavailable if the Color Customization option is disabled in your profile.

Horizontal / Vertical

These commands control the overall display format of the Agent Status Display. A checkmark appears beside the current display format.

Durations

This command enables or disables the display of the DURATION field to indicate the period of time (in minutes and seconds) that an agent has been the current state.

Hold Time

This command enables or disables the display of current hold elapsed time in addition to the total elapsed time that is displayed in the DURATION field. Current hold elapsed time is indicated by an underline (_).

States

This command enables or disables the display of the STATUS field. When enabled, a dot appears against this command. Disabling this field allows more agent-positions to display in the window.

Names

This command enables or disables the display of the AGENT NAME field. When enabled, a dot appears against this command. Disabling this field allows more agent-positions to display in the window.

Login

This command adds a column to the right portion of the screen to display the time of day that the agent logged in.

Dual DN Status

This command allows the status of a second DN key to be displayed in the Status and Duration fields.

Note: If two DNs are displayed and the first DN is released, the second DNs statistics will be shifted over next to the ACD statistics.

Save

This command saves the current preference settings, including window position and size, in your supervisor preferences file on the CC MIS system so that they are available the next time you log in. If your preferences are not saved, they are lost when you log out.

Agent Status Monitor Menu

The commands in this menu allow you to monitor another supervisor's agent-positions. This menu does not appear if the Monitor option in your privilege level is disabled.

Monitor On

This command toggles you between regular and monitor modes. While in monitor mode, a dot appears beside this command, and the subgroup and scope views pertain to the monitored supervisor. This command will appear grayed until you select a supervisor to be monitored with the Set Monitor ID command.

Set Supervisor ID

This command allows you to select a supervisor to be monitored. Once a supervisor has been selected, use the Monitor On command to toggle between regular and monitor modes.

Displaying Agent Details

If the STATUS, DURATION and/or AGENT NAME field is not currently displayed (because of settings in the Preferences menu), full agent-position information can be displayed for a selected position in either a temporary or permanent pop-up detail window.

Showing elapsed time for agent positions

The CC MIS system tracks the length of time an agent position spends in each state. To view this information in the Agent Status display, select the Duration option from the Preferences menu.

This field is always displayed in the Agent Detail window (accessed by clicking on the agent position) and on Agent Status display printouts. By selecting this option, a new field labeled Duration displays. For each agent position, the Duration field displays two timers: one for primary ACD activity and one for secondary DN activity. CC MIS uses the following conventions for this field:

- Timers do not appear for positions in the SPARE state.
- The timer uses the color assigned to the activity or call-type. It never uses the threshold color.
- Timers show the total elapsed time of an ACD or DN call and includes any time the call spent on hold. In addition, thresholds do not reset these timers. The Hold Time preference alters this field by showing the hold time duration.
- The Hold Time preference alters this field by showing the hold time duration.

Timer format

The timers show minutes and seconds (mm:ss), updating each second. When a position is in a state for more than 99 minutes and 59 seconds, the timer tracks tens of seconds. For example, the timer increments in the following sequence: 99:58, 99:59, 100:00, 100:01, 100:19, etc.

In the unlikely event that a position is in a state for more than 999 minutes and 59 seconds, the timer tracks minutes only (for example, 1000:, 1001:, 1002:, etc). Durations larger than 166 hours (6.91 days) display as ****:

Hold Time

The Hold Time option is selected from the Preferences menu. The Hold Time option affects the way the time is displayed in the Duration field. When enabled, each time the ACD or DN call is placed on hold, the timer resets and begins counting. An underline (_) is used to differentiate hold time from total ACD or DN call time. After the hold state is terminated, the timer reverts to displaying the total call duration.

As shown in the table below, if Hold is enabled, the Duration field displays both the total elapsed time of ACD or DN call and the current total elapsed time of ACD or DN call.

The hold time is underlined (for example, 00:45/ 00:20). If Hold is not enabled, the Duration field displays the total elapsed time of ACD or DN call.

Table 3-1: Summary of Duration field (Hold Time)

Hold	ACD or DN active call	ACD or DN held
Yes	Total elapsed time of ACD or DN call.	Current total elapsed time of ACD or DN call hold period.
No	Total elapsed time of ACD or DN call.	Total elapsed time of ACD or DN call.

The Hold Time preference option is saved with other Preference menu options when the Save command is selected.

steps Setting duration field & hold time

From the Agent Status display:

1. Select the **Preferences / Duration** option.

2. If desired, select the **Preferences / Hold Time** option.

3. Save the display by selecting the **Preferences / Save** option.

Note: This step ensures that the duration field appears in the Agent Status display when you log into the CC MIS system.

How to interpret the Duration field

The following examples guide you in interpreting this field.

```
Example 1.  POSITION    STATUS     DURATION
                 6800   WAITING    00:05
```

Agent Position 6800 has been waiting for an ACD call for 5 seconds.

```
Example 2.  POSITION    STATUS        DURATION
                 6801   ACDH/DNO      00:45/00:20
```

Agent Position 6801 has had an ACD call on hold for 45 seconds and has been on an outgoing call on their secondary DN for 20 seconds. (The Hold Time option is enabled.)

```
Example 3.  POSITION    STATUS     DURATION
                 6802   SPARE
                 6804   FORCED
```

Agent Position 6802 functions as a spare position; consequently, no timer exists for this position. The agent at position 6804 did not answer an ACD call presented, so the switch forced out this position; consequently, no timer exists for this position.

Example 4.	POSITION	STATUS	DURATION
	6803	WAIT/DNO	03:30/02:15

Agent Position 6803 has been waiting for an ACD call for 3 minutes and 30 seconds and has been on an outgoing call on their secondary DN for 2 minutes and 15 seconds.

Example 5.	POSITION	STATUS	DURATION
	6803	WAIT/DNO	03:30/02:15

Agent Position 6803 has been waiting for an ACD call for 3 minutes and 30 seconds and has been on an outgoing call on their secondary DN for 2 minutes and 15 seconds.

Example 6.	POSITION	STATUS	DURATION
	6804	NRDY/DNO	105:4/15:22

Agent position 6804 has been in NRDY for 105 minutes and more than 40 seconds, but has been on their secondary DN for 15 minutes and 22 seconds.

Figure 3.3 Agent Status w/ Duration and Hold Time

Permanent Agent Detail window

You can display a permanent Agent Detail window by positioning the cursor on an agent position ID in the Agent
Status window and single-clicking the right mouse button. The figure below shows an example of the Agent Detail window.

Figure 3.4 Permanent Agent Detail

Note: The Agent Detail window can be temporarily displayed by pressing and holding the left mouse button.

Options menu

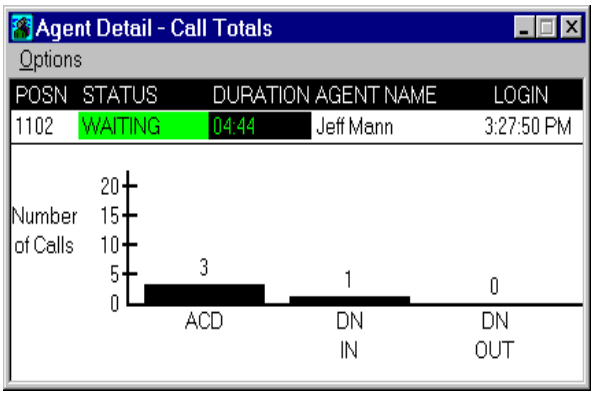
The graphical real-time statistics that are available on the Options menu are listed in the table below.

Table 3-2: Agent Detail Options menu statistics

Statistics	Description
Call Totals	Displays an agent's call total statistics since login.
Average Durations	Displays an agent's average call duration statistics since login.
Time Allocations	Displays the percentage of time an agent has been in particular states since login.

When a statistic type is selected from the Options menu, the data is computed from the real-time database and is output in a bar graph in the Agent Detail window. A dot appears beside an option that has been selected. To remove the graphical display portion of the screen, re-select the option. Select the Exit option to close the Detail window. The figure below is an example of the Agent Detail window when the Call Totals option has been selected.

Figure 3.5 Agent Detail - Call Totals



Call Totals option

This option causes the call data normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The call data that appears includes the following:

- ACD - Number of Calls Answered (CALLS ANSWD)
- DN IN - Number of Incoming DN Calls (IN DN CALLS)
- DN OUT - Number of Outgoing DN Calls (OUT DN CALLS)

Average Durations option

This option causes the call and duration statistics normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The data that appears includes the following:

- ACD - Average ACD Talk Time (AVG ACD TALK TIME)
- DN IN - Average Incoming DN Call Time (AVG DN IN TIME)
- DN OUT - Average Outgoing DN Call Time (AVG DN OUT TIME)
- NOT RDY - Average Not Ready Time (AVG NOT RDY TIME)

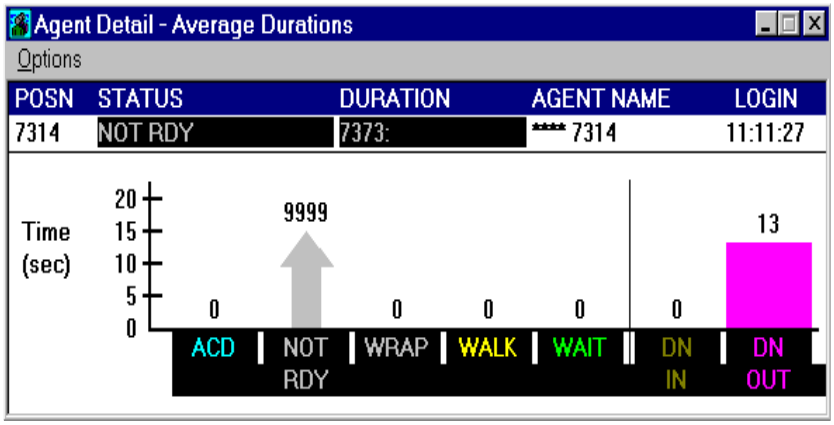
The WAIT statistic is normally reported in the ACD-Group by Agent Performance Report. This statistic is the Average Time Spent Waiting for Calls (AVG WAIT TIME).

WRAP is a new Agent Statistic field that is calculated from the new agent internal data fields "Num of Wrap-ups" and "Total Wrap Time". WRAP is the Average Variable Wrap-up Time (AVG WRAP TIME).

The WALK statistic field is calculated from the internal data fields "Num Walk Periods" and "Total Walk Time". WALK is the Average Walk Period Time (AVG WALK TIME). To prevent the WALK statistic from dominating the graphical output, it can be reported either textually or graphically. It will be displayed in a text format if it is greater than 1.5 times the largest statistic value being displayed, or greater than 10 times the smallest statistic value and greater than the largest statistic value being displayed.

The figure below shows an example of the Agent Detail window when the Average Durations option has been selected.

Figure 3.6 Agent Detail - Average Durations



Note: The NOT RDY statistic field is reported in a text format, an upward arrow is displayed instead of the bar. The value appears above the arrow.

Time Allocation option

This option causes the time allocation statistics normally reported in the Agent Summary Standard Tabular Management Report to be added to the lower portion of the Agent Detail window. The call data that appears includes:

- ACD - Percentage of Staffed Time Worked (WORK STAFFED %)
- DN IN - Percentage of Staffed Time on Incoming DN Calls (DN IN %)
- DN OUT - Percentage of Staffed Time on Outgoing DN Calls (DN OUT %)
- NOT RDY - Percentage of Staffed Time Spent Not Ready (NOT RDY %)

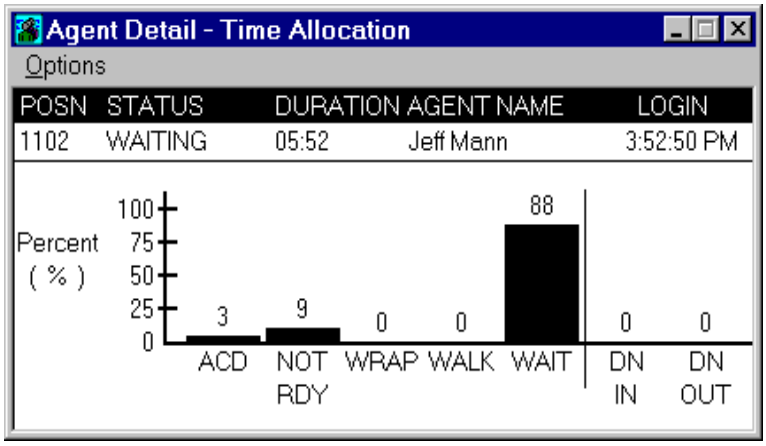
WRAP is a new Agent Statistic field that is calculated from the new agent internal data field Total Wrap Time and the existing data field Staffed Time. WRAP is the Percentage of Time Spent in Wrap-up (WRAP TIME %).

WALK is the statistic field that is the percentage Staffed Time spent in walkaway (WALK TIME %). It is calculated from previously existing Agent internal data fields Total Walk Time and Staffed Time.

WAIT is a new statistic field that is calculated from the existing agent internal data fields Wait Time and Staffed Time. It is the Percentage of Staffed Time Spent Waiting for Calls (WAIT TIME %).

The figure below shows an example of the Agent Detail window when the Time Allocation option has been selected.

Figure 3.7 AgentDetail-TimeAllocation

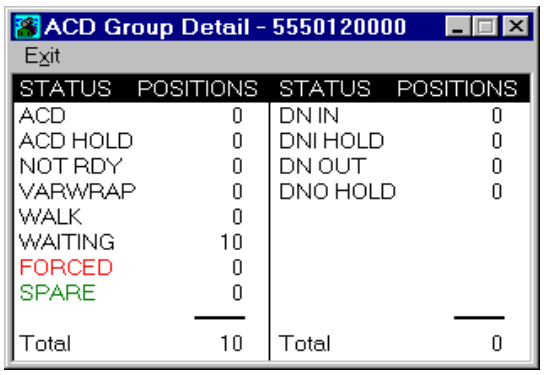


Note: ACD statistics (ACD, NOT RDY, WRAP, WALK, and WAIT) will always add up to 100% (+/- 1% round-off error). the DN statistics (DN IN and DN OUT) will add up to less than or equal to 100%. ACD and DN Time Allocation are mutually exclusive of one another.

ACD Group detail window

A permanent ACD Group Detail window can be displayed by positioning the cursor on an ACD Group ID in the Agent Status window and clicking the right mouse button. The figure below is an example of the ACD Group Detail window.

Figure 3.8 ACD Group Detail



The colors for the states in the STATUS field are the same as the non-threshold color for each state in the STATUS field of the Agent Status display. The colors for the POSITIONS field and Total line are controlled by the definition for "Normal Text" in Profile/Colors window.

Tracking of Dual DN Keys

You can view the status of two DN keys per position on an Agent Status screen. This option is activated using the Preferences / Dual DN Status option as shown below.

Figure 3.9 Dual DN Status Option

When activated, a second status and duration timer (if durations is selected) for the second DN key are displayed in the appropriate fields.

The dual DN tracking is activated and shown for position 1179 in the figure below.

ACD GROUP	POSN	STATUS	DURATION	LOGIN
Customer Service	1178	WAITING	01:39	11:14:21 PM
	1179	ACDH /DNIH /DNO	02:08 / 00:27 / 00:22	11:14:21 PM
Investments	1180	WAITING	02:53	11:14:21 PM

Use the steps below to display dual DN status.

steps Setting dual DN status option

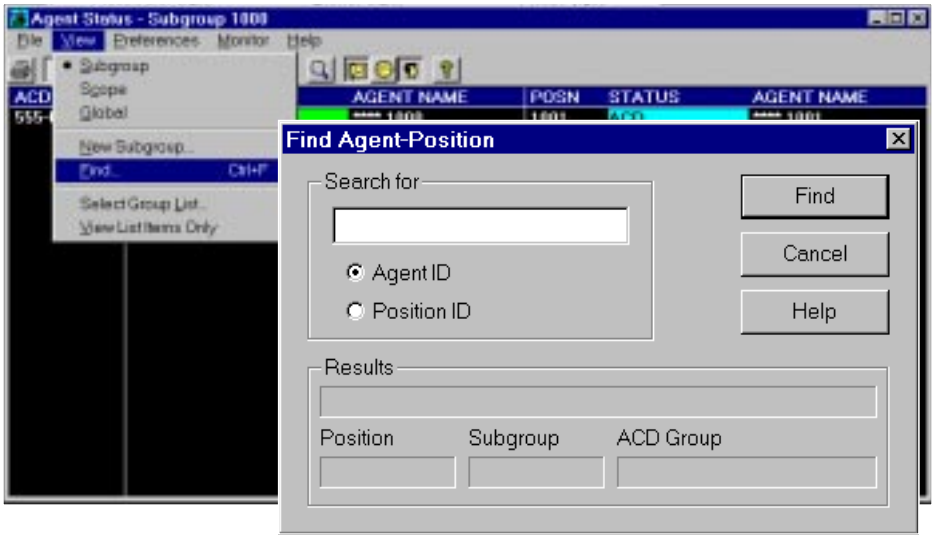
1. Access the Agent Status window from the CCMIS Main window by selecting the Displays / Agent Status command.
2. From the Agent Status window, select the Preferences / Dual DN Status command. (Select the Preferences / Durations option to view duration times for the second DN.)
3. The second DN key status is displayed in the status and duration fields for positions which have two or more DNs active on a call.

Finding an Agent or Position

The Find command on the View menu of the Agent Status Display window allows you to locate a position by entering the Agent ID or Position ID. To locate an agent or position, select either Agent ID or Position ID then enter the ID in the Search For field. Click on the Find button.

Note: The specified agent must be logged in.

Figure 3.10 Find Option and Dialog



The results of the search are displayed in the lower portion of the screen. Also, if the position is in the current view displayed on the Agent Status Display window, the position is scrolled into view and flashes for a few seconds.

Search For

Type the four digit agent or position ID to be located by the search operation. On a NAP partition, the ID entered must be prefixed with a 1 to 4 digit partition code (for example, chm3-1100).

Agent ID

Specifies that the ID entered in the Search For field is an agent ID. Position IDSpecifies that the ID entered in the Search For field is an agent ID.

Use the steps below to locate an agent or position.

steps Locating an agent or position

1. From the CCMIS Main window by selecting the Displays / Agent Status command.
2. From the Agent Status window, select the View / Find command. The Find Agent-Position is displayed.
3. Select the type of search: Agent ID or Position ID.
4. Enter the ID to be located. (On NAPs, the partition code must be prepended to the agent ID.)
5. Click on the Find button.
6. Results of the search are displayed in the dialog.

Results

Displays information concerning the success or failure of the search to locate the specified ID. The Position, Subgroup, and ACD Group (either the ACD-DN or group name as set in the supervisors profile) are displayed for the position.

Find - Possible Search Results

The results of the search operation are displayed in the Results field of the Find Agent-Position dialog. One of the following messages will be displayed in the Result field:

- Invalid agent ID entered
- The specified agent is not logged in.
- The agents position is not in the current view.
- The agents position is not within your scope. (You must have Global view capabilities to view.)
- Agent located.
- Invalid position ID entered.
- The specified position does not exist.
- The position is not in the current view.
- The position is not within your scope. (You must have Global view capabilities to view.)
- Position located.

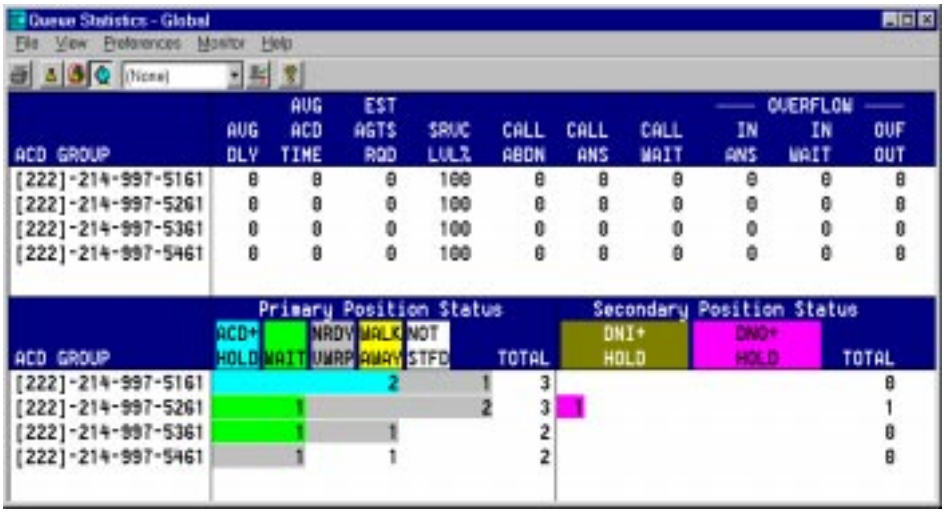
If the agent or position is located, it is brought into view on the screen and flashes briefly.

Queue Statistics Display

This window gives a real-time view of various performance statistics for entire ACD groups.

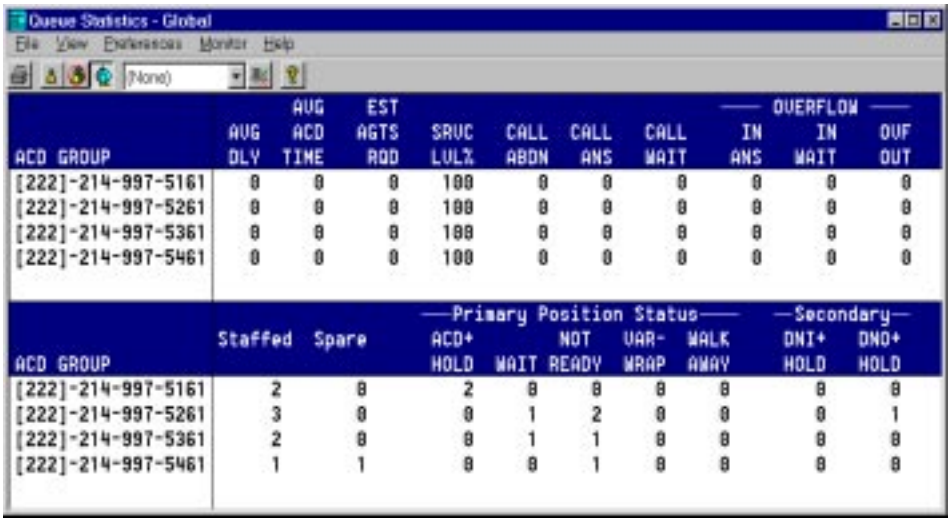
The following is an example of the Standard Graphic Queue Statistics display.

Figure 3.11 Standard Graphic Queue Statistics



The figure below is an example of the Standard Tabular Queue Statistics display.

Figure 3.12 Standard Tabular Queue Statistics



Queue Statistics Display Formats

The format of the display depends upon the current screen definition in use. The available screen formats consist of the standard formats provided with the system, any public formats that have been defined by the System Administrator or a supervisor with an Admin privilege level, and any personal formats you may have defined through the display definition modes. A different display format can be chosen using the New Display Format command on the View menu.

Within the display, ACD groups are identified by primary ACD-DN, or by the name defined for the group. The method of display is determined by the ACD Group Names field in your supervisor profile. If the primary ACD-DN is displayed, these numbers will be formatted according to the Directory Number Format field in the Customer Options window and will be right-justified in the column. If displayed by name, the group names will be left justified. The statistics for each ACD group are shown to the right of the group name or number.

Queue Statistics Display Views

The set of ACD groups displayed in the Queue Statistics Display is controlled by the current display view which is selected using the Single group, Scope, and Global commands in the View menu. The current view is identified by a bullet beside the corresponding view command as well as in the window title. The available views are:

Single group

This view shows the statistics associated with a single ACD group within your scope. The name or number of the ACD group currently being viewed appears in the window title. The New ACD Group command in the View menu may be used while in this view to select a different ACD group.

Scope

This view shows the statistics associated with all ACD groups in your scope. Scope view will be enabled if there are two or more ACD groups defined in your scope.

Global

This view shows data for all ACD groups being monitored by the CC MIS system. Global view is only available if the Global Views option is enabled in your privilege level.

Queue Statistics Display Updates

The information on Queue Statistics Display is updated every 2 to 60 seconds, depending on the setting of the Update Rate field in your supervisor profile, except during times of high call traffic when the update rate may degrade until the period of high traffic ends.

Queue Statistics File Menu

Print

Generates a snapshot report containing all ACD groups in the current view (which may be more than what is currently shown in the window). The report will be formatted as closely as possible to the current display style, although colors may be translated into various hatching patterns in order to print on a black and white printer.

Exit

Removes the Queue Statistics Display window from the screen.

Queue Statistics View Menu

The commands in this menu let you modify the quantity and style of the data displayed in the Queue Statistics Display window.

Single group, Scope, or Global

These commands allow you to select the current display view. A dot is displayed against the current view.

New ACD Group

This command is enabled only when you are in Single Group view. It allows you to select another ACD group from the list of ACD groups in your scope.

New Display Format

This command presents a dialog box that allows you to choose a new standard, public, or personal display format.

Select Group List

This command displays a dialog allowing a different ACD group list to be selected for ordering and/or limiting the ACD groups displayed in the scope and global views. If an ACD group list is selected here, this list will be used to order the ACD groups displayed the window. If the (None) entry is selected, the ACD groups will be ordered alphabetically.

View List Items Only

This command, when checked, limits the ACD groups displayed to only those ACD groups which are in the currently selected ACD group list. When in scope view, the ACD groups in the list must also exist in your scope or they will not be displayed. Deselecting the command
allows other ACD groups not included in the list to be displayed following those included in the list. These extra ACD groups will be ordered alphabetically.

Network Status

Displays the Network Status dialog window that contains a list of network nodes and their operational status. (This option is available only on a NAP partition.)

Queue Statistics Preferences Menu

The commands in this menu allow you to customize the display fonts and colors to your own specifications.

Font

This command allows you to change the font used in the Queue Statistics Display window. In order to keep the columns of data properly aligned with the display headings, the font selection is limited to fixed-pitch fonts.

Colors

This command allows you to change the color of the screen elements used in the Queue Statistics Display window (see Window Color Customization). This command is unavailable if the Colors option is disabled in your privilege level.

Save

This command saves the current preference settings, including window position and size, in your supervisor preferences file on the CC MIS system so that they are available the next time you log in. Changes you make using the commands in the Preferences menu are only remembered until you log out, unless you save your changes using this command.

Queue Statistics Monitor Menu

The commands in this menu allow you to monitor another supervisor's ACD groups. This menu does not appear if the Monitor option in your privilege level is disabled.

Monitor On

This command toggles you between regular and monitor modes. While in monitor mode, a checkmark appears beside this command, and the Single Group and Scope views pertain to the monitored supervisor.

This command will appear grayed until you select a supervisor to be monitored with the Set Monitor ID command.

Set Supervisor ID

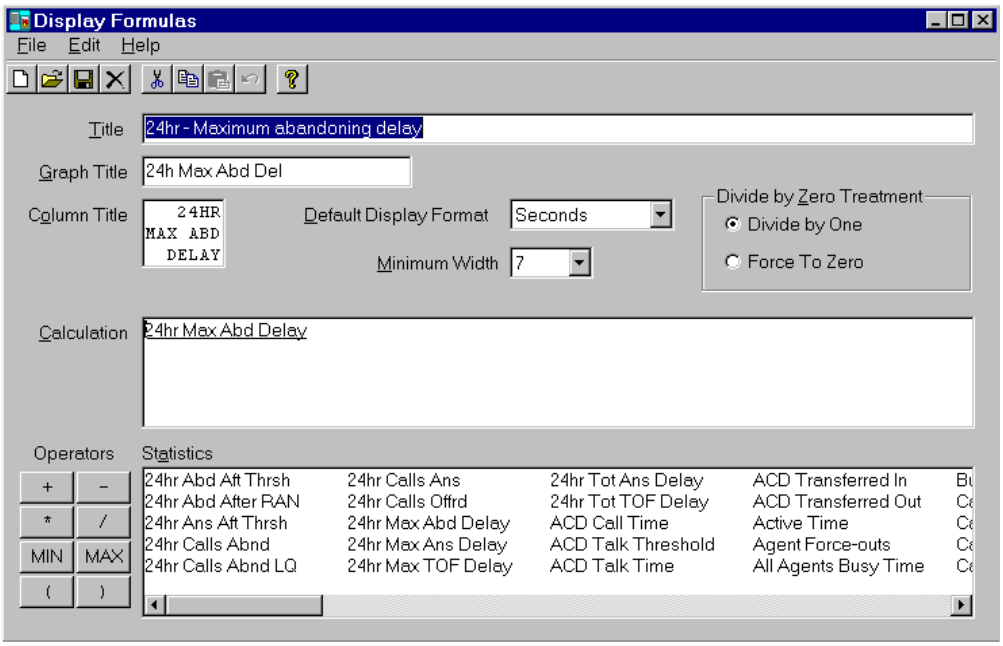
This command allows you to select a supervisor to be monitored. After a supervisor has been selected, use the Monitor On command to toggle between regular and monitor modes.

Display Formula Definition

Display Formula Definition allows you to define new formulas for use in custom queue statistics displays, on wallboard displays, and in alarm definitions. These formulas can then be used in displays in the same way that standard fields are used.

From this window, you define the text that appears in menus and in column or graph headings, as well as the actual formula calculation.

Figure 3.13 Display Formula Definition screen



Display Formula Definition Fields

Title

This field defines the string that describes the formula in menus used in the Quadrant Definition mode. The maximum width of this field is 50 characters. On multi-lingual systems, you can use the Language Menu to enter this title in multiple languages.

Graph title

This field provides a short name for the formula that is used in graphic quadrants as a default legend label string. The maximum length of this field is 12 characters. On multi-lingual systems, you can use the Language Menu to enter this title in multiple languages.

Column title

Provides the column heading that identifies the formula when used in a tabular quadrant definition. The width of this field is dependent on the Minimum Display Width field, but up to three lines may be used. On multilingual systems, you can use the Language Menu to enter this title in multiple languages.

Divide By Zero Treatment

This field affects the handling of division by zero errors. The "Force to Zero" option forces the result of the division by zero to 0, while the "Divide by One" option makes the result equal to the numerator, effectively performing a divide by 1 operation.

Default Display Format

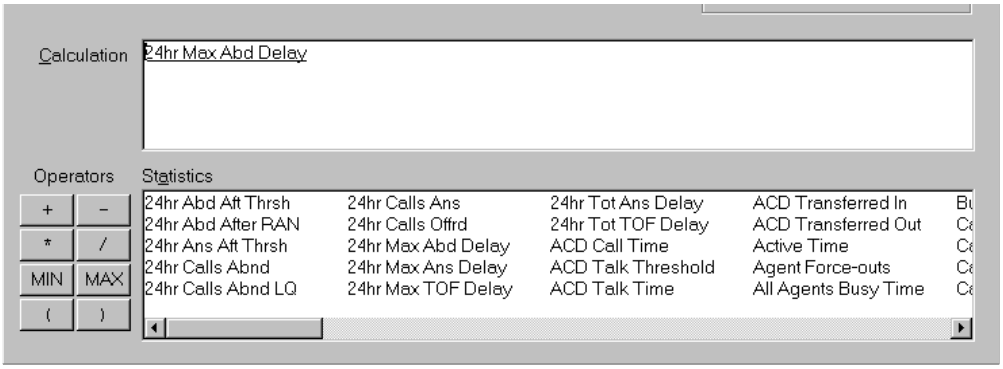
This field allows you to select the default display format for the formula (i.e., numeric, percentage, etc.). Click on the down arrow to see a menu with the valid formats.

Minimum Display Width

This field determines the minimum field width of the formula when it is used in a tabular quadrant definition. The allowable values for this field are from 3 to 9, depending on the Default Display Format field. For instance, if the default display format is "hh:mm", the minimum display width must be at least 5.

Calculation

This field lets you define the actual arithmetic formula. Parentheses may be used to override normal precedence of operators. The allowed operations are addition, subtraction, multiplication, division, minimum (represented by 'MIN'), and maximum (represented by 'MAX'). Expressions within parentheses are evaluated first. Following these are minimum and maximum operations. Then multiplication and division are performed. Finally, addition and subtraction operations are evaluated.



To enter constants or operators into the formula, simply enter them from the keyboard or select them from the lower portion of the screen using the mouse. Remember that the minimum and maximum operators are represented by the 'MIN' and 'MAX' symbols and are used in infix fashion.

An example equation and it's result is: 3 MIN 6 * 4 = 12. This is because 3 MIN 6 yields the minimum of 3 and 6 which is 3 (remember, 'MIN' and 'MAX' have higher precedence than all other non parenthesized expressions). This result is then multiplied by 4 to produce the result, 12.

Another example equation is 3 MAX 6 * 4 =24 which produces the maximum between 3 and 6 (which is 6) then multiplied times 4. The result of this equation is 24.

The raw statistics fields may be chosen by double clicking the left mouse button on the desired statistic in the Statistics list.

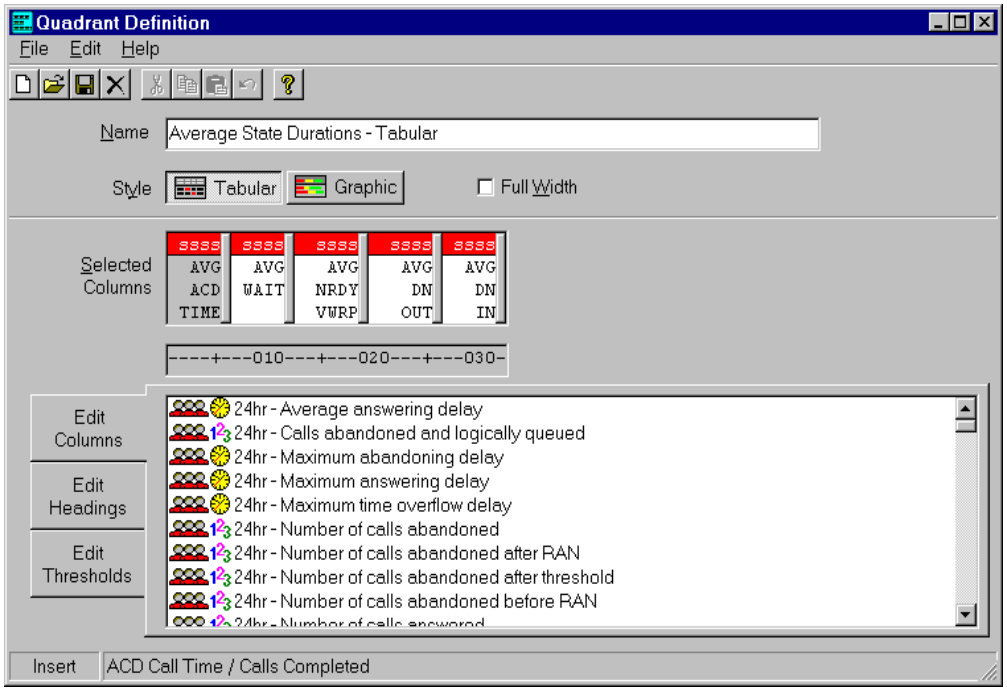
The formula is limited to 17 components and may include up to eight sets of parentheses. A component is any constant, operator, or raw statistic field (a parenthesis is not a component). If a formula contains unnecessary parentheses, they are removed when you save the formula.

If your calculation will not produce a valid result, the system displays an error message, and prevents you from saving the formula without first correcting the error. Select the File/Validate option to check your finished calculation. Select File/Save to save the new formula.

Quadrant Definition

Quadrant Definition mode allows you to define the contents and display format of rectangular areas of the queue statistics screen. These areas are known as "quadrants". Custom quadrant definitions can be stored in the quadrant library along with the standard quadrant definitions.

Figure 3.14 Quadrant Definition screen



When defining a quadrant you can choose between tabular and graphic display styles. There is also an option that allows the definition of a double quadrant that spans the entire width of the display. Note that the definition of a quadrant does not include the position that it occupies on the display screen; this is left to Screen Definition mode.

Up to 250 public quadrant definitions may be defined. As well, each supervisor is allowed to create up to 5 personal definitions for their use only. Public quadrants can only be created, modified, or deleted by a supervisor with the appropriate (Admin) privilege level.

Quadrant Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the quadrant definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open

This command displays a menu of existing quadrant definitions, allowing you to choose a definition to be read into the form. Standard, public, and personal definitions are displayed in this menu.

Save

This command saves the current changes to the definition. If this is the first time the definition has been saved a dialog is displayed to specify the type of quadrant: public or personal.

Save As

Selection of the Save As command causes a Save As dialog to be displayed. The following options are available in the dialog.

New public quadrant - This command saves the currently displayed quadrant as a new public quadrant definition. Only supervisors with system administrator status can create public quadrant definitions.

New personal quadrant - This command saves the currently displayed quadrant as a new personal quadrant definition. You can define up to five personal quadrant definitions.

Delete

This command displays a menu of existing quadrant definitions, allowing you to choose one or more to be deleted. Only supervisors with system administrator status can delete public quadrant definitions.

Revert

This command removes any changes made to the quadrant since the last time it was read from the database or saved to the database. If you are not working on an existing quadrant definition, this command is disabled.

Validate

Use this command to check the validity of the changes you have made to the current definition.

Exit

Use this command to exit from Quadrant Definition if no changes have been made (since the last save) or you wish to discard any changes you have made to the current definition.

Fields Common to All Quadrant Definitions

Definition Name

This field defines the name of the quadrant definition. The name can consist of up to 40 characters and should be chosen such that it uniquely identifies the quadrant definition. The name is used in the menu of defined quadrants presented in Display Screen Definition mode. On multi-lingual systems, you can use the Language Menu to enter this text in multiple languages.

Full Screen

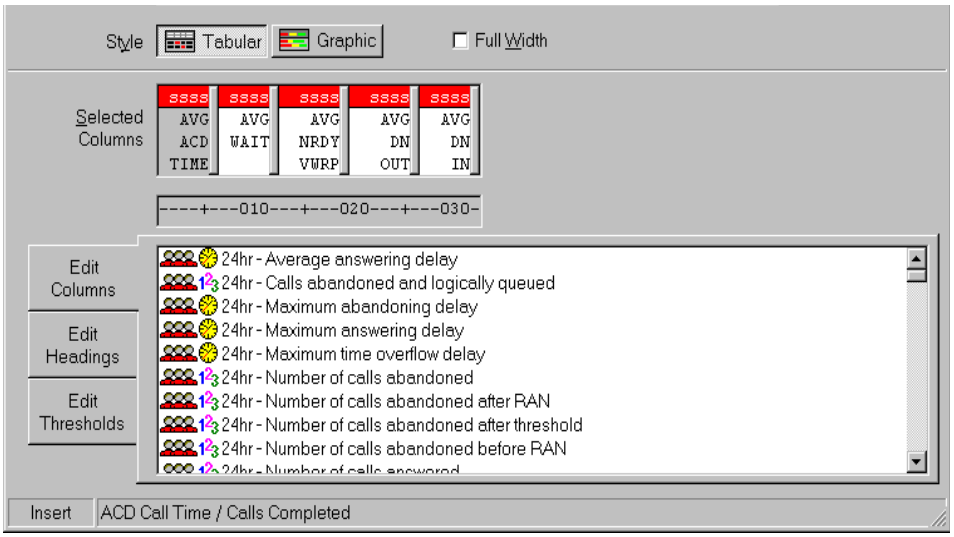
Selection of this field defines a double quadrant which consumes all of the usable width of the screen (65 characters). Full screen quadrants can occupy only the upper left or lower left quadrant locations in a display screen.
(The default width of the quadrant is one half of the usable width of the screen (32 characters). Quadrants of this size can be positioned in any of the four possible quadrant locations in a display screen.)

Style

This field allows you to select between a tabular or graphic presentation style. The format of the remainder of the Quadrant Definition screen depends upon the selection made in this field. The possible selections are: Tabular or Graphic

Fields Specific to Tabular Quadrants

When a tabular quadrant is being defined, the following fields appear on the screen:



Column Selections Area

This field area contains a listing of formulas and allows you to choose the formulas to be included in the quadrant. Click on the Edit Columns tab to select formulas for this field. Double-click on the formula (in the list) to be included. The name of the formula appears in the Selected Columns field.

Custom Headings

This field allows you to define customized headings for your quadrant, instead of the ones provided automatically with the column selections. Click on the Edit Headings tab to edit this field. The column boundary guides provide a visual indication of the width of the column. Column widths can be adjusted using the Increase Width and Decrease Width menu options.

The Use Standard Headings as Starting Point button allows you to display the standard heading. After it is displayed, you can create the custom heading by modifying any part of the heading.

Thresholds

This field is used to assign thresholds to one or more columns in the quadrant. Click on the Edit Thresholds tab to edit this field. The threshold fields are displayed. Select the desired settings.

Threshold Assignment Subfields

Selecting the Edit Thresholds tab displays several fields that are used to define the threshold.

Threshold Preview - The first row under the Edit Threshold tab is the preview field. When a threshold direction, type, and color are selected, this field displays a view of the threshold as defined.

Threshold Settings fields - The second row in the threshold field contains the threshold type field comprised of the direction, type and constant value subfields. The direction subfield allows you to specify Above, Below, or None as the direction for the threshold. Selecting Above or Below actives the threshold fields which allows you to define the values for, and appearance of, the variable when the threshold is above or below the specified settings.

Selecting None disables all of the fields under the Edit Threshold tab. Threshold types are selected from the menu displayed in the type subfield. The third subfield becomes active when the Constant type is selected in the

Type subfield. The value entered into this field must be between 0 and 9999. This value is added to the value of the selected Threshold Type to determine the threshold value used.

Threshold Color - The third row in the threshold field contains the threshold color subfield which defines the color to display a statistic value in when it is in a thresholded state as determined by the settings of the type and value subfields. Click the left mouse button (MB1) on the down arrow to view the selections on the pull down menu.

Selected Column Subfields - The Selected Columns field consists of two parts. The first row of the column selections field provides an indication of the column display format and the column width. The remaining rows contain the default heading text for the current column selections.

Column Display Format Indicators - Above the column label of each selected formula is a string that shows the display format and width of the column. Possible time-based display formats are contained in a drop down: menu that is displayed by placing the cursor over the field and pressing the right mouse button.

Format	Description
sss	Time formatted as seconds.
mmm	Time formatted as minutes.
mm:ss	Time formatted as minutes and seconds.
hh:mm	Time formatted as hours and minutes.
hh:mm:ss	Time formatted as hours, minutes and seconds.

When a column is initially selected, its default display format and width is determined from the corresponding formula definition. The width of the column can be increased above the default column width using the Increase width option on the pop-up menu. A column that is wider than the default column width can be decreased in width using the Decrease width menu option. Columns can also be resized by dragging the column separator bars to increase or decrease the widths of the columns.

Default Column Headings - The default column headings are used as the quadrant heading text unless custom headings are specified in the Edit Headings tab.

Selecting Columns in a Tabular Quadrant

There are two methods of placing columns into the Selected Columns field.

steps Placing columns

Method One

Drag and drop to insert, replace, or append:

1 To insert, click on a formula listed in the lower portion of the window and drag it to the desired column in the Selected Columns field. The Insert indicator is displayed in the lower-left portion of the screen.

2 To replace, click on a new formula in the lower portion of the screen and drag it on top of the formula to be replaced. The Replace indicator is displayed in the lower-left portion of the screen.

3 To append, click on a new formula in the lower portion of the screen and drag to the end past the formulas already listed. The Append indicator is displayed in the lower-left portion of the screen.

Method Two

Click to insert, replace, or append:

1 Double-click on a formula listed in the lower portion of the window. The formula is now displayed in the Selected Columns field. (The columns are placed in the order selected.)

2 To insert a column, highlight the column where the new column is to be inserted, then double-click on a formula listed in the lower portion of the window. The formula is now displayed to the left of the highlighted column.

3 If you want to delete existing columns, highlight the column and select the Edit/ Delete command.

4 To highlight (select) a column, move the mouse cursor to the column and click the left mouse button.

5 To replace a column, highlight the column, de-select the Insert option on the Edit menu, then click on the desired formula in the list. The formula is replaced by the new formula in the selected column.

Changing the Display Format of a Column

The display format of a column based on a timer statistic can be changed to one of five different time display formats.

Ues the steps below to change the display format of a time-based column

steps Changing format of time-based columns

1 Position the cursor on the desired column in the Selected Columns field and click the left mouse button to highlight the column.

2 With the mouse position over the highlighted column, press the right mouse key. The pop-up menu appears.

3 Select the new format from the menu.

4 Repeat steps for all columns you wish to change.

Changing the Width of a Column

Use the steps below to change the width of a column.

steps Changing column width

1 Position the cursor on the desired column in the Selected Columns field and click the left mouse button to highlight the column.

2 With the mouse position over the highlighted column, press the right mouse button. The drop down menu appears.

3 Select the Increase Width option to increase the columns width from the menu. Select the Decrease Width option to decrease a column that has been increased.

4 Repeat steps for all columns you wish to change.

Notes
The width of the column determines the maximum number that can be displayed in the column. Any number requiring more space will be shown as ***. By increasing the column width, these numbers can be properly displayed.

An alternate method is to drag the column re-sizing bars. Position the mouse cursor over the bar and press the left mouse button while re-sizing the column.

Adding a Threshold to a Column

Column thresholds can be used to highlight statistic values in the Queue Statistics Display which require attention. Use the steps below to add a threshold to a column.

steps Adding a threshold to a column

To add a threshold to a column

1 Position the cursor on the desired column in the Selected Columns field and click the left mouse button to highlight the column.

2 Click the left mouse button on the Edit Threshold tab.

3 In the Threshold Settings field, select the desired direction of the Threshold (None, Above, or Below) from the pull down menu. In the adjacent subfield select the threshold type. The type subfield contains a menu with a list of threshold values defined for the ACD group in the Threshold Definition mode.

4 If Constant is selected as the type, enter a value in the value subfield. The valid range is 0 to 9999.

5 Repeat steps for all columns you wish to add thresholds.

Notes
The Edit Thresholds tab fields cannot be modified until a column selection has been made.

Removing a Threshold From a Column

Use the steps below to remove a threshold from a column.

steps Removing a threshold to a column

1 Position the cursor on the desired column in the Selected Columns field and click MB1 to highlight the column.

2 Click MB1 on the Edit Threshold tab.

3 In the Threshold Settings field, select the None option from the pull down menu.

4 Repeat steps for all columns you wish to remove thresholds.

Customizing Headings in a Tabular Quadrant

Use the steps below to customize headings in a tabular quadrant.

steps Customizing headings - tabular quadrants

1 Click MB1 on the Edit Headings tab.

2 In the edit field, enter the desired headings. To modify the standard heading, click on the Use Standard Headings as Starting Point button. The standard heading is displayed in the edit field.

3 Use the arrow keys to move to the desired point in the heading field that you want to modify. Make the desired modifications to the existing heading.

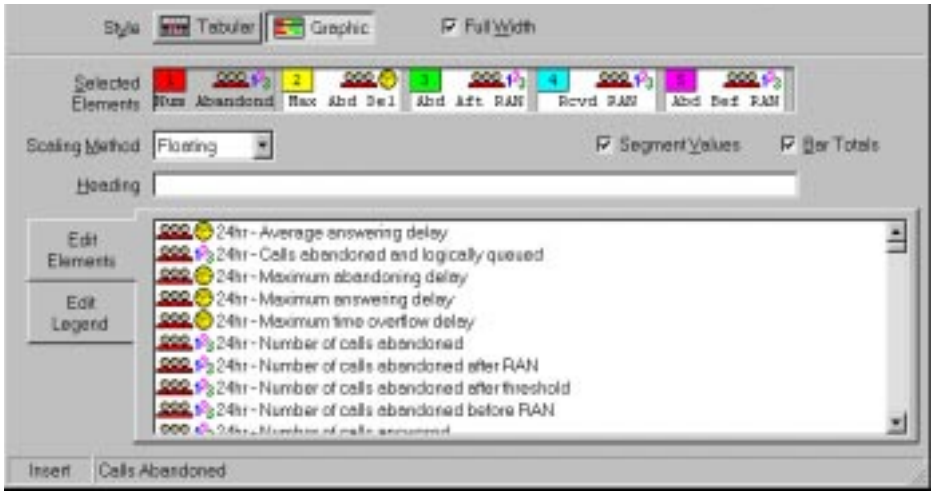
4 Repeat steps for all headings you wish to customize.

Notes

If no custom headings are provided, the system will use the default headings as shown in the Column Selections field. On multi-lingual systems, you can use the Language Menu to enter the custom headings text in multiple languages.

Fields Specific to Graphic Quadrants

A graphic quadrant definition allows you to select up to five display elements (formulas) to be combined in a horizontal stacked bar graph. For each element selected, you are allowed to choose a color to be used to display the bar segment and legend entry which corresponds to the element.



Selected Elements

This field displays the elements selected from the list in the lower portion of the screen.

Scaling Method

This field lets you define how the graphic display should be scaled. Three methods are available; fixed, stepped, and floating.

Segment Values

This field controls whether or not the actual numeric value for each graph element is displayed within its bar segment. If selected, the numeric value is displayed at the extreme right end of each bar segment.

Bar Totals

This field determines whether or not the total of all segments is displayed at the end of each line. If this option is selected, the word "TOTAL" will appear at the right side of the legend line, and the number of characters available for the bar graph will be reduced by 6. This field also impacts the width of each section of the legend.

Heading

This field defines an optional one line heading displayed above the graph legend. If not provided, the legend line(s) shifts up one line when displayed. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Graphic Elements

This field is a list of defined formulas that are available for selection as elements in the quadrant. You can edit the legend text and change legend colors while positioned on these fields by clicking on the Edit Legend tab.

Fixed Scaling in Graphic Quadrants

This scaling method sets the right "edge" of the graphic display area to represent a fixed value supplied in the quadrant definition. A field named AT: will appear to the right of the Scaling Method field when this method is chosen. Enter a fixed scaling factor between 10 and 9999 in this field. All bars will then be scaled in proportion to this fixed value.

If a bar total value exceeds the fixed scaling factor, it will be truncated when displayed and a '>' character will appear at the end of the bar to indicate the overflow.

Use this scaling method when the statistics being plotted can vary wildly over time but will rarely exceed a certain constant value. This method works well when the statistics being plotted are percentages. In this case the scaling factor be set to 100.

Stepped Scaling in Graphic Quadrants

This scaling method sets the right "edge" of the graphic display area to represent some multiple of a fixed "step value" supplied in the quadrant definition. A field named BY: will appear to the right of the Scaling Method field when this method is chosen. Enter a fixed step value between 10 and 9999 in this field. The multiple of this "step value" to be used is re-computed each time the screen is refreshed by determining the highest total bar value for all ACD groups in the current view. The multiple selected will be the one which displays the bars in maximum detail without having the largest bar overflow the display.

Use this scaling method when the statistics being plotted can vary wildly over time and there is no reliable maximum value to use for the fixed scaling method. By choosing the appropriate "step" value, the display will adjust to long term variations without changing the scaling factor on every screen update.

Floating Scaling in Graphic Quadrants

This scaling method re-computes the scaling factor each time the screen is refreshed by determining the highest total bar value for all ACD groups in the current view.

The bar for the ACD group with this highest total value will be drawn such that all available display width is used. All other ACD groups' bars are proportioned according to this maximum. Use this scaling method when the bar total values will remain relatively static over time.

Editing Legend Text in Graphic Quadrants

Use the steps below to edit Legend Text in Graphic Quadrants

steps Editing text in graphic quadrants

To edit legend text in a graphic quadrant

1 Click MB1 on the Edit Legend tab.

2 Position the cursor on the desired column in the Selected Elements field and click MB1 to highlight the element.

3 In the Legend Text field, modify the standard legend text.

4 Repeat steps 2 and 3 for all elements you wish to edit the legend text.

Notes
On multi-lingual systems, you can use the Language Menu to enter the legend text in multiple languages.

Changing Legend Colors in Graphic Quadrants

Use the steps below to edit Legend Text in Graphic Quadrants

steps Changing legend colors - graphic

To change legend colors in a graphic quadrant

1 Click MB1 on the Edit Legend tab.

2 Position the cursor on the desired column in the Selected Elements field and click MB1 to highlight the element.

3 In the Bar Segment Color field, click on the down arrow and select the desired color setting from the pull down menu.

4 Repeat steps 2 and 3 for all elements you wish to edit the legend color.

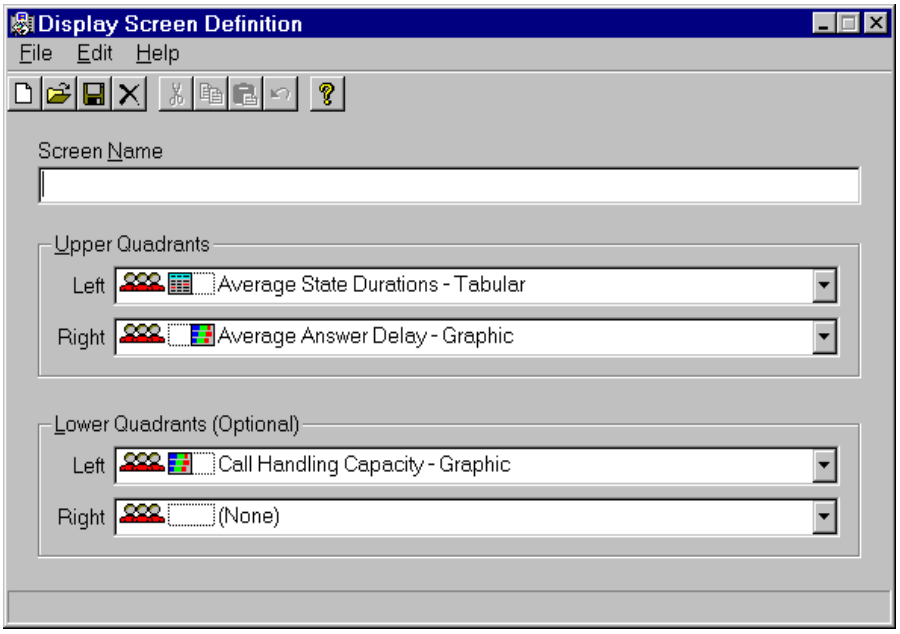
Notes

A special case exists when the number of segments selected is set to one. In this case the color selected for the element will be used only for the bar color; the legend text will be displayed on the actual real-time display in the normal text color. This allows the legend text to be used as additional heading text rather than to define the meaning of an individual bar segment color.

Screen Definition

This mode is the highest level of display customization. Its function is to bind from one to four display quadrant definitions into a real-time display screen and to provide a name for the screen. Up to 250 public screen definitions may be defined. Each supervisor is allowed to create up to five personal definitions their use only.

Figure 3.15 Display Screen Definition screen



Public screen definitions can only be created, modified, or deleted by a supervisor with the appropriate (Admin) privilege level.

The following rules apply to the creation of a custom display screen:

1. A full screen quadrant can only be used in either the upper left or lower left quadrants, in which case the quadrant to the right of it may not be used. A right-hand quadrant can be defined only when there is a half screen quadrant in the corresponding left-hand side.
2. A lower quadrant can only be defined if an upper quadrant is defined.
3. Lower quadrants are optional. If left off, the real-time display will extend the data display area of the upper quadrants to the bottom of the screen. This is useful for defining screens that are primarily used with the global view.

Use the steps below to define a screen display.

steps Defining a screen display

From the Display Screen Definition window:

1 Select File / New option.

2 In the Screen Name field, enter a name for the screen definition.

3 Click on down arrow and select an item for the Left, then Right upper quadrants, as applicable.

4 If an upper quadrant is specifed, then select lower quadrants, as applicable.

5 Save your screen definition using the File / Save As option and select the type of format and enter a file name for the deinition.

Screen Definition File menu

The commands available in the File menu are:

New

This command clears all input from the screen definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open

This command displays a menu of existing screen definitions, allowing you to choose a definition to be read into the form. Standard, public, and personal definitions are displayed in this menu.

Save

This command saves the current changes to the definition. If this is the first time the definition has been saved a dialog is display to specify the type of screen: public or personal.

Save As

Selection of the Save As command causes a Save As dialog to be displayed. The following options are available in the dialog.

New public - This command saves the currently displayed screen as a new public screen definition. Only supervisors with system administrator status can create public screen definitions.

New personal - This command saves the currently displayed screen as a new personal screen definition. You can define up to five personal screen definitions.

Delete

This command displays a menu of existing screen definitions, allowing you to choose one or more to be deleted. Only supervisors with system administrator status can delete public screen definitions.

Revert

This command removes any changes made to the screen since the last time it was read from the database or saved to the database. If you are not working on an existing screen definition, this command has the same effect as clearing the form.

Validate

Use this command to check the validity of the changes you have made to the current definition.

Exit

Use this command to exit from Screen Definition.

Alarms

The Alarms option is displayed only if the SNMP feature is enabled and you have supervisor access privileges to this feature.

Note: Due to the technical nature of the SNMP feature, a background in network management and the SNMP protocol is recommended for administrators and users of this feature.

About SNMP

The Simple Network Management Protocol (SNMP) is a standard Internet protocol that allows a Network Management System (NMS) to gather status information from devices in a network. These devices typically include hubs, routers, bridges and computers. The definition of the data made available to the NMS by the devices is called a Management Information Base (MIB), and for these standard devices a standard MIB is defined and is named MIB-2.

CC MIS supports MIB-2 for the management of the CC MIS computing platform as well as two custom MIB definitions for the management of the CC MIS entity running on this platform. One of the custom MIBs allows the NMS to monitor the status of the ACD groups on which the CC MIS system is collecting information.

This feature provides the capability to a CC MIS customer to somewhat automate the monitoring of the CC MIS system and ACD call center operation.

Supervisor access to SNMP

The Alarms Definition window is the starting point for all SNMP-related activities at the partition level, including:

- alarm definition and maintenance,
- SNMP community setup and maintenance, and
- SNMP MIB file transfer

From this window, you can setup up to 100 standard or custom statistics to be monitored for each ACD group in the partition. The setup of each statistic includes threshold and alarm information. The information defined for each Alarm Definition is what is provided to a Network Management System (NMS) when it queries for the CC MIS Partition MIB entries.

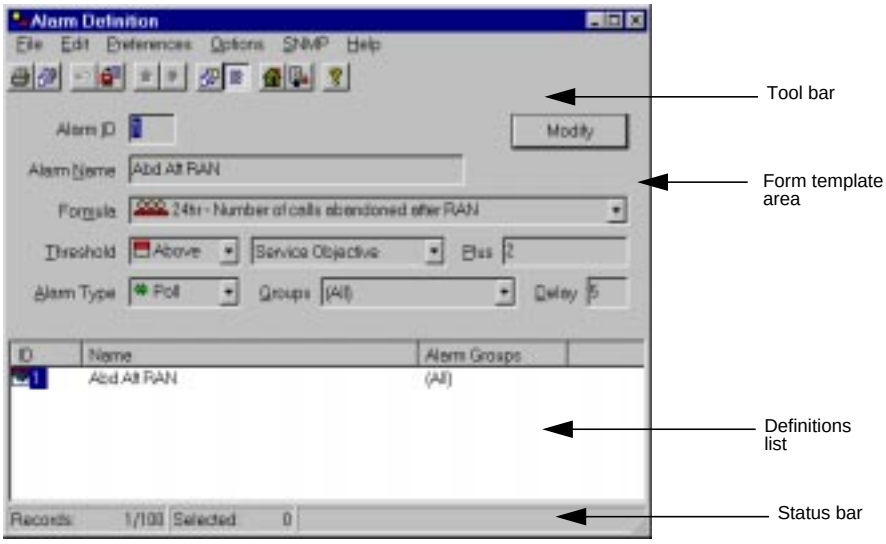
Use the steps below to access the Alarm Definition window.

steps Accessing the Alarms definition screen

1. From the CC MIS Main window, select **Displays**.
2. The Displays pulldown menu is displayed.
3. Select the **Alarms** option.
4. The Alarms Definition window is displayed.

The Alarms Definition screen is shown in the figure below.

Figure 3.16 Alarm definition



Description

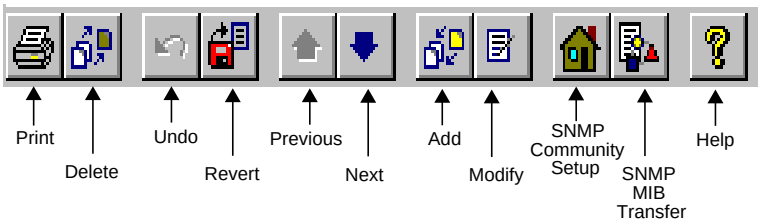
The Alarm Definition window consists of four major components; tool bar, status bar, form template and a definitions list.

Tool bar

The tool bar is the row of buttons across the top of the window that provides shortcuts to many of the commands available on the window's menu.

Tool-tip windows are displayed for a short time when the mouse cursor is positioned over one of the tool bar buttons. The window contains a brief description of the function performed by the particular button.

Figure 3.17 Alarm tool bar



Status bar

The status bar appears at the bottom of the window and consists of three sections. The first section indicates the number of records defined and the maximum number allowed. The second section indicates the number of records currently selected in the definitions list. The third section is for displaying status and progress messages.

Form template

The form template consists of the fields in the top half of the screen which are used for entering and modifying the fields which make up an alarm definition. The definitions list in the bottom half of the screen displays a scrollable list of currently defined alarm definitions. Any or all of the fields in the definition may be displayed as a column in the definitions list. The only restriction is that the ID column must always appear in the first column. As columns are added or removed, the columns will automatically resize themselves to provide a best fit for the current width of the window.

The fields in this template are described below:

Field	Description
Alarm ID	A unique alarm ID number. Range is 1 to 100.
Alarm Name	The name assigned to the alarm definition. This name can consist of from 1 to 30 characters excluding the vertical bar character (|).
Formula	The standard or custom formula used to compute the statistic value upon which the alarm condition is based.

Field	Description
Threshold Level	This field determines whether the computed value for the statistic should cause an alarm condition if its value rises above or falls below the threshold value defined for the alarm. The two possible values for this field are: Above — An alarm condition starts when the statistic value begins to exceed the threshold value and ends when the statistic value falls below the threshold value. Below — An alarm condition starts when the statistic value falls below the threshold value and ends when the statistic value rises back above the threshold value.
Threshold Type	The type of threshold to apply to the statistic value. This can be any of the available ACD group thresholds (as defined via Threshold Definition) or the following special threshold type: (Zero) — The threshold value is defined solely by the constant value entered in the “Plus” field (see below).
Plus	This field defines a numeric value to be added to the value of the ACD group threshold selected in the “Threshold Type” field to arrive at the threshold value used for determining when the statistic value indicates an alarm state. This constant component of the alarm threshold can be any signed 32-bit number (-2,147,483,647 through 2,147,483,647). This constant threshold component allows the implementation of multi-level alarms by defining multiple alarm definitions which differ only in the “Plus” and “Alarm Type” field values.
Alarm Type	This field determines the type of alarm (SNMP trap) to be generated by this alarm definition. The four possibilities are: Poll — No trap is generated. The NMS must poll the CC MIS system to get the statistic value periodically. Minor — An “acdMinorStart” trap is sent when the statistic value enters into the alarm condition and an “acdMinorEnd” trap is sent when the statistic value leaves the alarm condition. Major — An “acdMajorStart” trap is sent when the statistic value enters into the alarm condition and an “acdMajorEnd” trap is sent when the statistic value leaves the alarm condition. Critical — An “acdCriticalStart” trap is sent when the statistic value enters into the alarm condition and an “acdCriticalEnd” trap is sent when the statistic value leaves the alarm condition.
Alarm Delay	This field sets a delay period in seconds from the time that an alarm condition is first detected until the time that an SNMP trap is sent. If the alarm condition clears within this delay period, no trap will be sent. This delay value also applies to the clearing of an alarm condition. The maximum delay value is 999 seconds.

Field	Description
Alarm Groups	This field determines which ACD groups should cause traps to be generated. The field will contain the names of all currently defined ACD group lists (as defined in List Definition mode) and the special “(All)” selection. If a list is selected, only the groups in the specified list definition will cause traps to be generated. If “(All)” is selected, all ACD groups will cause traps to be generated.

Definition List

The definitions list in the bottom half of the screen displays a scrollable list of currently defined alarm definitions. The Alarm Definition window can be resized so that the number of definitions displayed in the alarm definition list can be adjusted by the user.

Click on a column header (for example Name) to display a popup menu which allows you to add, delete, or replace the columns in the list view.

Any or all of the fields in the definition may be displayed as a column in the definitions list. The only restriction is that the ID column must always appear in the first column. As columns are added or removed, the columns will automatically resize themselves to provide a best fit for the current width of the window.

Mode of operation

The operation of the Alarm Definition window is indicated by the label on the button in the upper right corner of the window. The two modes of operation are **modify** and **add**. The initial mode is set to add mode if there are no alarm definitions currently defined. Otherwise, the modify mode is selected.

Modify mode

In the modify mode, entering the alarm ID of an existing alarm definition record in the Alarm ID field, or selecting a record in the alarm definitions list, causes the selected record to be read into the current form so that it can be changed.

By selecting multiple records in the definitions list, the same change can be made to one or more fields of all selected records. The visual indication of which fields are to be changed by a modify operation, the background color of each field indicates whether or not it contains changes.

As records are selected in the definitions list, the last record selected becomes the current record and is denoted by a dotted rectangle surrounding the record's key value.

As the current record changes, the contents of the current record are loaded into the template fields until the first field has been modified. After that, new records can be added to the set but the current record contents will not be displayed in the template fields.

The second section of the status bar at the bottom of the window indicates the current number of records selected. When the Modify button is clicked or the Enter key is pressed, the form fields are validated and selected records are updated with the changed field values. The third section of the status bar will display the progress of the modify operation.

The Revert button (or **Edit/Revert** command) can be used to discard all changes that have been made prior to pressing the Modify button. After the Modify button has been pressed, all changes are made to the database and the revert command is disabled.

Existing records can also be deleted from the system while in modify mode by selecting the record or records to be deleted in the definitions list and selecting the **File/Delete** command or pressing the Delete tool bar button.

Add mode

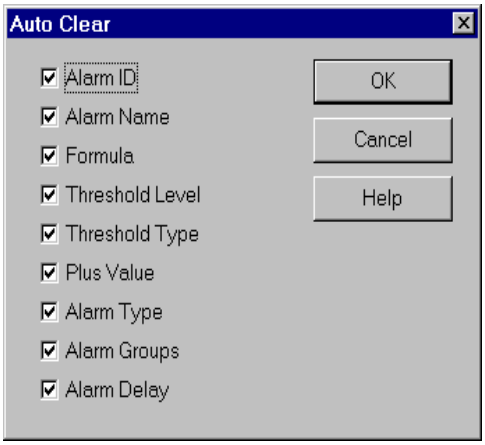
In the add mode the fields in the window are used to define new alarm definition records. Since all fields are sent to the database during an add operation, all fields will be displayed using the background color that denotes a changed field.

A new record will be created each time the Add button is clicked or the Enter key is pressed subject to validation of the form field values. If an attempt is made to add a new alarm definition record whose Alarm ID field matches one already in the database, a warning will be given to the user asking if the record should be replaced.
After the new record is added, the form fields are cleared based on the current auto-clear settings (see the description of the Options/Auto Clear menu item).

If a record is selected in the definitions list while the current mode is Add mode, then the mode is automatically switched to modify mode and the selected record is loaded into the template fields.

The auto-clear settings used during add mode are defined through the following dialog which is accessed via the Options/Auto Clear command: Auto Clear Settings Dialog Box.

Figure 3.18 Auto clear dialog



Every field in the Alarm Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the “Add” button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Alarm window menu options

The Alarm Definition window contains the following menu commands: File, Edit, Preferences, Options, SNMP, and Help.

Menu options for each menu are described below.

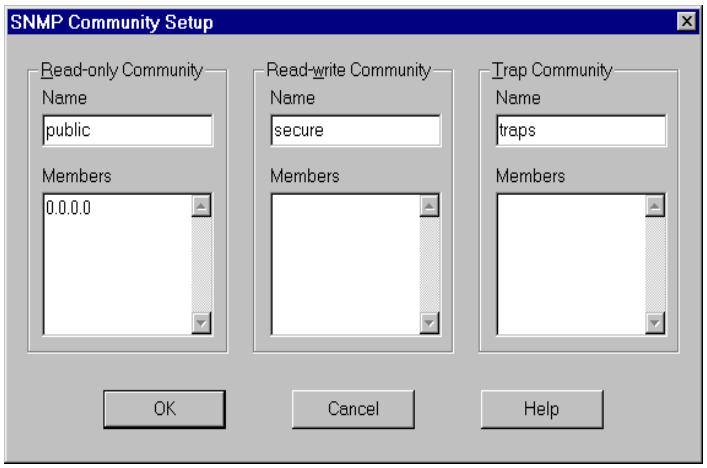
Menu Item	Action
File Menu	
Delete	Deletes all currently selected alarm definitions. If there are multiple definitions selected the user will be asked to confirm the multiple deletion operation.
Print	Generates the Alarm Definitions system report and sends it to the current supervisor's default tabular printer.
Exit	Closes the window.
Edit Menu	
Undo	Undoes the previous editing action in any of the editable fields in the window. This command will be grayed if there is nothing to be undone.
Revert	This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the alarm definition marked as the "current" definition to be re-loaded into the form.
Preferences Menu	
Save	Saves the current window location and size, the current column selections in the definitions list, and the current auto-clear settings.
Options Menu	
Auto Clear...	Displays the "Auto Clear Settings" dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.
Previous	Moves selection to the previous record in the alarm definitions list.
Next	Moves selection to the next record in the alarm definitions list.
Add	Switches the current operational mode to "add" mode.
Modify	Switches the current operational mode to "modify" mode.
SNMP Menu	
Community Setup	Displays the SNMP Community Setup dialog allowing the user to define the IP addresses of the Network Management Systems which may access the Partition MIB for this partition.

Menu Item	Action
MIB Transfer	Displays the SNMP MIB Transfer dialog which allows the user to transfer the MIB definition file(s) to the user's PC so that it can be loaded into the user's Network Management System.

SNMP Community Setup

The SNMP Community Setup window is used to define the access rights for Network Management Systems wishing to access the CC MIS Partition MIB for this partition. This window is shown in the figure below.

Figure 3.19 SNMP community setup



This screen displays the current settings for each of the three communities defined by CC MIS. When a CC MIS partition is created, the community names are defaulted to public, secure, and traps for the read-only, read-write, and traps communities respectively.

The members list for the read-only community is set to 0.0.0.0, while the other two members lists are empty.

Community names can be any string of characters, between 1 and 15 characters in length (excluding the vertical bar character [|]). The community definitions can not be saved if any community names are left completely empty.

The members lists will accept any valid IP address, including 0.0.0.0 in either of the read-only or read-write community definitions. The 0.0.0.0 IP address will not be allowed in the trap community. This special IP address is used allow any SNMP manager to access the MIB variables provided the proper community name is used. A limit of 100 IP addresses is allowed in each of the members lists.

steps Accessing the Community Setup screen

1. From the Alarms Definition window, select **SNMP/Community Setup**.

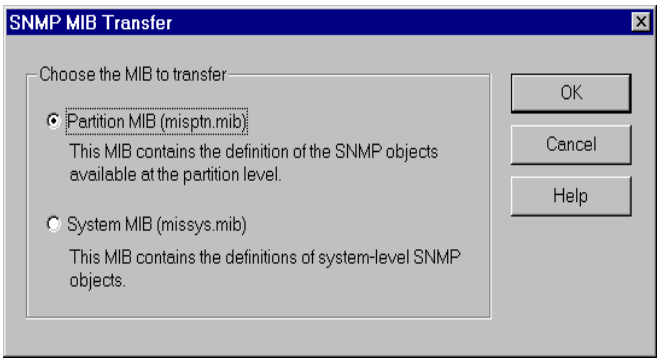
2. The SNMP Community Setup window is displayed.

SNMP MIB Transfer

The SNMP MIB Transfer window is used to download the CC MIS MIB definition files to the local PC for use with a Network Management System. These MIB definition files are text files which define all of the SNMP objects implemented by the CC MIS system.

The SNMP MIB Transfer window is shown in the figure below.

Figure 3.20 SNMP MIB transfer



From this window you can select either the CC MIS Partition MIB or the CC MIS System MIB to be downloaded. After you select the desired MIB and click on the OK button, a Save As window is displayed.

Use the steps below to access the SNMP MIB Transfer screen.

steps Accessing the SNMP MIB Transfer screen

1. From the Alarms Definition window, select **SNMP/MIB Transfer**.

2. The SNMP MIB Transfer window is displayed.

4

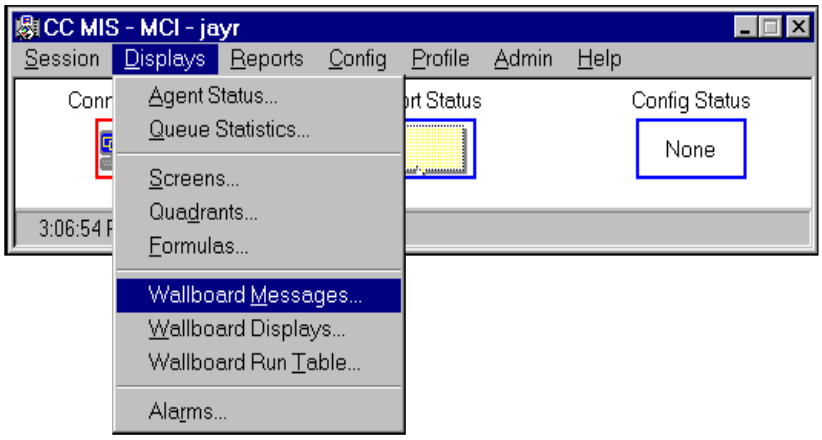
Messages and Wallboards

This chapter provides information on the following:

- *Clearing a wallboard*
- *Defining wallboard messages*
- *Defining wallboard displays*
- *Sending messages to wallboards*

Introduction

This chapter provides information about using Wallboards in CC MIS and continues from the previous chapter in the Display menu of the CC MIS Main window.



Wallboards are LED message boards that are mounted on the walls of an ACD group office. Supervisors use wallboards to notify agents of ACD statistical information and administrative information. Supervisors construct messages to suit their needs, define what messages are to be displayed, and define time frames for displaying messages.

Messages consist of text and variable information such as Queue Statistics display formulas.

The wallboard interface supports Nortel, Daktronics, and generic wallboards.

The process for defining and sending wallboard messages is as follows:

1. Wallboard messages are defined using the Wallboard Message Definition window.

2. The specifics concerning how the message is displayed on the wallboard is specified in the Wallboard Display Definition window.

3. Messages are sent to the wallboard using the Wallboard Run Table window.

Use the steps below to access the Wallboard Message Definition window.

steps Accessing wallboard messages

1. From the CC MIS Main window, select **Displays / Wallboard Messages.**

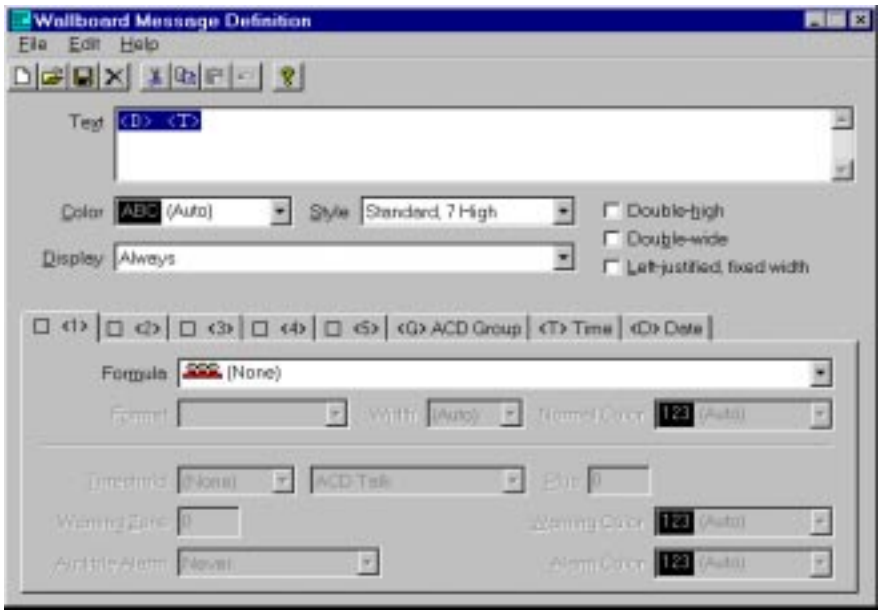
2. The Wallboard Message Definition window is displayed.

Wallboard Message Definition

This mode allows you to maintain a library of message definitions for use in building wallboard display definitions. Message definitions may be simple text-only messages or they may contain variables that display any of the formulas that can be displayed in the Queue Statistics. Up to 250 message definitions may be created. The two wallboard types supported are Daktronics and Nortel.

To define a message, fill in the fields on the display, using the mouse and/or tab key to move from field to field. Alternatively, you can read in an existing message definition, and make whatever changes are required before writing it back or saving it as a new message.

Figure 4.1 Wallboard Message Definition



Wallboard Message Definition Fields

The top portion of the Wallboard Message Definition window is used to define and format the message. Format selections depend on the type of wallboard(s) in use.

Text

Defines the text of the message. To insert a variable in the message, enter the string <n>, where n is in the range 1 through 5. When the message is displayed, <n> will be replaced by the value of the variable as defined in the Variables field. Three special variables are available: <G> for ACD Group, <D> for Date, and <T> for Time. The total message length must be 100 characters or less.

Color

Selects the color for the message text. Available colors are: Red, Green, Amber, Mix, Rainbow, and (Auto). The default is (Auto).

Style

Selects the size and type of characters used in the display of the message. Standard is a block-style character. Fancy is a serif-type character. High indicates the number of dots high each letter is displayed. Full height is twice the size as the 7 high font.

Double-high

Selection of this option doubles the height of the characters selected in the Style field.

Double-wide

Selection of this option causes the message using double-wide characters.
Left justified, fixed width. Selection of this option causes the message characters to be displayed left-justified on the board using a fixed width font. The default uses centered proportional font.

Display

Selects when the message is to be displayed. The two categories are: always, or only when certain conditions are met. The Always selection is the default setting for this field.

The lower portion of the screen contains a tab for each of the numeric variables <1> through <5> and for the special variables <G>, <D>, and <T>.

Formula

Allows you to select formulas for each variable that appear in your message definition. These are the same formulas that are available in Quadrant Definition. A definition class icon appears beside each formula to indicate whether the formula is a standard or custom formula. To select a formula, click on the down arrow and select the desired formula.

Format

Initially displays the default display format for the formula selected. For time-based formulas, the display format can be changed to one of the five formats listed on the menu. For other pre-defined formulas, this field is displayed in a display only mode and will show the format defined for that formula.

Width

Determines the number of characters used to display the variable. Range is 3 to 16 or (Auto). The (Auto) selection causes the display to use the number of characters needed to display the value. When a specific width is selected, that number of characters in the message text are replaced by the variable in a left-justified field.

Normal Color

Selects the color for the variable when no threshold is defined or the value of the variable has not met the threshold or warning zone.

Threshold

If a threshold is selected, the Threshold Level Fields become active for input. If a threshold level is selected, then the threshold level field area becomes active and the following fields can be set:

Threshold Type

This is the field next to the threshold field. Specifies the type of threshold used on the variable. Valid entries are any ACD Group thresholds (defined in Threshold Definition) or a zero. (Zero is a special value that allows the threshold value to be determined by the entry in the Plus field.)

Plus

Defines a numeric value to be added to the value set in the Threshold Type field. Range is -9999 through 9999 inclusive.

Warning Zone

Establishes a warning value so that when the variable's value is within the warning zone range of the threshold value, the text for the variable is changed to the warning color. Range is 0 to 9999.

Warning Color

Selects the color to be displayed when the variables value falls within the value of the warning zone.

Audible Alarm

Selects the type of audible alarm to use when the variable is in an alarm state. Options are: Never, Once, or Every xx seconds (where the value of xx is 10, 20, 30, or 60).

Alarm Color

Selects the color to be displayed when the variable is in an alarm state (has met the threshold conditions).

Defining Variables with Thresholds

Threshold Fields

Variables can contain thresholds that define the operating parameters as Normal, Warning, or Alarm. Different colors are used to display each range. Operating ranges are defined in the following fields:

Threshold Level

Specifies whether values above or below the value of the variable constitute an alarm condition. The none setting is selected to turn off all alarm and warning conditions for the variable.

Threshold Type

Selects the threshold value. Selection of the zero value allows you to define a value in the Plus field instead of using the defined values in the available threshold set assigned to the ACD group.

Plus

Allows you to specify a constant value to be added to the value specified in the threshold type. This combined value determines the threshold value to be used. If desired, you can select zero in the Threshold Type field and enter a value in this field that will be the constant value used to set the threshold.

Warning Zone

Specifies the value that determines when a warning condition is entered and warning colors are displayed. (Numeric values: 0 - 999). Entering zero disables the warning state.

Example

The following example illustrates how thresholds are used in variables to display warning and alarm colors on the wallboard display:

The ACD Group uses a threshold set with the threshold value for Calls Waiting set to 15 and the Service Objective set at 75. Setting the Threshold Level to Above, Threshold Type to Calls Waiting, Plus field to 5, and Warning zone to 5, the operation is as follows:

Normal operating state colors are displayed while Calls Waiting are at or below 15. Warning colors are displayed when the total reaches 16 and above, and Alarm colors are displayed when the total reaches 20.

Wallboard Message Definition File Menu

New

This clears all input from the message definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open...

Displays a menu of existing message definitions, allowing you to choose a definition to be read into the form.

Save

Saves any changes made to the current message definition. If the currently displayed definition has never been saved in the database, this command acts like the Save As... command, allowing you to specify how to save the definition.

Save As...

Allows you to save the currently displayed message definition as a new message definition or to overwrite an existing message definition.

Delete...

Displays a menu of existing message definitions, allowing you to choose one or more to be deleted. Message definitions that are currently in use in a wallboard display definition cannot be deleted.

Revert

Allows you to revert back to the previous saved version of the message definition.

Validate

Performs a check to ensure selections on the display are valid.

Exit

Use this command to exit from Wallboard Message Definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Wallboard Display Definition

This mode allows you to maintain a library of wallboard display definitions for use in displaying information on any wallboard configured in the CC MIS system. Wallboard display definitions may contain up to ten messages. Up to 250 wallboard display definitions may be created.

In addition to creating these definitions, this mode also lets you change the display definition that is currently in use on each configured wallboard. To define a display definition, fill in the fields on the display, using the mouse and/or tab key to move from field to field. Alternatively, you can read in an existing definition, and make whatever changes are required before writing it back or saving it as a new definition.

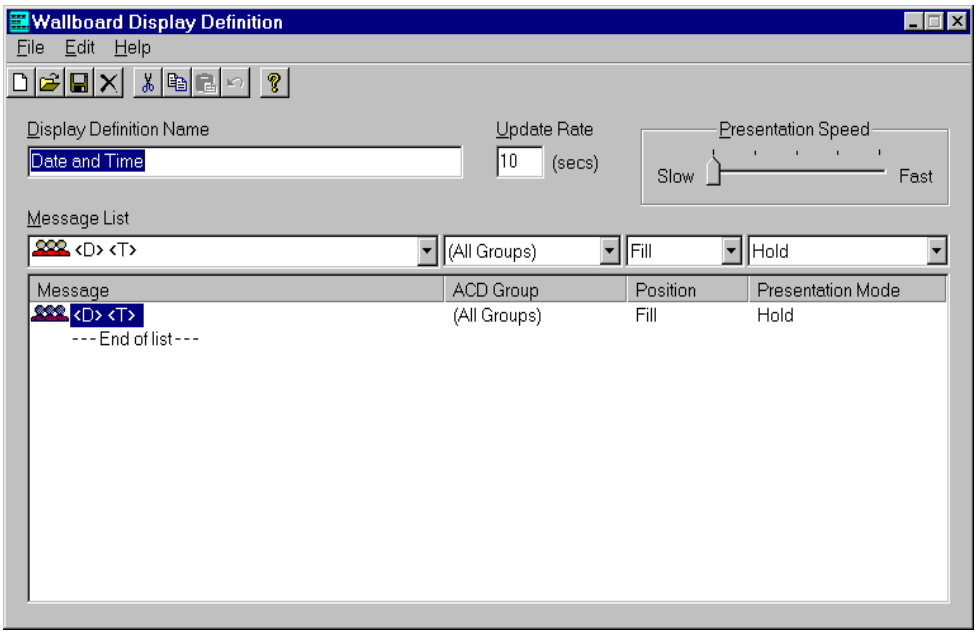
Use the steps below to access the Wallboard Display Definition window.

steps Accessing wallboard displays

1. From the CC MIS Main window, select **Displays / Wallboard Displays.**
2. The Wallboard Display Definition window is displayed.
3. Use the File / Open command to open a defined wallboard display definition or File / New to define a new definition.

The Wallboard Display Definition screen is shown below.

Figure 4.2 Wallboard Message Definition



Wallboard Display Definition Fields

Display Definition Name

Defines the name of the wallboard display definition. This name is used to identify the definition in menus of wallboard display definitions. For this reason it is important to use a name which is unique and which describes the contents and/or purpose of the definition. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages. The name can be up to 40 characters in length.

Update Rate

Determines the frequency at which the contents of the wallboard are updated. On the Nortel wallboard, this is the rate at which the variable information is updated. On the Daktronics wallboard, this is the rate at which the messages are cycled onto the wallboard. Range is 2 to 999 seconds.

Presentation Speed

Sets the speed at which the wallboard displays the message. Five speeds are available from Fast to Slow. Medium is the default speed. (Effective only for Nortel wallboards.)

Message List

This field allows you to select messages to be displayed as part of this wallboard display definition. These messages are defined in Wallboard Message Definition. This portion of the screen allows you to edit the message components.

Note: Messages containing line breaks display "\n" where the line break occurs.

Message List Field Descriptions

The message list field is located in the bottom portion of the Wallboard Display Definition. The message list is where the actual contents of the wallboard display are defined. Up to ten message definitions can be selected in this field. This field contains four columns with selector controls used to change the value in the columns. The four columns are:

Message Field / Selector

Selects a message to be displayed. The icon to the left of the message text identifies the message as a standard (Red) or custom (Yellow) definition.

ACD Group Field / Selector

Lists all ACD Groups that are part of the current ACD configuration. It also lists all ACD Groups defined in the ACD Group Definition mode. The ALL GROUPS option is a special selection for displaying global ACD statistics.

Position Field / Selector

Identifies the position that the message will be displayed on the wallboard. The Append setting should not be selected for the first message. When the Append option is selected, the Presentation Mode field is disabled for that message. This is indicated by the double-quote ( ) character in the message list.

Presentation Mode Field / Selector

Selects the presentation mode used to display the message.

Wallboard Display Definition File Menu

New

This clears all input from the wallboard display definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open...

Displays a menu of existing wallboard display definitions, allowing you to choose a definition to be read into the form.

Save

Saves any changes made to the current wallboard display definition. If the currently displayed definition has never been saved in the database, this command acts like the Save As... command, allowing you to specify how to save the definition.

Save As...

Allows you to save the currently displayed definition as a new wallboard display definition or to overwrite an existing definition.

Delete...

Displays a menu of existing wallboard display definitions, allowing you to choose one or more to be deleted. Wallboard display definitions that are currently in use on a wallboard cannot be deleted.

Revert

Allows you to revert back to the previous saved version of the message definition.

Validate

Performs a check to ensure selections on the display are valid.

Exit

Use this command to exit from Wallboard Display Definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Insert Messages into the Message List

Use the steps below to insert messages into the message list.

steps Inserting messages into message list

1. Select the ---End of list --- item in the message list area.
2. Select Edit / Insert option. A <<new message>> place holder is placed in the list.
3. In the Message List field, click on the down arrow and select a message from those listed in the drop down menu.
4. The message is added to the list.

Using Selector Fields to Edit the Message List

The message list portion of the Wallboard Display Definition window consists of four columns (Message, ACD Group, Position, and Presentation Mode) with selectors located directly above each column. The selectors can be used to change the information in the column underneath the selector.

To change an ACD Group used for a message in the message list, click on the down arrow and select the new ACD Group. The new selection will replace the exiting information in the message list and will now be used for the message.This procedure applies for the other three columns.

steps Changing settings in message list

1. Select a message in the message list.
2. Click on the down arrow next to the item to be changed and select the desired setting.

Wallboard Run Table Definition

This mode allows you to send messages to wallboard(s). Displays a list of configured wallboards, allowing you to choose one or more wallboards to send the current wallboard display definition to.

Once a display definition has been sent to a wallboard, it will continue to be used for that wallboard until it is changed by another Update command.

Use the steps below to access the Wallboard Run Table Definition window.

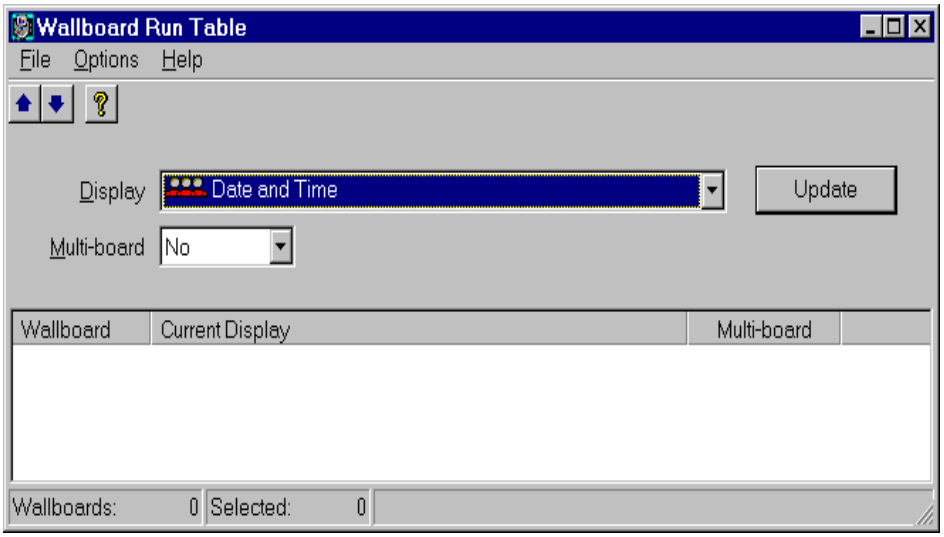
steps Accessing wallboard run table

1. From the CC MIS Main window, select **Displays / Wallboard Run Table.**

2. The Wallboard Run Table Definition window is displayed.

The Wallboard Run Table window is shown in the figure below.

Figure 4.3 Wallboard Message Definition

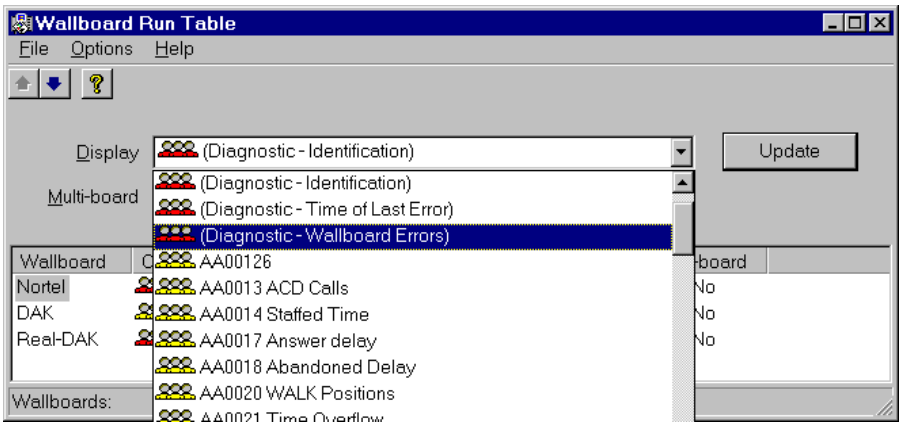


The steps below are used to send a wallboard message to a wallboard.

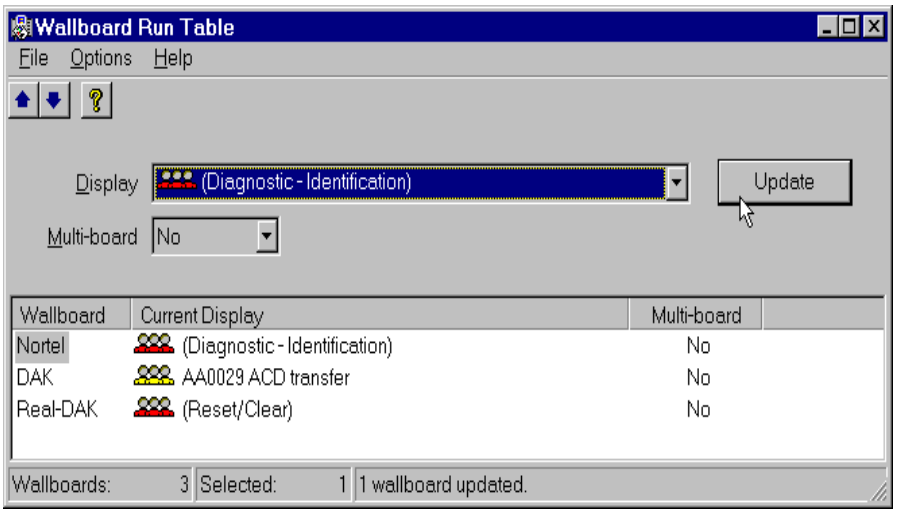
steps Sending message to wallboard

1. From the main window, select **Displays / Wallboard Run Table**.

2. Read the wallboard definition by clicking on the desired wallboard in the list, then clicking on the down arrow in the Display field and selecting the desired display from the menu.



3. To send the message to the wallboard, click on the Update button.



Wallboard Run Table Display Definition Fields

The currently defined wallboards are listed in the lower portion of the Wallboard Run Table window. To change wallboard display assignments, select the wallboard(s) to be changed, then select a new display definition in the Displays field. Click on the Update button to send the display to the wallboard and to update the current display portion of the window.

Display

Lists all of the currently defined wallboard display definitions, including special diagnostic displays.

Multi-board

Indicates whether the wallboard entry corresponds a single wallboard or a collection of wallboards all set to the same wallboard address. (New wallboards that are added are set to NO as the default.) Setting the value to YES turns off the error detection and correction capabilities to allow for correct handling of multiple wallboards using the same address.

Note: This field is not applicable to Daktronics wallboards

Wallboard Run Table Display Commands

The File menu on the Wallboard Run Table window contains the following option:

Revert - Allows you to revert back to the previous settings on the display.

Exit - Use this command to exit from Wallboard Run Table.

Using the Alarm Mechanism in Wallboards

The alarm mechanism in wallboards allows you to set thresholds in variables and to display the variable values in colors that indicate warning and alarm states.

In addition, an audible alarm can be sounded based on the setting selected in the Audible Alarm field on the Wallboard Message Definition window.

Using Automatic Color Selection

Available Colors

The possible color selections for each color selection field are listed below:

Green, Amber, Red - Selects the solid color (Green, Amber, or Red)

Rainbow - Displays text in three horizontal stripes using each of the three solid colors.

Mix - Displays characters using alternate colors (Green, Amber, and Red).

(Auto) - (Default) Automatically selects a color based on the rules listed below.

Using (Auto) Color Selection

The (Auto) color selections allows the system to decide which colors to display. The system uses the following rules to select the colors for the display:

Text color selection:

1. Green is selected if it is not used as a warning or alarm in the message variables.
2. Amber is selected if it is not used as a warning or alarm in the message variables.
3. Red is selected if it is not used as a warning or alarm in the message variables.
4. Green is selected as the default if all colors have been used in warnings and alarms.

Normal variable color selection:

1. Selects same color used for message text.

Alarm variable color selection:

1. Red is selected if it is not used as normal color for variables.
2. Amber is selected if it is not used as normal color for variables.
3. Green is selected if it is not used as normal color for variables.
4. Red is selected as the default if all colors have been used.

Warning variable color selection:

1. Amber is selected if it is not used as a normal text or alarm in the message variables.
2. Red is selected if it is not used as a normal text or alarm in the message variables.
3. Green is selected if it is not used as a normal text or alarm in the message variables.
4. Amber is selected as the default if all colors have been used in text and alarms.

Note: If all color selection fields are left in the default (Auto) setting, the message colors used are: Message Text (Green), Variable in Normal State (Green), Variable in Warning State (Amber), and Variable in Alarm State (Red).

PC-Attached Wallboards

Wallboards can be attached to a serial port of a PC. To connect a PC-attached wallboard, you must specify the port and address. Use the Session / Setup / Wallboard command to access the Wallboard Setup window.

Wallboard Setup - Port

The Wallboard Setup window allows supervisors to configure Nortel PC-attached wallboards. The Port tab displays a listing of serial communication ports on the PC. Select the desired comm port from the list, then click on the Address Tab to complete the wallboard setup.

The settings listed below are used for the selected serial port:
9600 baud rate
8 bits
no parity
1 stop bit

Wallboard Setup - Address

The Wallboard Setup window allows supervisors to configure Nortel PC-attached wallboards. The Wallboards tab allows you to define the wallboard(s) attached to the PC. Under this tab, you can Add, Delete, and Rename a wallboard.

Add

Displays the Add a Wallboard dialog that allows you to enter a two digit wallboard address and a wallboard name (up to 16 characters). Address 00 is a reserved wild card address used by the system to select all wallboards on a chain. It cannot be used as a wallboard address. After the system maximum of five PC-attached wallboards are defined, the Add button is disabled.

Delete

Enabled when a wallboard is selected in the list area. Deletes the selected wallboard from the wallboard configuration.

Rename

Enabled when a wallboard is selected in the list area. Displays the Rename a Wallboard dialog. The name entered must be unique. Entries are case sensitive.

Limitations of Daktronics Wallboards

Presentation Modes

The modes in the list below are the presentation modes that are not available on Daktronics wallboards:

1. (Auto) - Various modes are used to display messages automatically.
2. Flash - Message remain stationary and flash.
3. Roll In - Previous message is pushed to center of display by new message.
4. Roll Left - Previous message is pushed left by new message.
5. Roll Out - Previous message is pushed outward from center by new message.
6. Rotate - Message travels right to left.
7. Rotate Compressed - Message travels right to left using characters about half their normal width.
8. Slide - Message slides onto the display one character at a time from right to left.
9. Snow - Message is snowed onto the display.
10. Sparkle - Message is sparkled onto the display over the existing message.
11. Spray - Message sprays across and on top of the existing
12. Starburst - Explodes the message onto the display.

Colors

Red is the only optional color that can be selected for Daktronics wallboards.

Positions

Daktronics wallboards ignore the display position setting.

Interface for Generic Wallboards

Serial ports can be used configured to provide an interface for generic wallboards. This interface allows wallboard vendors (other than Nortel or Daktronics) the ability to obtain real-time information for display on their equipment.

VT220 Escape Sequences

The output to these devices is formatted for display on a VT220 style text terminal using a minimal set of terminal escape sequences to control the terminal cursor. The standard VT220 escape sequences are used for this interface:

- <ESC>[2J<ESC>[1;1H - Clear entire screen and home cursor
- <ESC>[n;1H - Position cursor to row n, column 1
- <ESC>[K - Clear to end of line

Message and Display Information

The following wallboard message and display settings have no affect on the data transmitted in this interface:

- text and variable color settings
- character styles
- audible alarm settings
- presentation speed
- display position
- presentation mode

Serial Port Settings

The communication settings used for this interface are:

- Baud Rate (1200, 2400, 4800, 9600, 19200, or 38400)
- 8 data bits
- no parity
- 1 stop bit

Note: Alert messages are assigned a line on the display but the line is left blank until the conditions for displaying the alert have been met.

5

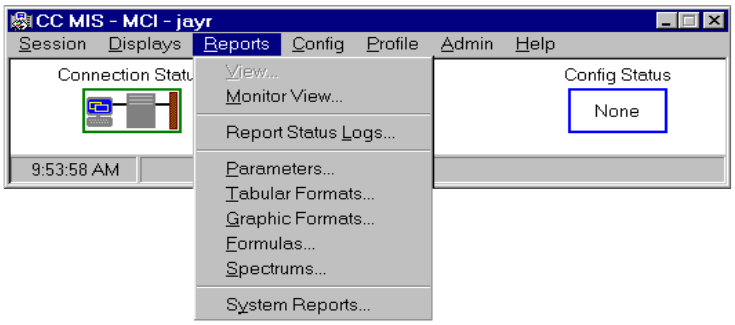
Reports

This chapter provides information on the following:

- *Generating a report*
- *Creating a data export report*
- *Creating a report definition*
- *Creating ad-hoc reports*
- *Setting up PCs to receive data export files*
- *Custom formats*

Introduction

This chapter provides information about the Reports function on the CC MIS Main window.



The reporting feature of CC MIS provides you with the ability to print reports:

- in one of five categories

  standard
  personal
  public
  system
  event log

- on a schedule and ad-hoc
- on paper, to a file, fax, or on your terminal

In addition, you can create reports that can be imported into commercial spreadsheet packages.

Except for scheduling a report to print, these abilities are provided through the Reports pulldown menu in the Windows interface. Use the steps below to access the reports menu.

steps Accessing the Reports menu

To access the Report Parameter display:

1. From the CC MIS Main window, click on **Reports / Parameters**.
2. The Displays pulldown menu appears.

Generating a report

With one exception, there are five steps involved in generating a report:

1. Identify the report format: tabular, graphic, or event log.
2. Identify the scope of the data to be collected for the report.
3. Identify the type of report and its contents: printed report (data and totals) or data export report.
4. Identify the output device: printer or screen.
5. Request that the report be generated immediately (ad hoc report) or be scheduled to print.

The exception is generating a system report. System reports do not require you to identify format, scope, or output device, as they provide pre-defined information.

Personal formats

Each supervisor can create five personal formats. These formats are only available to the supervisor who creates them. Personal formats can be generated in tabular or graphic formats.

Note: You cannot use personal formats in public reports.

Public formats

Supervisors with the appropriate (Admin) privilege level can create public formats. These formats can generate tabular or graphic reports.

Identifying the output device

When you generate a report, you can print it or have the output sent to your terminal for display.

Printing reports

When you print a report, you can direct it to a specific printer or to the default printer defined in your profile. A different printer may be defined for graphic or tabular reports. If you have the local print override specified in your profile, the print goes to your local printer.

Viewing reports at your terminal

When you select screen or VDT as your output device, the report goes to your terminal.

Note: For the Windows interface, you may need to size the viewing box so you can see the report in its entirety.

Requesting the report

After you define the report format, the scope of the data, and the output device, you may request the report, or if you have the appropriate (Admin) privilege level, schedule the report.

steps Viewing reports

An alternate method is to click on the Report Status icon.

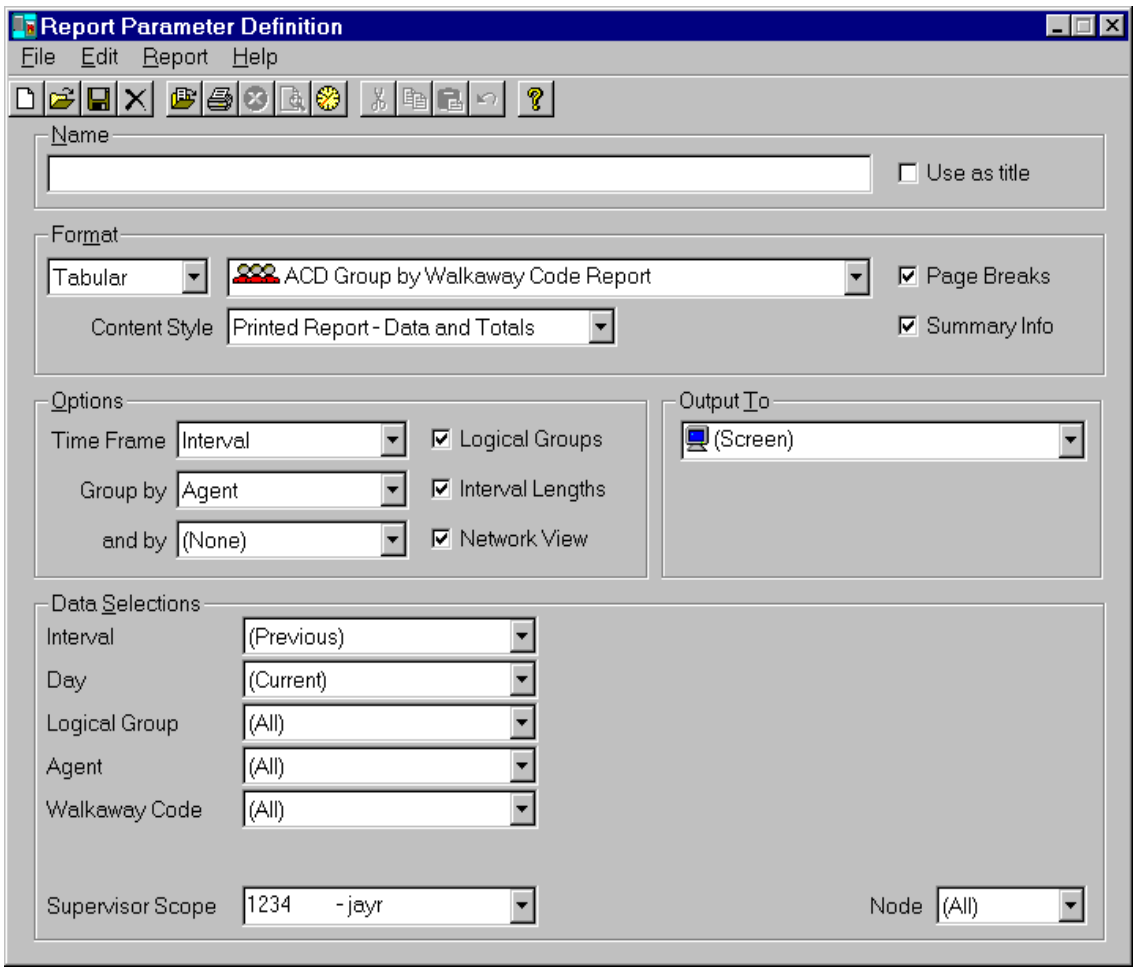
1. From the CC MIS Main window, select **Reports/ View**.
2. The Report is displayed.

Report Parameter Definition

This mode allows you to create new report definitions that produce reports based on CC MIS historical data. These reports can then be saved, and scheduled or printed on an ad-hoc basis, or used only once to satisfy special reporting requirements. Existing report definitions may also be modified and/or printed from this window.

To define a report, fill in the fields on the display, using the mouse and/or tab key to move from field to field. Alternatively, you can read in an existing report definition, and make whatever changes are required before writing it back or saving it as a new report. Public reports can only be created, modified, or deleted by a supervisor with the appropriate (Admin) privilege level.

Figure 5.1 Report parameter definition screen



Report Definition Fields

Name

This field defines the name or title of the report. It is an optional field, but required if the report definition is to be saved, as it is the only means of identifying the report in the menu of defined reports. This name will also appear at the top of the report if the Use as Title field is checked. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Use as title

This field determines whether or not the report name will appear on the report, overriding the format title. The report name will be used as the report title if this field is checked, otherwise the report format name will be used as the title.

Format Area

Tabular, Graphic, or Event Log

These buttons determine the type of report. You select a specific format through the Format combo-box to the right.

Format

The report format combo-box allows you to select a pre-defined format for the report. Selected from a pull-down menu, these formats include all standard, public, or personal formats defined. A definition class icon appears beside each format to indicate whether it is standard, public, or personal.

Contents Style

This field determines the contents of the report output. The "Printed Report - Data and Totals" option generates a report with headings, data, and totals. The "Printed Report - Totals Only" option generates a report with only headings and totals (no data).

If the "Data Export" feature is enabled, data can be imported into a commercial spreadsheet package. The "Data Export" option generates a data file (rather than a printed report) that contains the report title and data (no headings or totals). This file can be then be imported into a commercial spreadsheet package to format and manipulate the data.

Note: You can only access the Report Contents options when you have selected the tabular report format.

Language

This field allows you to specify the language to be used when the report is generated. This field appears only on multi-lingual systems.

Page Breaks

When checked, inserts page breaks into the report.

Summary Info

When checked, creates a summary page that can be viewed for the report using the View/Summary Information command.

Options Area

Time Frame

This field determines whether the report is to be made on an interval, shift, day, week, month or period basis. "Day" is the only option available to Event Log reports.

Logical Groups

This field determines whether or not the report will use logical group names instead of destination ACD group as a basis for data selection. If this field is checked, you will then be prompted in the Data Selections section to select a logical group name. This field does not apply to Event Log reports. Logical groups are defined in ACD Group Definition.

Group By And By

These fields determine how the report will be arranged; for example, if you enter Group by Day on a report with an interval time frame, the report will show all of the intervals in the report range, with blank lines and subtotals separating the days. These fields are only enabled if you have selected the tabular report style.

Interval Lengths

When checked, inserts interval length data in the report. The interval length data is appended to the Interval start time (for example, 12:25,05).

Network View

When enabled (checked), the data from the previous intervals are returned for nodes in a network that are in different time zones. When this option is disabled, no data is returned for nodes that the requested interval has not yet occurred. (This field is displayed only on a NAP partition.)

Output To

This field can be used to direct the report to your screen in order to preview it, to send it to a fax, file, PC mail, or directly to a selected printer. Options are selected from the menu that is displayed when the down arrow is clicked.

If you choose the Default Printer option for this field, the report will be sent to the customer defined default printer when the report is scheduled, or to the supervisor default printer when generated on an ad hoc basis.

Mail Address

This field is displayed when a fax or email is selected. This field specifies the destination address for the location selected in the Output To field. An address must be entered in this field.

File Name

This field is displayed when the File option is selected in the Output To field. Specify the name to be assigned the printer file. If this field is left blank, the default name settings in the Filing tab are used.

Data Selections Area

This section actually consists of a variable number of sub fields which allow you to set the scope for your report. The sub fields available will depend upon your entry in the Time Frame field and on the type of format you choose; for example, you may be asked to choose a range of days over which to report. In any of these fields, you may enter a value, a range of values, or select (All) to indicate that all values are to be used.

Specifying Ranges in Report Definitions

This list always includes the (All) and (Range) options, except for the case where the Logical Groups option is being used. Other options may appear depending on the type of selection item.

Choosing the (All) selection for a particular item will select all items. Choosing the (Range) selection causes a range field to appear which allows the desired range of items to be entered. The low and high range limits must be separated by the range delimiter which is two dots (..). A single item may also be entered.

For all time-based data selection items, the data selections options list will also include (Previous) and (Current). These options provide a convenient means of specifying the most commonly used time and date selections. Data selection options for source ACD group and destination ACD group selection items will include all currently defined ACD group lists. If one of these lists is selected, only those ACD groups in the selected list will be included in the report (subject to your scope restriction).

Data selection options for ACD-DNs will include all currently defined ACD-DN lists. If one of these lists is selected, only those ACD-DNs in the selected list will be included in the report (subject to your scope restriction). Data selection options for logical groups will not contain the (Range) option but will include all currently defined logical groups. If one of these logical groups is selected, only that logical group will be included in the report. Only those ACD groups that are in your scope restriction will be included in logical groups selected in the report. Logical groups are defined in ACD Group Definition.

Supervisor Scope

Allows you to override your scope restriction to obtain a report containing information for all ACD groups, subgroups, agents and/or ACD-DNs subject to the report ranges specified in the Data Selections section.

Node

Allows you to specify the network node(s) to be included in the report. You can select a specific node or the All option for all nodes in the network. (This field is only displayed on a NAP partition.)

Interval Range Specifications

Relative interval ranges can be entered as described below. (Interval lengths can be viewed by selecting the Report/Intervals option. The information in the Interval Configuration dialog is display only and cannot be changed.) The relative interval range must be specified in hours and minutes (HH:MM).

For example, if the current time is 19:15 and the data desired is from 17:00 until present, you would enter the following range value: -2:15 .. 0

Shift Range Specifications

Specify shifts in any of the following forms:

0	select the current shift
-n	selects the shift "n" shifts before the current shift (1..4)
n	selects a specific shift number (1..5)

Note: Shifts are not available on a NAP partition Shifts are defined in Shift Definition.

Day Range Specifications

Specify days in any of the following forms:

0	selects the current day
-nn	selects the day that is "nn" days before the current day
yy/mm/dd	a specific date (the year and month fields default to current values if omitted)

Week Range Specifications

Specify weeks in any of the following forms:

0	selects the current week (excluding the current day)
-nn	selects the week that is "nn" weeks before the current week
yy/mm/dd	selects the week containing the specified date (the year and month fields default to current values if omitted)

Note: Weeks are defined in Week Definition.

Month Range Specifications

Specify months in any of the following forms:

0	selects the current month (excluding the current day)
-nn	selects the month that is "nn" months before the current month
yy/mm	selects a specific month (the current year is used if no year is specified)

Period Range Specifications

Specify periods in any of the following forms:

0	selects the current period (excluding the current day)
-nn	selects the period that is "nn" periods before the current period
yy/mm/dd	selects the period containing the specified date (the year and month fields default to current values if omitted)

Note: Periods are defined in Period Definition.

ACD Group Range Specifications

Valid ACD group numbers are specified by the primary ACD-DN number. If a single ACD group is desired, either the name or the number may be entered. ACD group names are defined in ACD Group Definition.

ACD-DN Range Specifications

Valid ACD-DN numbers are specified by the primary or supplementary ACD-DN number. If a single ACD-DN is desired, either the name or the number may be entered. ACD-DN names are defined in ACD-DN Definition.

Subgroup Range Specifications

Valid subgroup numbers are in the range 0..9999.
Note: 0 denotes the null subgroup.

Agent Range Specifications

Valid agent ID numbers are in the range 1..9999.

Line-of-Business Code Range Specifications

Valid line-of-business code numbers are in the range 0..999.

Walkaway Code Range Specifications

Valid walkaway code numbers are in the range 0..999.

Results of Network View

When the networking feature is enabled, the supervisor on a NAP has the capability of generating reports that contain data from multiple CC MIS nodes within the network. It is possible that some of the remote nodes will be located in different time zones. The Network View field on the Report Parameters Definition window is used to implement the time zone resolution for interval time frame reports.

For example, a NAP supervisor in Location 1 requests a previous interval report at 1700 EST. There are three nodes in the virtual network for this NAP; the first in Location 2, the second in Location 3 and the third in Location 4.

Network View enabled: The data from the previous interval relative to the local time of each node will be returned.

Node	NAP Location 1	Location 2	Location 3	Location 4
Time zone	EST	EST	CST	PST
Local time	1700	1700	1600	1400
Time requested	1630 - 1700	1630 - 1700	1530 - 1600	1330 - 1400
Interval returned		(1630 - 1700)	(1530 - 1600)	(1330 - 1400)

Network View disabled: The data from the (1630 - 1700) interval in each time zone will be returned. Since Location 2 is in the same timezone as the NAP, it returns the interval data. However, this interval has not yet occurred in Locations 3 or 4, therefore no data will be returned by these nodes.

Node	NAP Location 1	Location 2	Location 3	Location 4
Time zone	EST	EST	CST*	PST*
Local time	1700	1700	1600	1400
Time requested	1630 - 1700	1630 - 1700	1630 - 1700	1630 - 1700
Interval returned		(1630 - 1700)	(1630 - 1700)	(1630 - 1700)

***** The shaded areas indicate time ranges that have not occurred as of 1700 EST. No data will be returned by those nodes. The data from all nodes will be available as soon as the earliest time zone (in this case, PST) has completed the requested interval.

Report Parameter Definition File Menu

New

This command clears all input from the report definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open...

Displays a menu of existing report definitions, allowing you to choose a definition to be read into the form.

Save

Saves any changes made to the current report definition. If the currently displayed definition has never been saved in the database, this command acts like the Save As... command, allowing you to specify how to save the definition.

Save As...

Allows you to save the currently displayed report definition as a new report definition or to overwrite an existing report definition. Reports can be saved as public definitions (if you currently have system administrator access) or as one of your five personal report definitions. Note that a report which uses a personal report format cannot be saved as a public report definition.

Delete...

Displays a menu of existing report definitions, allowing you to choose one or more to be deleted. Only system administrators can delete public report definitions.

Revert

This command is used after modifications have been made but not saved to discard all changes and re-load the current saved version on the display.

Validate

Checks all fields in the report definition for validity.

Exit

Use this command to exit from Report Parameter Definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Report Parameter Definition Report Menu

Open Ad hoc

Reads the definition of the report that was most recently requested by the Generate command.

Generate

Assembles the report as specified in the Report Parameters window and sends it to the designated output device (for example, screen or printer).

Cancel

Aborts the generate request.

View

Views generated report in a preview window.

Schedule

Displays the Scheduled Reports dialog. Reports can be attached to schedules by selecting the schedule, then selecting the report(s) in the Unattached Reports field that are to be attached. Then, click on the Attach button.

Intervals

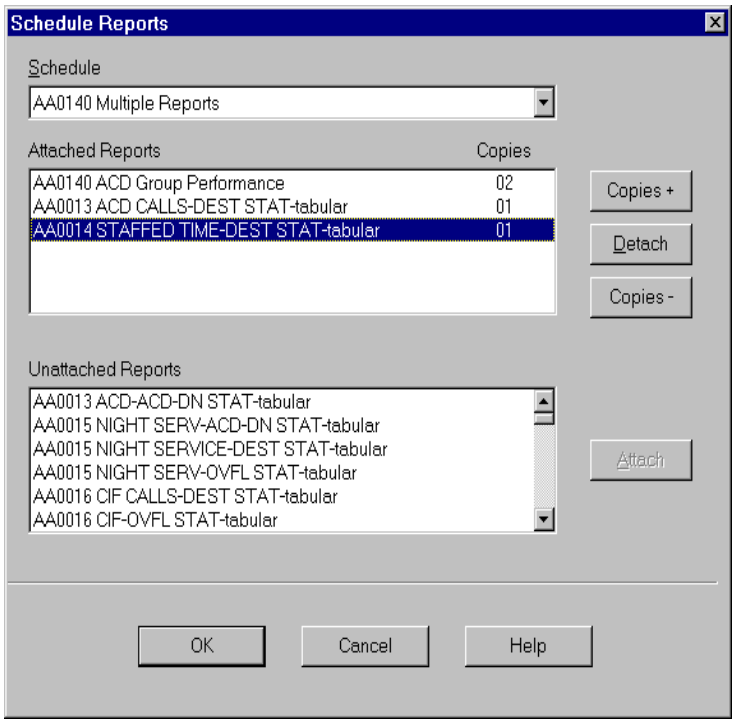
Displays the Interval Configuration dialog. The current interval value (in minutes) for each hour of the day is displayed. The values in this dialog are display only and cannot be modified.

Note: Intervals are specified in the Maintenance Interface.

Scheduled Reports Dialog

The Schedule Reports dialog is displayed when the Schedule option is selected from the Report Parameter window Report menu.

Figure 5.2 Scheduled reports dialog screen



The fields in this dialog are described below.

Schedule

This field is used to select the schedule to which the report is to be attached. Click on the down arrow and select the schedule from the list.

Attached Reports

This field lists all of the reports that are currently attached to the schedule selected in the Schedule field. (Reports are attached or detached using the function buttons on the dialog. The function buttons are described below.)

Copies

This indicates the current number of copies of the report that are to be generated.

Unattached Reports

This field list available reports that are not currently attached to the schedule selected in the Schedule field.

Function Buttons

A report must be selected in the list prior to using the function buttons.

Attach - Attaches reports selected in the Unattached list to the schedule.

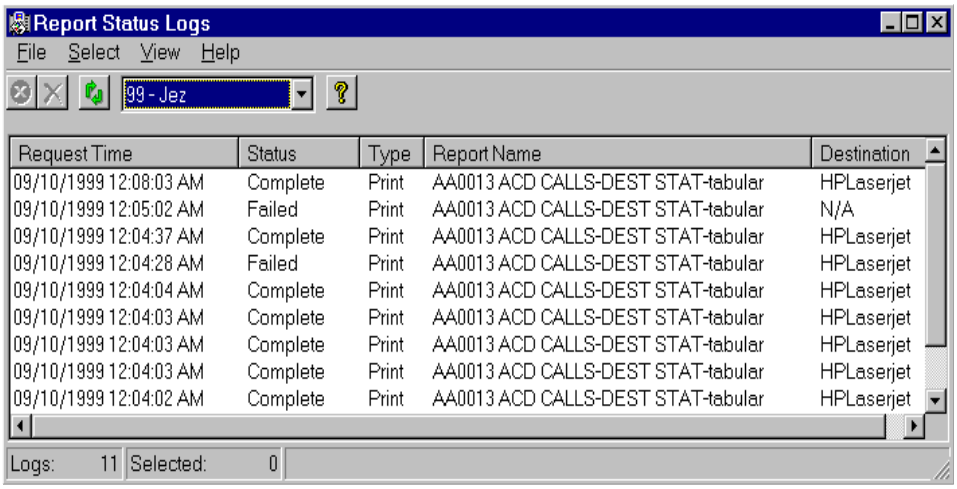
Detach - Removes selected reports from the schedule. Reports are moved from the attached list to the unattached list.

Copies - This button is used to specify the number of copies to be printed.

Report Status Log Viewer

This window allows you to view the results of generated reports and cancel pending reports. The Report Status Logs window provides detailed information concerning the status of requested reports. Select the supervisor whose reports are to be viewed from the menu in the Selector field.

Figure 5.3 Report status log screen



Request Time	Status	Type	Report Name	Destination
09/10/1999 12:08:03 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:05:02 AM	Failed	Print	AA0013 ACD CALLS-DEST STAT-tabular	N/A
09/10/1999 12:04:37 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:28 AM	Failed	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:04 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:03 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:03 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:03 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet
09/10/1999 12:04:02 AM	Complete	Print	AA0013 ACD CALLS-DEST STAT-tabular	HPLaserjet

The reports requested by the supervisor appears in the list area. The list are provides a list of requested reports and provides information concerning the status of the request. Status columns can be or removed by moving the cursor on top of an existing column and clicking the left mouse button. Select the function (Insert Column, Replace Column, or Delete Column). The columns that can be inserted and displayed in the list area include:

- Request Time
- Destination Information
- Status Time
- Error Description
- Status
- Type
- Report Name

File menu

The Select menu on the Report Status Logs window contains the following options:

Cancel

Cancels generation of selected reports.

Delete

Deletes selected reports.

Exit

Closes the Report Status Logs window.

Select menu

The Select menu on the Report Status Logs window contains the following options:

Successful

Highlights the reports in the list area that were generated successfully.

Failed

Highlights the reports in the list that failed.

Completed

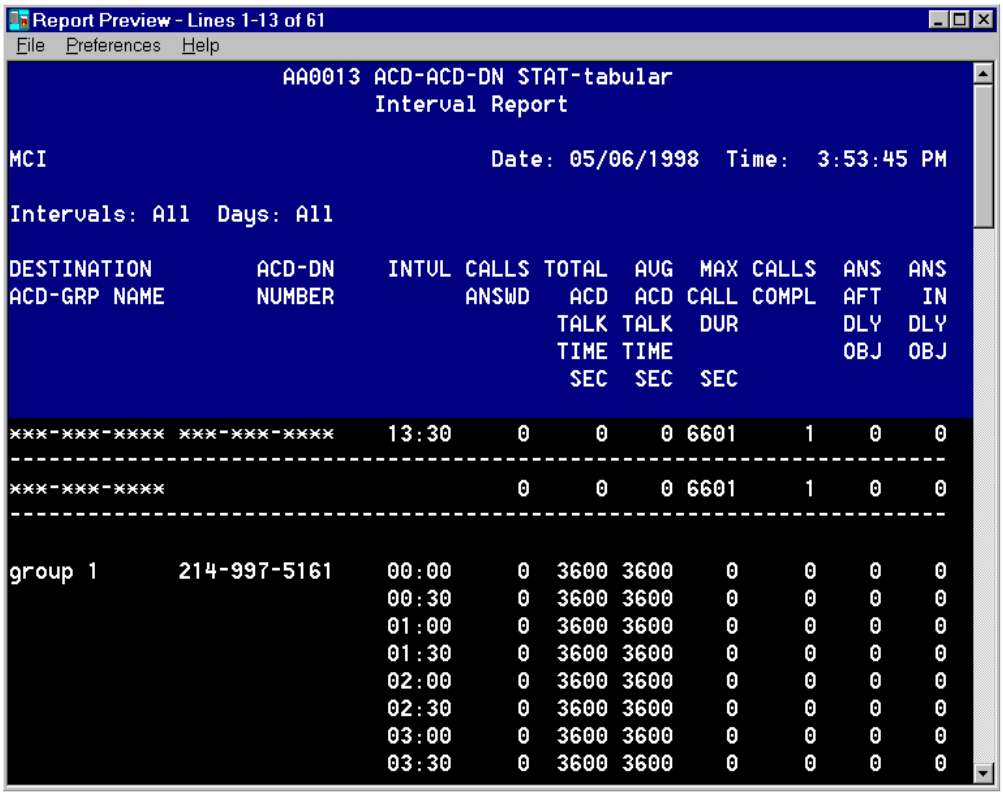
Highlights the reports in the list that have been generated.

Report Preview

This mode allows you to view the last report that was generated for the screen, if one is available. Upon entering Report Preview mode, CC MIS Windows first determines the type of report available for viewing; tabular or graphic. If the report is a tabular report, the report headings and first few lines of report data should appear on the screen within a relatively short time, depending on the number of other modes currently active.

Select the Report / View option from the Report Parameter window to display the Report Preview window.

Figure 5.4 Report preview screen



For graphic reports CC MIS Windows receives the data for generating the report rather than a formatted graphic report. The delay for receiving this data will depend on the size of the report but should be in the range of 1 to 10 seconds.

During this delay, the system will keep you informed as to the progress of the download process by means of an hour glass indicator.

Report Preview File Menu

View Summary

Toggles the display between the actual report and the report summary information. When viewing the summary information, a checkmark appears beside this command.

Print

Sends the report to the default printer designated in your supervisor profile.

Delete

Deletes the preview report and terminates the Report Preview window. This command is not available if you are in the Monitor Preview window.

Exit

Exits the Report Preview mode.

Report Preview Preferences Menu

The commands in this menu allow you to customize the display of tabular and graphic reports. Separate preference settings are provided for tabular and graphic reports.

Tabular/Font

Allows you to change the font used to display tabular reports in the Report Preview window. In order to keep the columns of data properly aligned with the report headings, the font selection is limited to fixed-pitch fonts.

Tabular/Colors

Allows you to change the color of the screen elements used in the Report Preview window when displaying a tabular report. This command is unavailable if the Colors option is disabled in your privilege level.

Graphic/Font

Allows you to change the font used to display graphic reports in the Report Preview window. You may choose from any available font.

Graphic/Colors

Allows you to change the color of the screen elements used in the Report Preview window when displaying a graphic report. This command is unavailable if the Colors option is disabled in your privilege level.

Graphic/Show Values

Enables/disables the display of the actual data values on the graphic report.

Graphic/Gridlines

Enables/disables the display of gridlines on the graphic report.

Save

Changes you make using the commands in the Preferences menu are remembered until you log out, unless the Save command is selected. This command saves the current preference settings, including window position and size, in your supervisor preferences file on the CC MIS system so that they are available the next time you or the supervisor log in.

Scrolling a Tabular Report

Both horizontal and vertical scroll bars will be available as required when a tabular report is being viewed. The horizontal scroll bar allows sideways scrolling of the report if it is too wide to fit in the window. The vertical scroll bar scrolls report data lines onto the screen while leaving the report heading lines stationary.

The keyboard can also be used to scroll the report. The left and right arrow keys will scroll the report horizontally one character position at a time. The up and down arrow keys will scroll the report data lines one line at a time, while the page up and page down keys scroll by the number of data lines currently shown in the window.

Scrolling a Graphic Report

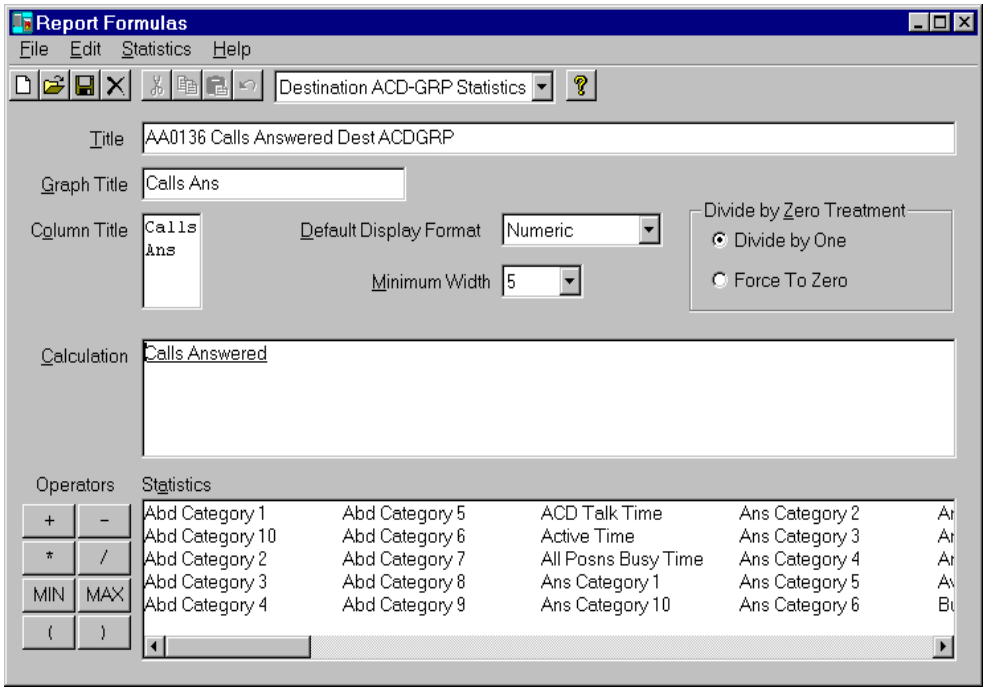
Since a graphic report page is always scaled to fit the current window size, a graphic report requires only a single scroll bar to move through the report. A horizontal scroll bar is used for the two types of horizontal bar charts. A vertical scroll bar is used for all other chart types. The scroll bars allow you to scroll through the graphic report one data element at a time, or to move a page at a time.

The keyboard scrolling mechanism in a graphic report uses the arrow keys to scroll a single data point at a time and the page keys to move through the report one page at a time.

Report Formula Definition

Report Formula Definition allows you to define new formulas for use in custom report format definitions. These formulas can then be used in report formats in the same way that standard formulas are used. In this mode, you define the text that appears in menus and in column or graph headings, as well as the actual formula calculation.

Figure 5.5 Report formula definition screen



Report Formula Definition Fields

Statistics Group

This field determines the raw database field names that may be used in the formula calculation. Click on the down arrow to select a valid statistics group from the drop down menu.

Title

This field defines the name of the formula used in menus accessed from the Tabular Format Definition and Graphic Format Definition modes. The maximum width of this field is 50 characters. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Graph title

This field provides a short name for the formula that is used in graphic report formats as a default legend label string.

The maximum length of this field is 12 characters. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Default Display Format

This field allows you to select the default display format for the formula (i.e., numeric, percentage, etc.). Click on the down arrow to see the valid formats.

Divide By Zero Treatment

This field affects the handling of division by zero errors. The "Force to Zero" option forces the result of the division by zero to 0, while the "Divide by One" option makes the result equal to the numerator, effectively performing a divide by 1 operation.

Minimum Display Width

This field determines the minimum field width of the formula when used in a tabular report format. The allowable values for this field are from 3 to 9, depending on the Default Display Format field. For instance, if the default display format is "hh:mm", the minimum display width must be at least 5. Click on the down arrow to select the value from the drop down menu.

Column title

This field provides the column heading that identifies the formula when used in a tabular report format. The width of this field is dependent on the Minimum Display Width field, but up to four lines may be used. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Calculation

This field lets you define the actual arithmetic formula. The left and right arrow keys move you from field to field within the calculation. Parentheses may be used to override normal precedence of operators. The allowed operations are addition, subtraction, multiplication, division, minimum (represented by 'MIN'), and maximum (represented by 'MAX').

Expressions within parentheses are evaluated first. Following these are minimum and maximum operations. Then multiplication and division are performed. Finally, addition and subtraction operations are evaluated.
To enter constants or operators into the formula, simply enter them from the keyboard or click on the desired operator button in the Operators field. Remember that the minimum and maximum operators are represented by the 'MIN' and 'MAX' symbols and are used in infix fashion.

An example equation and it's result is: 3 MIN 6 * 4 = 12. This is because 3 MIN 6 yields the minimum of 3 and 6 which is 3 (remember, 'MIN' and 'MAX' have higher precedence than all other non parenthesized expressions). This result is then multiplied by 4 to produce the result, 12.

The raw statistics fields are selected by clicking on the desired statistics in the Statistics list.The formula is limited to 17 components and may include up to eight sets of parentheses.

A component is any constant, operator, or raw statistic field (a parenthesis is not a component). If a formula contains unnecessary parentheses, they are removed when you save the formula. If your calculation will not produce a valid result, the system displays an error message and prevents you from saving.

Report Formula Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the formula definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open

Displays a dialog with a list of existing formula definitions, allowing you to choose a definition to be read into the form.

Save

This command saves the current changes made, overwriting the last saved version of the definition.

Save As

Saves the currently displayed formula as a new formula definition. Displays a dialog of existing saved definitions. Click on the New button to save the definition as a new definition or select an existing definition to overwrite.

Revert

Removes any changes made to the formula since the last time it was read from the database or saved to the database.

Validate

Checks the validity of all entries made on the current definition.

Delete

Displays a menu of existing formula definitions, allowing you to choose a formula or formulas to be deleted.

Exit

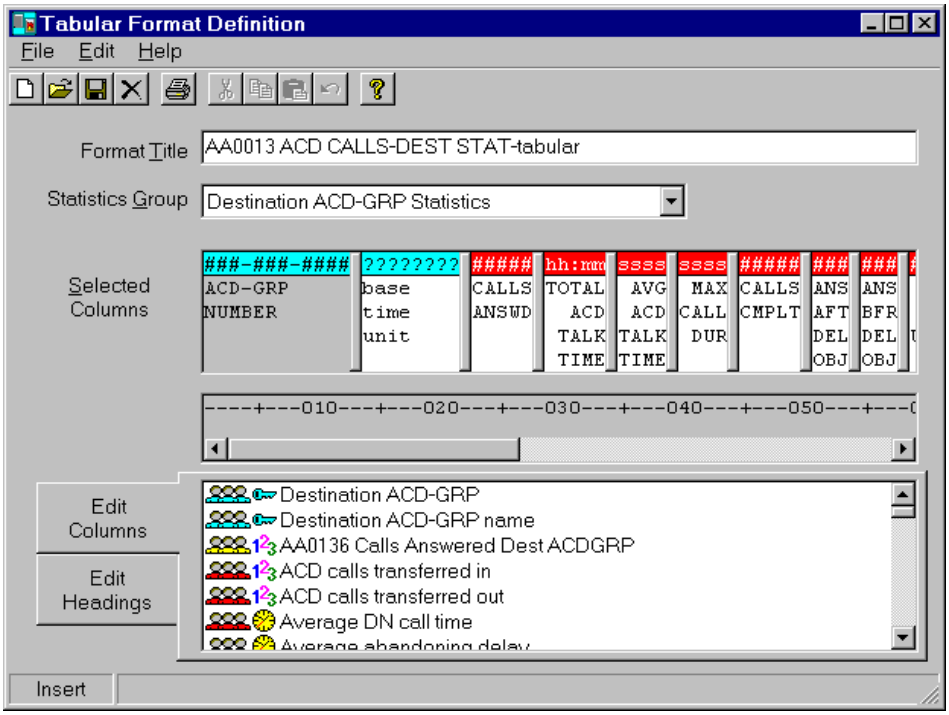
This command to exit from Report Formula Definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Tabular Format Definition

This mode allows you to define formats for new tabular reports, or change existing report formats. These formats are then used in the Report Parameter Definition mode to create reports. Formats can be read from the tabular format library using the File/Open command.

The tabular format library consists of a set of up to 250 public tabular formats which are accessible to all supervisors, and a set of up to five personal formats per supervisor. Public formats can only be created, modified, or deleted by a supervisor with System Administrator status.

Figure 5.6 Tabular format definition screen



Tabular Format Definition Fields

Format Title

This field defines a name for the tabular report format. A maximum of 40 characters long, the format title appears in menus of defined tabular formats. It may also be used as the title of the tabular report, depending on the setting of the Use of Name field in Report Parameter Definition. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Statistics Group

This field determines which key and data fields are available in the format. Only one statistics group may be chosen. Click on the down arrow for a list of the statistics groups available, or see Statistics Groups for a complete description of the statistics groups and the key and data fields available.

Selected Columns

This field displays the selected formulas. Formulas can be selected by clicking and dragging the formula from the formula listed and dropping it into the desired column. Dropping a formula over a formula already listed in a column replaces the existing one with the new formula. An alternate method is to double-click on the formula in the list and the formula is placed in the next available column. Formula headings can be customized. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Formulas List

This field allows you to choose the formulas to be included in the report format. You would select a formula from the list by double clicking on the formula or using the drag and drop technique), then the formula name is listed in the Selected Columns field.

Selecting Columns in a Tabular Format

Columns are selected by double-clicking on a statistic in the Edit Columns tab field. Selection of a statistic results in the statistic label being listed in the Selected Columns field.

Column Display Format Indicator

Above the column label in the Selected Columns field for each selected formula is a string which shows the display format of the column. Possible display formats are:

Table 5-1: Tabular display formats

Format	Description
###	A numeric value with no special formatting.
%%%	A numeric value representing a percentage.
aaa	A name string (key fields only).
???	The base time unit when the report is generated; the actual format depends on the time frame selected.
###-###-####	An ACD-DN displayed as a number according to the directory number format defined in the Customer Options screen.

Table 5-1: Tabular display formats

Format	Description
$.$$	A monetary amount displayed to two decimal places and prefixed with the currency symbol defined in the Customer Options screen.
sss	Time formatted as seconds.
mmm	Time formatted as minutes.
mm:ss	Time formatted as minutes and seconds.
hh:mm	Time formatted as hours and minutes.
hh:mm:ss	Time formatted as hours, minutes and seconds.

Key Field Indication

The Display Format Indicator field above each column in the format also indicates whether or not the field is being used as a key field or a data field, by displaying key fields in a different color. Note that when both a Number or ID key field and its corresponding Name field are selected, the leftmost one is used as the key field and the other is used as a data field rather than a key field.

Changing Display Formats

Most of the display formats are determined by the data field selected, however, the display format of a time data field can be changed by highlighting the column (clicking the mouse with the cursor over the column) then pressing the left mouse button. A menu is displayed. Select the desired display format from the menu. Doing so may change the width of the column if the new format requires more space than the original.

Changing the Width of the Column

When a column is first inserted into a format, the space that it occupies is determined from the display format and the minimum column width associated with that column. The width of the column can be increased using the Increase width on the menu. The Decrease width option can be used in a similar fashion to decrease the width of a column, although it cannot be decreased below the minimum column width. Dots (...) are displayed in the Display Format Indicator area above the column for each character of increased width.

The width of the column determines the maximum number that can be displayed in the column. Any number requiring more space will be shown as ***. By increasing the column width, these numbers can be properly displayed.

Customizing Headings in a Tabular Format

Defining your own custom headings in a tabular format is accomplished by editing the Custom Headings field in the format definition form. To begin editing headings or to make changes to existing headings, click on the Edit Headings tab, then position the cursor on this field and click to highlight.

Type the column headings as you would like them to appear on the display. You may have up to four lines of headings. If no custom headings are provided, the system will use the default headings as shown in the Column Selections field. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Tabular Format Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open

Displays a dialog with a list of existing definitions, allowing you to choose a definition to be read into the form.

Save

This command saves the current changes made, overwriting the last saved version of the definition.

Save As

Saves the currently displayed definition as a new tabular format definition. Displays a dialog of saved definitions. Click on the New button to save the definition as a new definition.

Revert

Removes any changes made to the formula since the last time it was read from the database or saved to the database. If you are not working on an existing formula definition, this command is disabled.

Validate

Checks the validity of all entries made on the current definition.

Delete

Displays a menu of existing definitions, allowing you to choose the definitions to be deleted.

Exit

This command to exit from definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Tabular Format Definition Edit Menu

The commands available in the Edit menu are:

Undo

This command undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard into the definition.

Delete

Removes the selected item(s) from the definition.

Insert

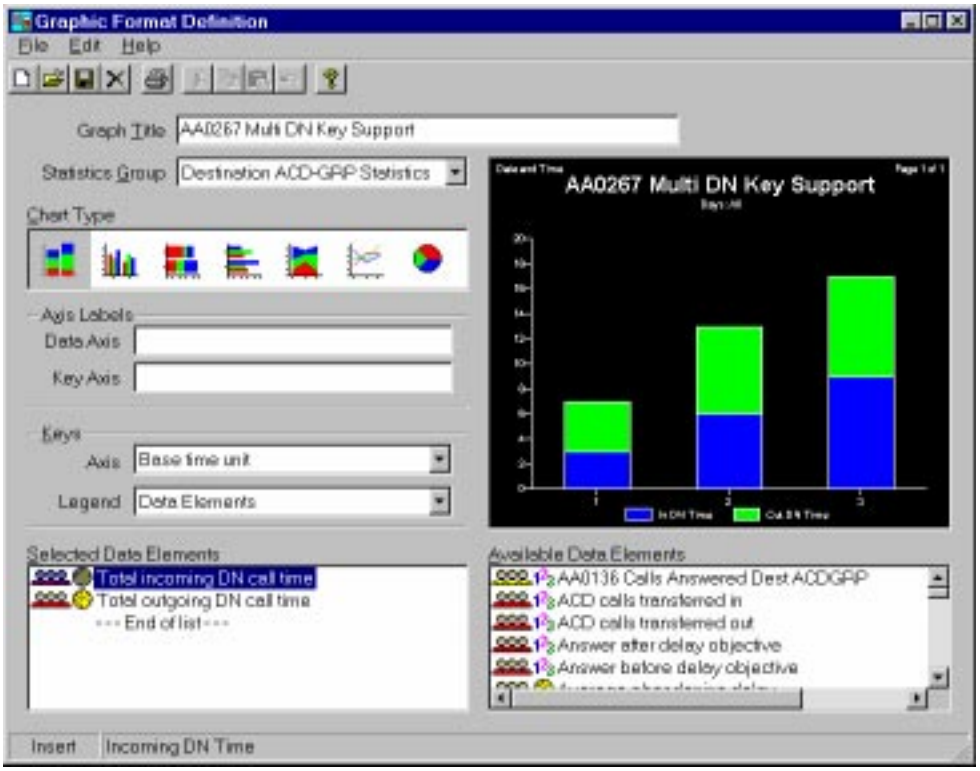
When checked, causes the mode to insert new columns. When deselected, causes the new selection to replace the existing highlighted column in the Selected Columns field.

Graphic Format Definition

This mode allows you to define formats for new graphic reports, or change existing report formats. These formats are then used in the Report Parameter Definition mode to create reports. Formats can be saved into or read from the graphic format library.

The graphic format library consists of a set of up to 250 public graphic formats which are accessible to all supervisors, and a set of up to five personal formats per supervisor. Public formats can only be created, modified, or deleted by a supervisor with System Administrator status.

Figure 5.7 Graphic format definition screen



Graphic Format Definition Fields

Graph Title

This field defines a name for the graphic report format. A maximum of 40 characters long, the graph title appears in menus of defined graphic formats. It may also be used as the title of the graphic report, depending on the setting of the Use As Title field in Report Parameter Definition mode. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Statistics Group

This field determines which key and data fields are available in the format. Only one statistics group may be chosen. Click on the down arrow to view a list of the statistics groups available, or see Statistics Groups for a complete description of the statistics groups and the key and data fields available in each.

Chart Type

This field determines the form of the chart (i.e. Pie chart or Vertical Clustered Bar chart). Click on the type to be used. Note that stacked line charts which display a single set of data points do not produce an usable chart since a single data point cannot define the areas to be filled.

Axis Labels, Data Axis, Key Axis

These fields name the axes of the independent and dependent variables respectively. These names may be a maximum of 20 characters long, or they may be omitted. On multi-lingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Keys

Axis

This field determines the primary breakdown of information along the key axis. This field does not apply to pie charts. An axis key is mandatory for line graphs but optional for bar graphs, although most useful bar graphs will specify an axis key. If no axis key is selected for a bar graph, the resulting chart will consist of a single bar. Click on the down arrow for a list of the available fields (dependent on the statistics group). If there are more axis key values than will fit on the graph when the graph is generated, a multiple page graph will be produced. Each page of the graph will be a complete graph by itself but the axis key values will be different for each page.

Legend

These fields provide the secondary breakdown of information along the key axis. These keys are distinguished on the graph by different colors, types of shading, or types of line. The legend key, while optional for all other graphs, is mandatory for pie charts. Again, click on the down arrow for available choices.

Selected Data Elements

This field contains all of the data elements to be plotted on the graph. The elements are displayed in this field by double-clicking on the desired elements in the Available Data Elements list. Selection of a data element causes the element to be displayed in the view area of the Graphic Format Definition window.

Graphic Format Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition will be discarded.

Open

Displays a dialog with a list of existing definitions, allowing you to choose a definition to be read into the form.

Save

This command saves the current changes made, overwriting the last saved version of the definition.

Save As

Saves the currently displayed definition as a new graphic format definition. Displays a dialog of existing saved definitions. Click on the New button to save the definition as a new definition.

Revert

Removes any changes made to the definition since the last time it was read from the database or saved to the database. If you are not working on an existing formula definition, this command is disabled.

Validate

Checks the validity of all entries made on the current definition.

Delete

Displays a menu of existing formula definitions, allowing you to choose a formula or formulas to be deleted.

Exit

This command to exit from definition if no changes have been made or you wish to discard any changes you have made to the current definition. Only system administrators can delete public format definitions.

Graphic Format Definition Edit Menu

The commands available in the Edit menu are:

Undo

This command undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard into the definition.

Delete

Removes the selected item(s) from the definition.

Insert

When checked, causes the mode to insert new columns. When deselected, causes the new selection to replace the existing highlighted column in the Selected Columns field.

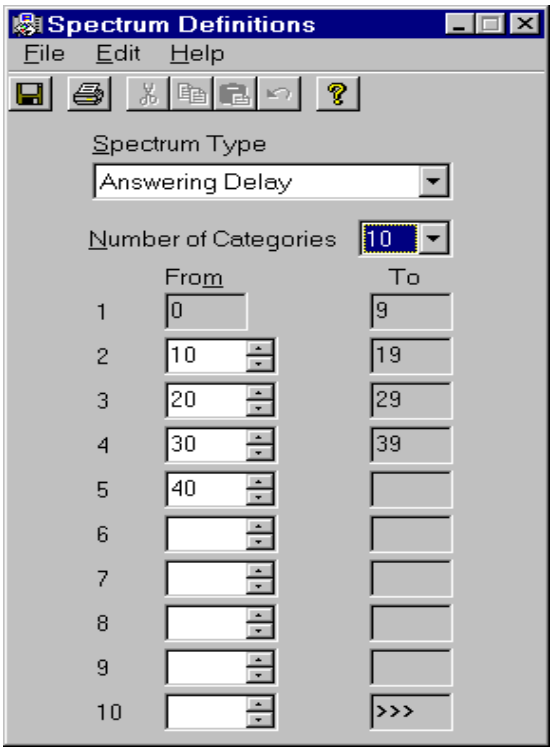
Spectrum Definition

This screen allows you to define categories into which incoming calls are placed, based on the delay experienced or the duration of the call. Up to 10 categories can be defined for each of the three available spectrums. These spectrums are used in the DELAY BEFORE ANSWERING, DELAY BEFORE ABANDONING and CALL DURATION standard reports. The individual categories are also available for custom reporting in the ACD Group Statistics.

In the database, delays are maintained within 60 delay bins:
-30 bins of 2 seconds each for a range of 0 to 59 seconds,
-24 bins of 10 seconds each for a range of 60 to 299 seconds,
-5 bins of 60 seconds each for a range of 300 to 599 seconds, and
-1 bin for delays 600 seconds (10 minutes) and over.

The Spectrum Type field lets you select the spectrum type from a menu that is displayed by clicking on the down arrow.The Number of Categories field lets you specify the number of categories to be included in each spectrum. Any number between 1 and 10 inclusive is acceptable in this field. The remaining fields allow you to specify the lower boundaries of each category, except for the first category which is fixed at 0.

Figure 5.8 Spectrum definition screen



Spectrum Definition File Menu

The commands available in the File menu are:

Save

This command saves the current changes made, overwriting the last saved version of the definition.

Revert

Removes any changes made to the definition since the last time it was read from the database or saved to the database.

Validate

Checks the validity of all entries made on the current definition.

Print

Generates a Spectrum Definition Database Report and sends it to your default printer.

Exit

This command is used to exit from definition if no changes have been made or if you do not wish to save the changes you have made to the current definition.

Creating a data export report

A data export report is a report that can be used by a commercial spreadsheet software package. By creating a data export report, you create a file of data records that is output to a printer or a PC. The file lists the title of the report and contains detail data only; it does not contain column headings nor column totals. The figure shows an example of a printed report.

Figure 5.9 Example of printed report

```
                         Summarized  ACD-Group  Performance  Report
                                      Interval  Report
Northern  Telecom                                          Date:  09/01/93    Time: 08:34:40


Shifts:  All          Days:  All
ACD-          INTVL   —Q PROFILE—    ——— # OF CALLS ———   ——AVG  AGENT  TIME——
GROUP

                      SRV    AVG    DEL          OVFL          ACD    NOT    -NON   ACD-
                      LVL%   DEL    ANS    ANSW  IN     ABND   TALK   RDY     IN    OUT
                             SEC                                SEC    SEC     SEC   SEC


111-111-1111  08:00   100    1      9      46    0      0      10     30      0     10
              08:30   100    1      3      15    0      0      15      2      0     10
111-111-1111          100    1      12     61    0      0      11     10      0     10

214-407-7009  08:00   100    1      100    414   0      0      11      9     10     10
              08:30   100    1      20     129   0      0      11      2     10     10
214-407-7009          100    1      120    543   0      0      11      7     10     10

                      100    1      132    604   0      0      11     7      10     10
```

The figure below is an example of a data export report.

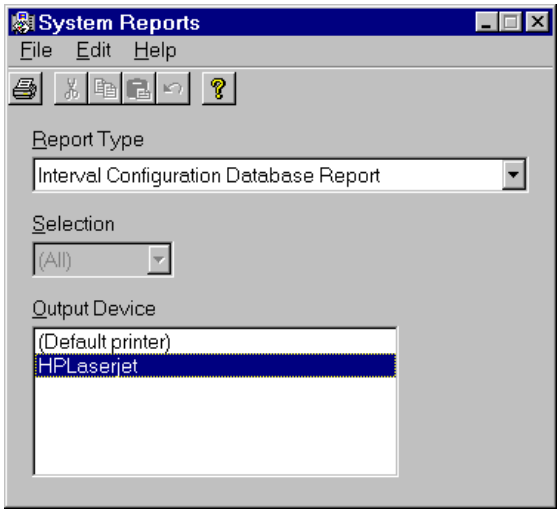
Figure 5.10 Example of data export report

```
"Summarized  ACD-Group  Performance  Report"
"111-111-1111","08:00",100,1,9,46,0,0,10,30,0,10
"111-111-1111","08:30",100,1,3,15,0,0,15,2,0,10
"214-407-7009","08:00",100,1,100,414,0,0,11,9,10,10
"214-407-7009","08:30",100,1,20,129,0,0,11,2,10,10
```

System Reports

This window allows you to generate reports that describe the current state of the CC MIS system, and the information defined through the administration functions. These reports cannot be modified through report definition mode. They can be only printed; they cannot be displayed on the screen. Some reports allow you to specify a range of items to be included in the report.

Figure 5.11 System report screen



System Reports Fields

Report Type

This field lists the types of system reports that can be generated. Choosing a report type that allows a range of items to be selected will enable the Selection fields. Otherwise all items will be printed.

Selection

If the report type selected allows you to specify a range of items, these fields will become active. Choosing (All) from the drop down causes the report to contain all items. Choosing (Range) from the drop down causes a range field to appear which allows the desired range of items to be entered. The low and high range limits must be separated by the range delimiter which is two dots (..). A single item may also be entered. The format and range of the items entered depends on the type of report selected.

Output Device

This field lists all configured printers and the special (Default printer) selection. Normally you will not need to change the output device selection unless you want to send the report to a printer other than your default tabular printer.

System Report Types

Table 5-2: System Reports

Name	Description
ACD Group Database Report	Lists the ACD groups defined in the database.
ACD-DN Database Report	Lists the ACD-DN numbers and names defined in the database.
Agent Database Report	Lists the agents defined in the database.
Alarm Definition Database Report	Lists the alarm definitions defined in the database. Note that Alarm Definition is an optional feature which may not be present in your system.
Configuration Report	Contains configuration data for all positions, groups, and ACD parameters as received from the ACD switch in the download information.
Graphic Format Definition Database Report	Lists all graphic format definitions sorted by name.
List Definition Database Report	Lists all list definitions in the list definition database.
LOB Code Database Report	Lists the LOB codes defined in the database.
Logical Group Database Report	Lists the groups sorted by logical group.
Period Definition Database Report	Lists the periods defined in the time frame database.
Privilege Level Database Report	Lists all privilege level definitions sorted by name.
Schedule Definition Database Report	Lists all schedule definitions sorted by name.
Scope Database Report	Lists all customer-defined scope definitions.
Shift Definition Database Report	Lists the shifts defined in the time frame database.
Spectrum Definition Database Report	Lists the spectrum definitions defined in the database.

Table 5-2: System Reports

Name	Description
Supervisor Database Report	Lists profile information for all supervisors.
Tabular Format Definition Database Report	Lists all tabular format definitions sorted by name.
Threshold Definition Database Report	Lists the thresholds defined in the database.
Walkaway Code Database Report	Lists the walkaway codes defined in the database.

System Reports File Menu

Print

Requests the specified report. The system generates the report and sends it to the printer selected in the Output Device field.

Exit

Use this command to exit the System Reports window.

6

Configuration Control

This chapter provides information on the following:

- *Configuration control displays and functions*
- *Change orders*
- *Transaction log*
- *Supported routes and route selectors*

Introduction

Configuration control allows you to view and adjust parameters inside the ACD switch that relate to operating functions such as traffic control and staffing. CC MIS provides two modes of security that allows supervisors to have control over access to Configuration Control screens and system administration:

Privilege Level Definition - allows the customer to define various levels of access to system functions.

Scope Definition - allows the combination of ACD groups and/or subgroups into scopes for the purpose of restricting supervisor access to portions of the ACD configuration. As a result, the real-time displays, report definition and generation, and Configuration Control functions restrict a supervisor's access to ACD groups and subgroups based on the supervisor's scope.

Accessing the Config menu

Use the steps below to access the Configuration Control (Config) menu.

steps **Accessing the Config menu**

To access the CC MIS configuration control displays:

1. From the CC MIS Main window, click on **Config**.

2. The Configuration pulldown menu appears.

Configuration Control options

Through CC MIS, you can control many aspects of the configuration of ACD groups, agent positions, and network thresholds and parameters. The table below relates functions to menu items.

Table 6-1: Configuration Control functions

To perform this function ...	Select this option in Windows	Select this option in Text
Change Agent Positions	Positions	Change Agent Positions
Change ACD Groups or Network Parameters	Groups (option)	Change Agent Set Parameters Change Queue Sizes Change Time Overflow Parameters Change Overflow Targets Change Recorded Announcements Change Special Routing Parameters Change Network Parameters
Changing ACD DNs	ACD DNs	Change ACD DN Assign and Priorities
Change Network Targets and Limitations	Networking	Change Network Targets
Creating or changing change orders	Change Orders	Create or Modify Change Orders
View configuration transactions including errors or change orders	View Transaction Log	View Transaction Log
View APR failures	View APR Failure List	View APR List

Table 6-1: Configuration Control functions

To perform this function ...	Select this option in Windows	Select this option in Text
View requests	View Execution Queue	[Display Execution Queue] function key located on screens
View Database Tables	View (select option)	View Route and Audio Lists View OFRT Table View IBNRTE Table View AUDIO Table

Screen functionality

The following terms are used when describing the Configuration Control screens:

Cell - A cell is a row and column location in the data portion of the screen.

Key field or column - The left -most column of the data portion of the screen is referred to as the "key field" or "key column".

Key - The data (or type of data) that is in the left -most cell of any row.

Null cell - The bottom cell that serves as a place holder to allow new cells to be inserted. No data can be associated with this cell.

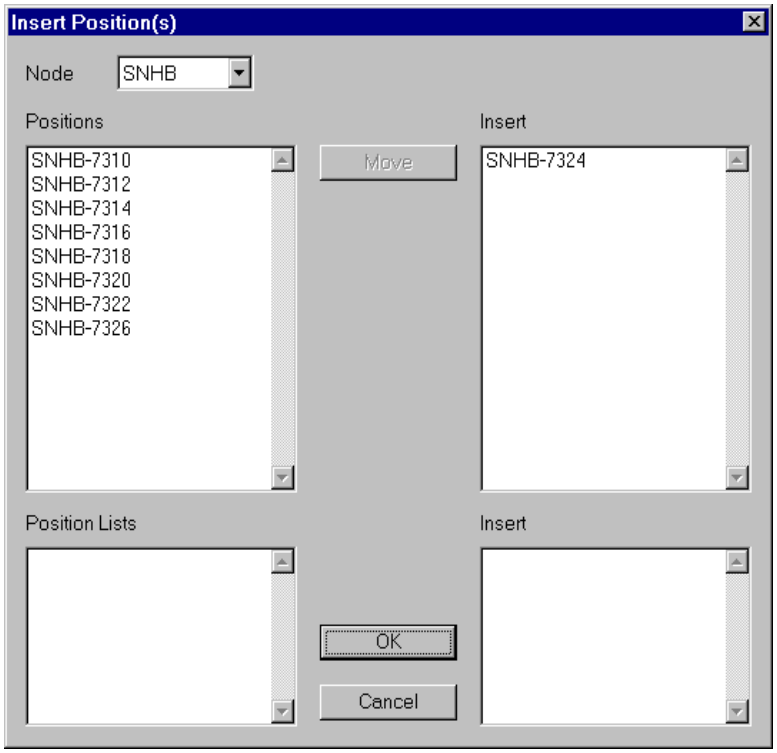
Configuration Control screens are initially displayed with a cursor positioned in the upper left corner "cell" of the data portion of the screen. There are four types of keys: ACD Groups, Positions, ACD -DNs, and ACD Group Pairs.

Insert Dialog Box

The Insert Dialog Box is displayed by selecting the Insert option from the Edit menu or by pressing the Insert key on your keyboard. Keys and their associated data are inserted into the screen by means of the Insert Dialog Box.

The contents of the Insert Dialog is dependent on the type of screen currently displayed. The Insert Dialog Box is shown below.

Figure 6.1 Insert box



All Load Management screens have a similar insert dialog.

After a key is selected and the OK button is pressed, the dialog box is removed and the selected keys and their associated data are added to the screen.

Note: The Node field is only displayed in Insert Dialog boxes on a NAP partition.

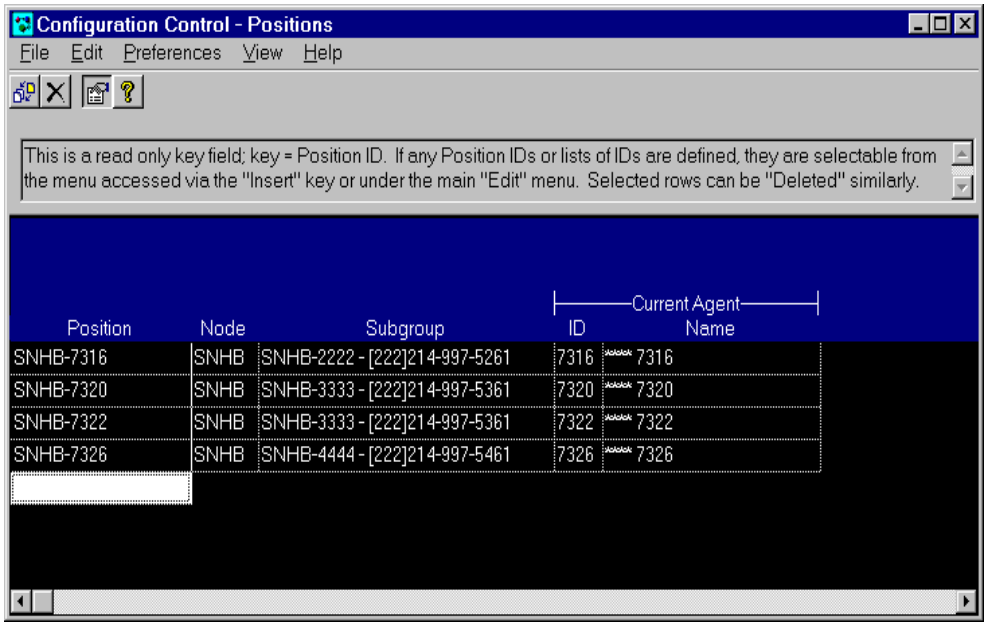
Changing agent position assignments

This option allows you to view or change the supervisor and ACD group assignments of specified agent -positions. The changes made in this option alter Tables KSETFEAT or KSETLINE. (The switch does not allow you to change position assignments between different customer groups or subpools.)

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the area can only be changed on the DMS -ACD switch.

The figure below is an example of the Position assignments screen.

Figure 6.2 Change position assignments screen



Note: The APR Subgroup field is displayed only when the APR feature is enabled.

Show Changes

The default setting for this is "checked". This setting (indicated by an checkmark) allows the user to see the changes made to any of the fields on the screen. When the check indication is removed, the screen displays the current data on the screen. (Changes made are still available even though they are not displayed.) Click on the box to show changes.

Table 6-2: Position assignments screen field descriptions

Field	Description
Position	Identifies an existing agent position ID. A position iD is up to 4 digits. In Windows, Positions are inserted or deleted using the Edit menu. To change a position in Windows, you must identify a new ACD Group in the ACD Group field. (You cannot type in changes to the Position field, since it is the key field.)
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
Subgroup	Identifies the subgroup identified by supervisor ID to which the agent is to be assigned. (Range is 1-9999). Also identifies the new ACD group to which the agent is to be assigned. Valid entries are the primary DN of an ACD group or ACD group name. ***Note:*** The subgroup identified must belong to the ACD group specified.
APR Subgroup	Identifies the APR subgroup of the current agent. This field is displayed only if the current subgroup doesn't match the APR subgroup. (This field is displayed only if the APR feature has enabled and if you are not logged in on a NAP partition.)
Current Agent	Displays the agent currently logged in to that position. No input is accepted.

Use the steps below to change an agent position assignment.

steps Changing an agent position assignment

1. From the main window, select **Config / Positions.** The system displays the Configuration Control - Positions screen.

2. Use the **Edit/Insert** command to enter a position ID or list name.

3. The screen displays the current assignments. Enter changes.

a. Use the left/right arrow keys or the mouse to highlight the field(s) you want to change.

Note: To change from one group to another, both the Subgroup/ACD Group must be specified in the Subgropu column. A new Subgroup is entered to change positions within the same group.

b. Type the new information.

Note: Information can also be selected from a drop down list.

4. Execute the change:

a. Select the **File** menu.

b. Select the **Execute** option.

c. Select **Exit**.

5. The system returns to the main window.

6. To view changes in queue, select **Config / View / Execution Queue**.

7. To verify your change was made, select **Config / View / Transaction Log**.

Moving an active position to a new group

Moving an active position to a new group will result in:

1. The real-time statistics will immediately reflect the agent's activity in the new group.

2. Call completion counts and durations will be pegged against the new group.

3. LOB statistics will be pegged to the group/supervisor. (This may result in an undefined lob code for the new group.)

4. The following warning message will be placed in the system log if an agent is moved between the time a call is presented and answered: "Posn yyyy moved with call presented:xxxxxxxxxx -> xxxxxxxxxx" where yyyy is the position number and xxxxxxxxxx is the old and the new ACD-Group number.

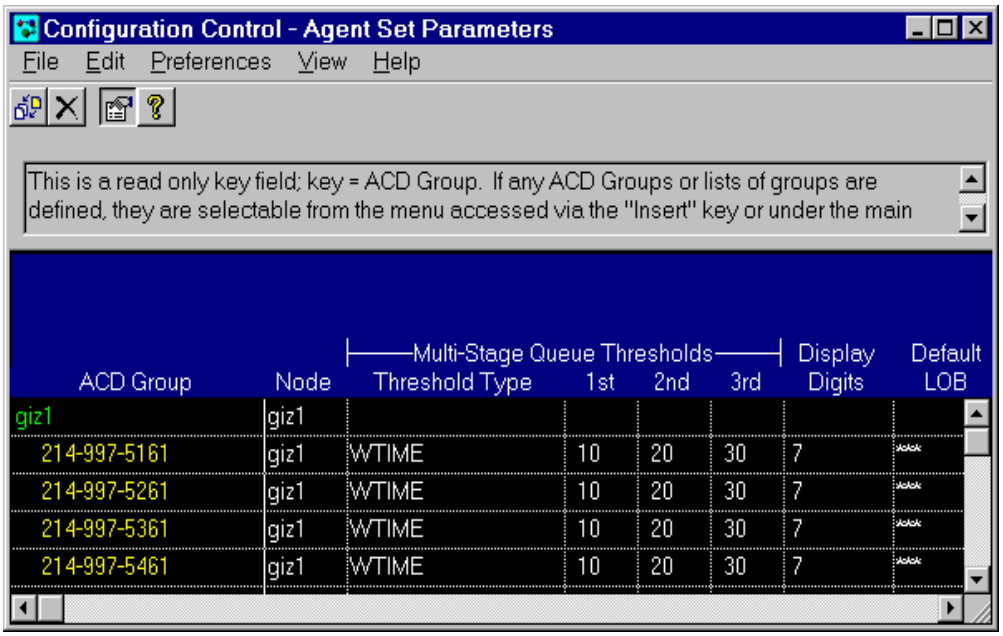
5. The following warning message will be placed in the system log if an agent is moved between the time a call is answered and released: "Posn yyyy moved with call active: xxxxxxxxxx -> xxxxxxxxxx" where yyyy is the position number and xxxxxxxxxx is the old and the new ACD-Group number.

Changing agent set parameters

You can change the multi -stage queue threshold settings, the number of display digits, the default line of business (LOB) code and the agent wrap -up time for agent sets. Changes made alter Table ACDGRP. The figure below is an example of the agent set parameters screen.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can only be changed at the DMS -ACD switch.

Figure 6.3 Agent set parameters screen



The Agent Set Parameters screen fields are described in the table below.

Table 6-3: Agent set parameters screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, ACD group list name, or ACD group by its primary DN.
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
Multi -Stage Queue Type	Identifies whether the Multi -Stage Queue ranges are associated with call queue size or call wait time. The valid values are QSize or WTime.

Table 6-3: Agent set parameters screen field descriptions

Field	Description
Multi -Stage Queue Threshold	Identifies three threshold values representing indicators on agent sets. Each threshold depends on the threshold type (either wait time or queue size). Threshold boundary relationships between Threshold 1 (T1), Threshold 2 (T2), and Threshold 3 (T3) for MSQS_TYPE==QSIZE for BCS < 35 are: 1 <= T1 <= 2400 value range (1-2400) 1 <= T2 <= 2400 value range (1-2400) 1 <= T3 <= 2400 value range (1-2400) ***Note:*** Threshold 2 is greater than or equal to Threshold 1 and Threshold 3 greater than or equal to Threshold 2 (T2 >= T1 and T3 >= T2). Threshold boundary relationships between T1, T2, and T3 for MSQS_TYPE==QSIZE for BCS >= 35 are: 0 <= T1 <= 2400 value range (0-2400) 0 <= T2 <= 2400 value range (0-2400) 0 <= T3 <= 2400 value range (0-2400) ***Note:*** Threshold 2 is greater than or equal to Threshold 1 and Threshold 3 greater than or equal to Threshold 2 (T2 >= T1 and T3 >= T2). Threshold boundary relationships between T1, T2, and T3 for MSQS_TYPE==WTIME (same for all BCS protocols) are: 5 <= T1 <= 2400 value range (5-2400) 5 <= T2 <= 2400 value range (5-2400) 5 <= T3 <= 2400 value range (5-2400) ***Note:*** Threshold 2 is at least 5 greater than Threshold 1 and Threshold 3 is at least 5 greater than Threshold 2. (For BCS>= 34, Thresholds can also be equal to each other.)
Display Digits	This field specifies the number of digits displayed to agents in the ACD group. The range is 0-10. ***Note:*** The system will not allow you to enter a value greater than 10. (for example, if you try to enter a value of 11, the system will only accept the first number. Therefore, if you press enter, the menu item 1 will be the selection.)
Default LOB	LOB means line -of -business code for the ACD group. A valid range is 0-999.

Table 6-3: Agent set parameters screen field descriptions

Field	Description
Variable Wrap-Up Time	The variable wrap-up time associated with the ACD group. The agent wrap-up time defines the default amount of time an agent is unavailable following the handling of an ACD call. (This is considered an agent not ready time.) A valid range is 1-600 seconds. ***Note:*** Agent wrap-up time will override the default wrap-up time if it is datafilled in the ACD Table ACD-LOGIN or ACDENLOG.

Use the steps below to change agent set parameters.

steps Changing an agent set parameters

1. From the main window, select **Config / Groups / Agent Set Parameters**. The screen is displayed.

2. Use the **Edit / Insert** command to enter an ACD Group or list name. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys or mouse to highlight the field(s) you want to change. Type or select the new information. Press the Enter key to change the data on the screen.

4. Execute the change:

a. Select the **File** / **Execute**.

b. Then, to exit, select **Exit**.

5. The system returns to the main window.

To view changes in queue, select **Config / Execution Queue**. To verify your change was made, select **Config / Transaction Log**.

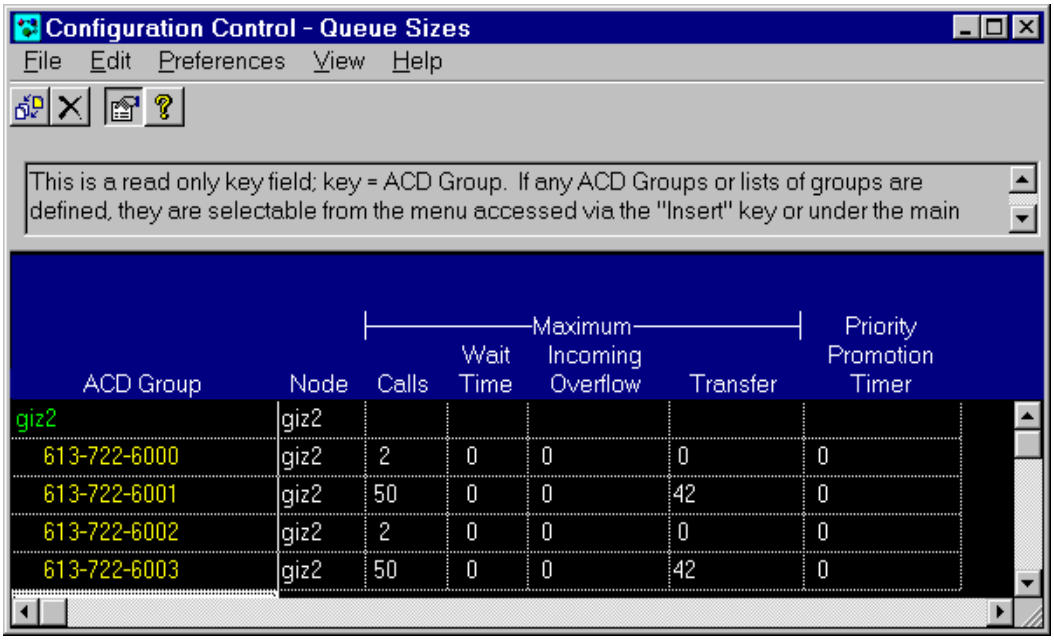
Changing queue size parameters of an ACD group

This option lets you view or change the queue size parameters of specified ACD groups. Changing fields in this option alters the Table ACDGRP.

The Queue Sizes and Thresholds screen is shown in the figure below.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can be changed only at the DMS -ACD switch.

Figure 6.4 Queue sizes and thresholds screen



The table below lists Queue Size screen field descriptions.

Table 6-4: Queue size screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD Group list name. Primary ACD DNs may also be entered.
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
Maximum Calls	Identifies the maximum number of calls that can be queued in this ACD group's incoming call queue at any one time. Accepts as input any number from 0 to 511 inclusive. Note: For an explanation of a zero value refer to ACD.

Table 6-4: Queue size screen field descriptions

Field	Description
Maximum Wait Time	Identifies the maximum number of seconds that a call can be held in the incoming call queue before being answered by an agent. Accepts as input any number from 0 to 1800 seconds.
Maximum Incoming Overflow	Identifies the maximum number of logical calls that can be queued. Accepts as input any number from 0 to 511 inclusive.
Maximum Xfer	Identifies the maximum number of calls that can be transferred to agents in this ACD group. Accepts as input any number from 0 to 42 inclusive. ***Note:*** The Call Transfer Queue Size is dependent on the maximum call queue size for your group. Normally, the range is 0 to 42, but if the size is set to less than 42, you cannot exceed that value.
Priority Promotion Timer	Identifies the maximum amount of time an unanswered call can remain in a particular priority queue. When the call exceeds this timer value, then it is promoted to the next higher priority queue. Accepts as input any number from 0 to 255 inclusive. A zero value means that priority promotion time out does not apply.

Use the steps below to change queue sizes for an ACD Group

steps Changing queue sizes for ACD group

1. From the main window, select **Config / Groups / Queue Sizes**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the main window.

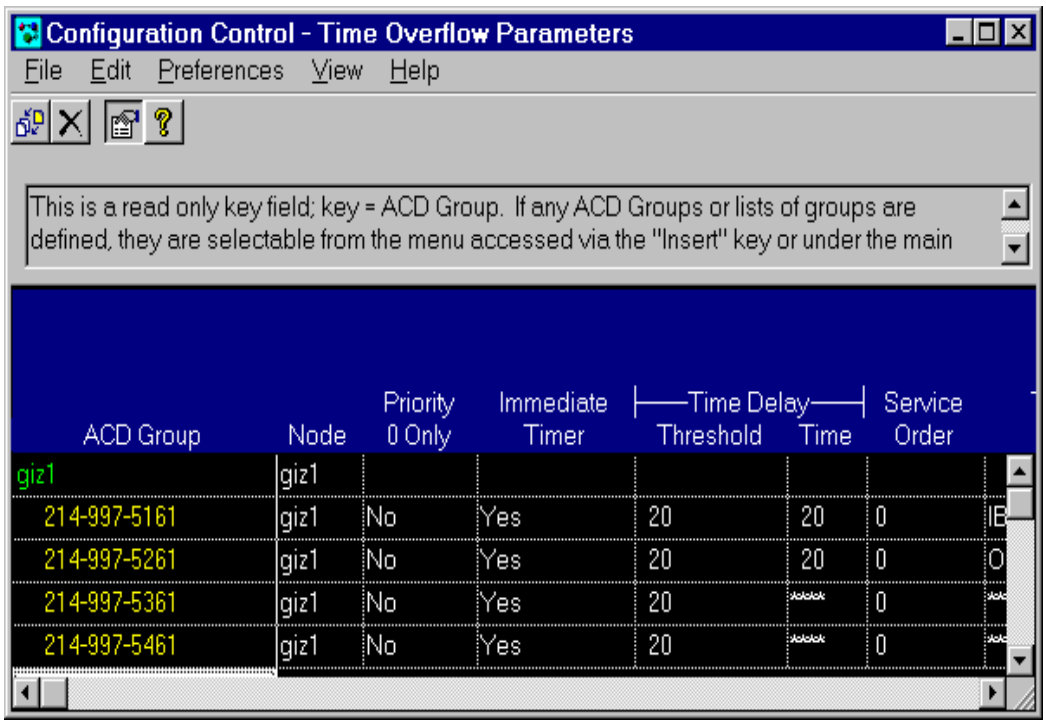
To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing time overflow parameters of an ACD group

This option lets you view or change the time overflow parameters of specified ACD groups. This option alters the Table ACDGRP. The Time Overflow screen is shown in the figure below.

Note: An asterisk (*) appearing in a field of a Configuration Control screen indicates that the field can be changed only at the DMS-ACD switch.

Figure 6.5 Time overflow parameters screen



The table below list the Time Overflow screen field descriptions.

Table 6-5: Time overflow screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD group list name. Primary ACD DNs can be used.
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
Priority 0 Only	Identifies that only priority 0 calls have time delay overflow. Accepts as input either yes or no. If no, then all calls have time delay overflow.

Table 6-5: Time overflow screen field descriptions

Field	Description
Immediate Timer	Identifies that timing for time delay overflow starts as soon as calls are received. Accepts as input either yes or no.
Time Delay Threshold	Identifies the time delay overflow threshold that is applied to either all calls or priority 0 calls only. This field allows you to change the maximum amount of time a call can be delayed in the incoming call queue before it is offered to another group. Accepts as input 0 to 1800 inclusive.
Service Order	Identifies the order in which the call queues are serviced. Accepts as values: 0 = Outflow calls, then inflow calls, then calls queued within priority (see note) 1 = Outflow calls, then priority 0 calls, then inflow calls, then other calls queued within priority 2 = Oldest call of either the physical or logical queue. Note: In the BCS 32 MIS protocol, the DMS ACD does not send information to CC MIS to indicate that the OVFLINQ option has not been datafilled. Therefore, if this option is not datafilled, CC MIS may display information on the Configuration Control Time Overflow Parameters screen which indicates a service order for incoming overflowed calls instead of ' * '. If an attempt is made to alter this value, an error will be returned by the DMS ACD. This error will indicate that the service order is an invalid option due to the fact that it has not been datafilled and is therefore not alterable by CC MIS. By examining the Maximum Incoming Overflow parameter on the Configuration Control Queue Sizes screen, it may be possible to determine if the OVFLINQ option has been datafilled. If the Maximum Incoming Overflow is not zero, then the OVFLINQ has been datafilled and the Service Order information is valid.
Time Delay Threshold Time	Identifies the maximum amount of time in seconds a time delay overflowed call remains in queue before being rerouted to the Time Delay Threshold Route. Accepts as input 0 to 1800.

Table 6-5: Time overflow screen field descriptions

Field	Description
Threshold Route	Identifies the route use for rerouting time delay overflow calls. Allows you to assign the threshold route table and index to this ACD Group. Accepts as input Table OFRT or IBNRTE and the index 0 to 1023. ***Note:*** The shorthand version of the table name can be used (for example O 1 for OFRT 1 table) since OFRT and IBNRTE can be uniquely identified by one letter (O and I).

Use the following steps to change time overflow parameters for an ACD group.

steps Changing time overflow for ACD group

1. From the main window, select **Config / Groups / Time Overflow**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the main window.

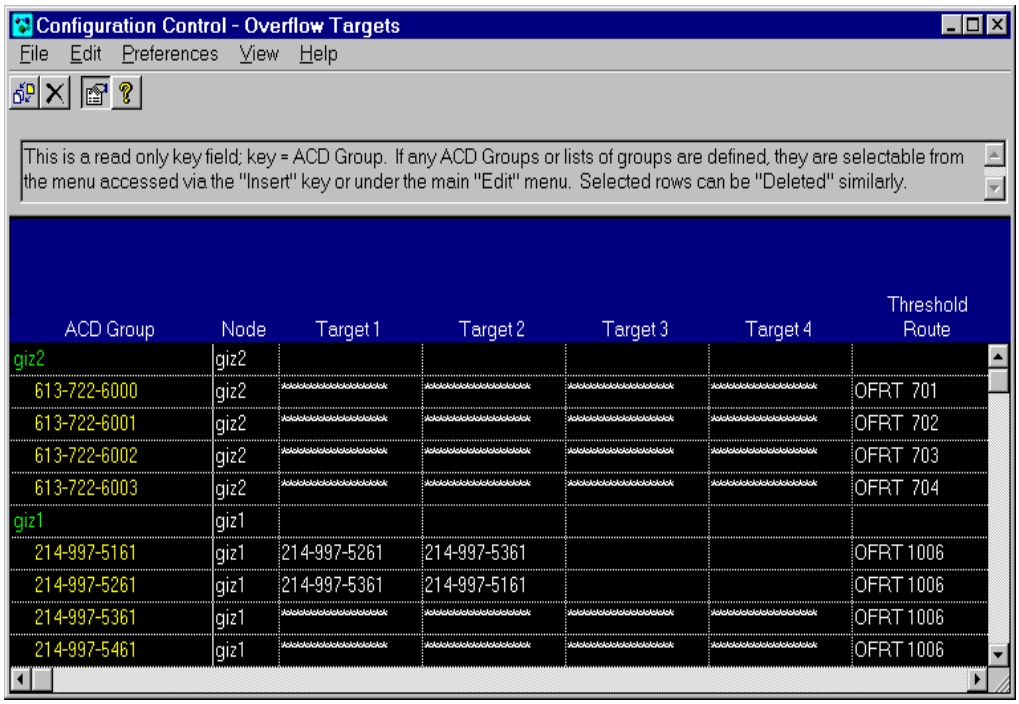
To view changes in queue, select **Config / View / Execution Queue**.
To verify your change was made, select **Config / View / Transaction Log**.

Changing the overflow targets for an ACD group

This option lets you view or change the overflow targets of specified ACD groups. The changes made in this option alters Table ACDGRP.

The Overflow Targets screen is shown in the figure below.

Figure 6.6 Overflow targets screen



Overflow Targets screen field descriptions are presented in the table below.

Table 6-6: Overflow targets screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, or ACD group list name. Primary ACD DNs can be used.
Node	Identifies the node on which the group resides in the network. This field is display only when the Networking feature is enabled.
Overflow Targets	Identifies up to four targets to enhance overflow. Accepts the primary DN of an ACD group or a group name as input.

Table 6-6: Overflow targets screen field descriptions

Field	Description
Threshold Route	Identifies the table and index for the threshold route. Accepts the table name (OFRT or IBNRTE) and the table index (0-1023) as input.

Use the steps below to change overflow targets for an ACD group.

steps Changing overflow targets for ACD group

1. From the main window, select **Config / Groups / Overflow Targets**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information. To remove a target, select Remove Target.

   Note: To select a group outside of the subpool, enter the primary DN.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the main window.

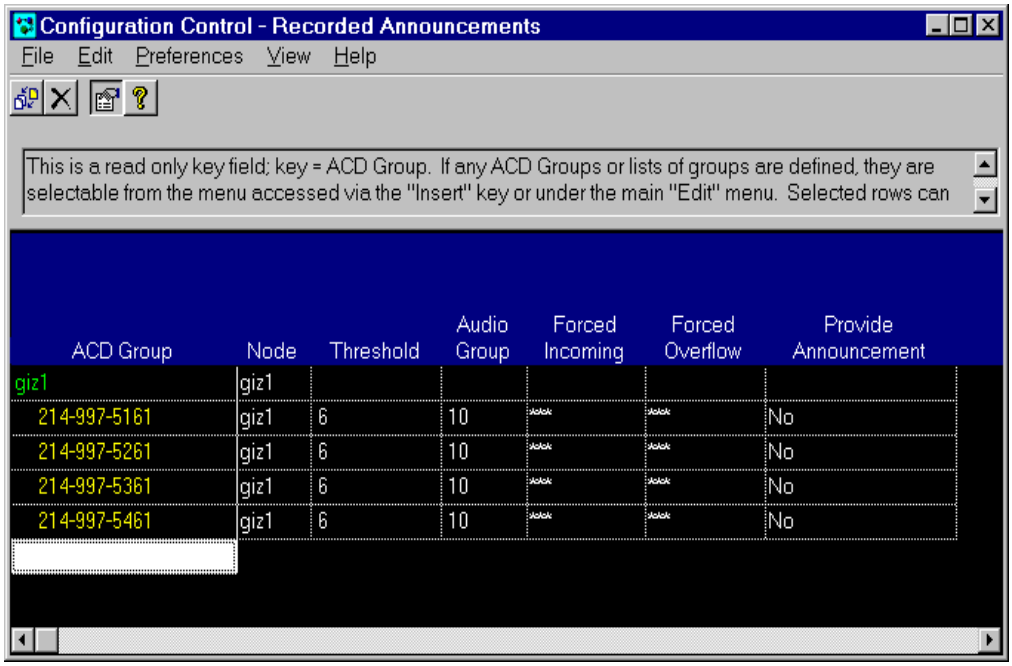
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing RAN parameters for an ACD group

This option lets you view or change parameters for the recorded announcements (RAN) of specified ACD groups. The changes made in this option alters the Tables ACDGRP and AUDIO.

The Recorded Announcement screen is shown in the figure below.

Figure 6.7 Recorded announcement screen



Recorded Announcements screen field descriptions are presented in the table below.

Table 6-7: Recorded announcement screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name or ACD group list name. Primary ACD DNs can be used.
Node	Identifies the node on which the group resides in the network. This field is display only when the Networking feature is enabled.

Table 6-7: Recorded announcement screen field descriptions

Field	Description
Threshold	Identifies how long the incoming call waits in queue before receiving a recorded announcement. If this value is 0, then the caller receives an announcement immediately upon entering the incoming call queue for this ACD Group and does not receive a ring (RINGING field in table ACD Group = No). Accepts as input 0, 6-60.
Audio Group	Identifies the audio group, which in turn identifies the choices (MUSIC, SILENCE, ANN, and REPEAT), and the number of times these recorded announcement choices should play to queued calls in this ACD group. If the existing value in the Audio Group field is 0, then the DMS -ACD does not have a defined audio group for the related ACD group. Accepts as input 1-512.
Forced Incoming	Identifies the audio group to be used to give forced incoming announcements to an ACD group. Accepts as input: 1- 512.
Forced Overflow	Identifies the audio group to be used to give forced overflow announcements to an ACD group. Accepts as input 1-512.
Provide Announce-ments	Specifies if the ACD group should provide forced incoming announcements and delay announcements for calls overflowing into this group. Indicate Yes or No. ***Note:*** If set to yes, the overflowed calls will receive the announcements of the originating group. If set to no, the overflowed calls only receive the announcements of this ACD group.

Use the steps below to change recorded announcement parameters for an ACD Group.

steps Changing RAN for an ACD group

1. From the main window, select **Config / Groups / Recorded Announcements**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the main window.

   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing special routing parameters for an ACD group

This option lets you view or change the night service and control interflow parameters of specified ACD groups. The changes made in this option alters Table ACDGRP.

ACD activates the special routing feature when all agents in an ACD group have logged off their set.

All calls residing in the incoming call queue at this time remain in queue until the caller disconnects, but no new incoming calls are received by this ACD group.

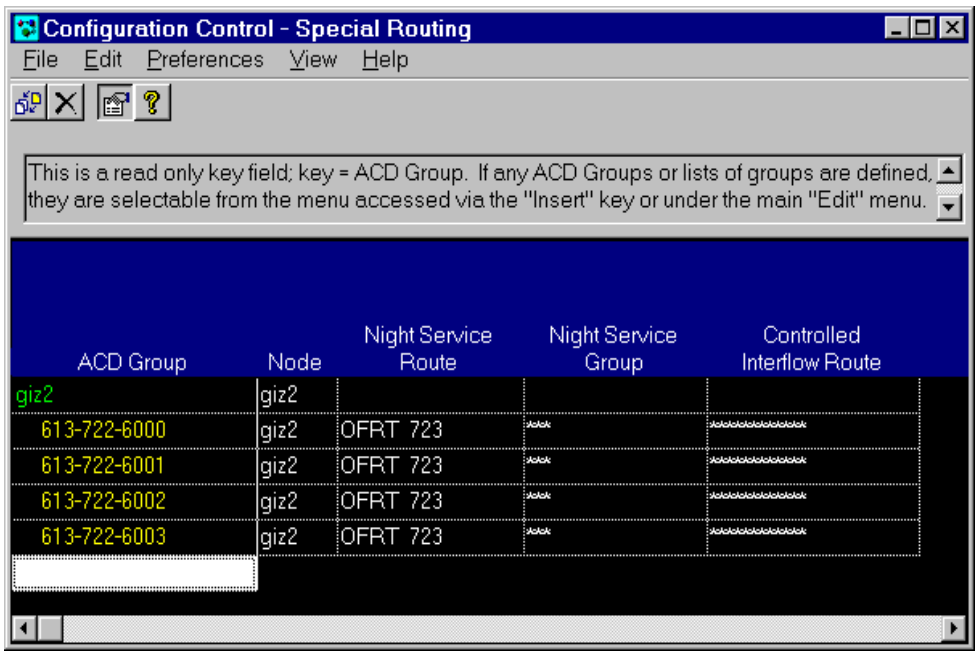
If either of these features are activated the new calls will be routed to one of the following special rerouting destinations:

- an audio announcement that explains to callers that the ACD location is closed

- another ACD group, a special routing number within the DMS -ACD system, or an external location

The Special Routing Parameters screen is shown in the figure below.

Figure 6.8 Special routing screen



The Special Routing screen field descriptions are presented in the table below.

Table 6-8: Special routing screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name, ACD group list name. Primary ACD DNs can be used.
Node	Identifies the node on which the group resides in the network. This field is display only when the Networking feature is enabled.
Night Service Route	Identifies a table name and an index number to which this ACD group routes special routing calls. Accepts as input either OFRT or IBNRT and an existing index number.
Night Service Group	Identifies the Audio Group is used to provide a night service announcement to callers prior to rerouting the call to the night service route. Accepts as input 1-512.
Controlled Interflow Route	Identifies the route the calls will take when the supervisor has put the group into controlled interflow mode. Values for this field are tables OFRT and IBNRTE and index ranges 0-1023.

Use the steps below to change special routing parameters for an ACD Group.

steps Changing special routing parameters

1. From the main window, select **Config / Groups / Special Routing**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

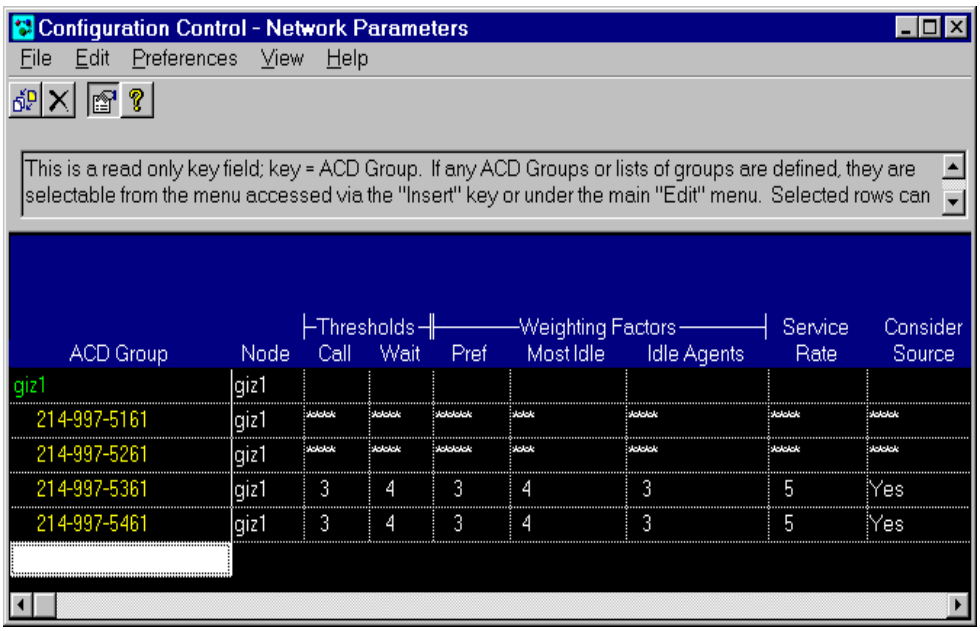
5. The system returns to the main window.

   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing network parameters for an ACD group

This option lets you change various parameters that are used in networking ACD groups (NACD) together. The changes made in this option alters Table NACDGRP. The Network Parameters screen is shown in the figure below.

Figure 6.9 Network parameters screen



The Network Parameters screen field descriptions are presented in the table below.

Table 6-9: Network parameters screen field descriptions

Field	Description
ACD Group	Identifies the name of an existing ACD group. Accepts as input any existing ACD group name or ACD group list name. Primary ACD DNs can be used.
Node	Identifies the node on which the group resides in the network. This field is display only when the Networking feature is enabled.
Call Threshold	This field can change the queue threshold with a range of 0-511.
Wait Threshold	This field can change the maximum wait threshold with a range of 0-1800.

Table 6-9: Network parameters screen field descriptions

Field	Description
Preference Weighting Factor	This field shows the group preference weight factor with a range of 0-32767.
Most Idle Agent	This is the factor used in calculating the Resource Index for the group with a range of 0-600.
Num Idle Agent	This is the factor used in calculating the Resource Index for the group with a range of 0-255.
Service Rate	This is the average service rate (call handling time) for the group with a range of 0-600.
Consider Source	This field specifies whether the source group should be considered when determining the best target group for time overflow calls. The values are Yes or No.

Use the steps below to change network parameters for an ACD group.

steps Changing network parameters

1. From the main window, select **Config / Groups / Network Parameters**. The screen is displayed.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the main window.

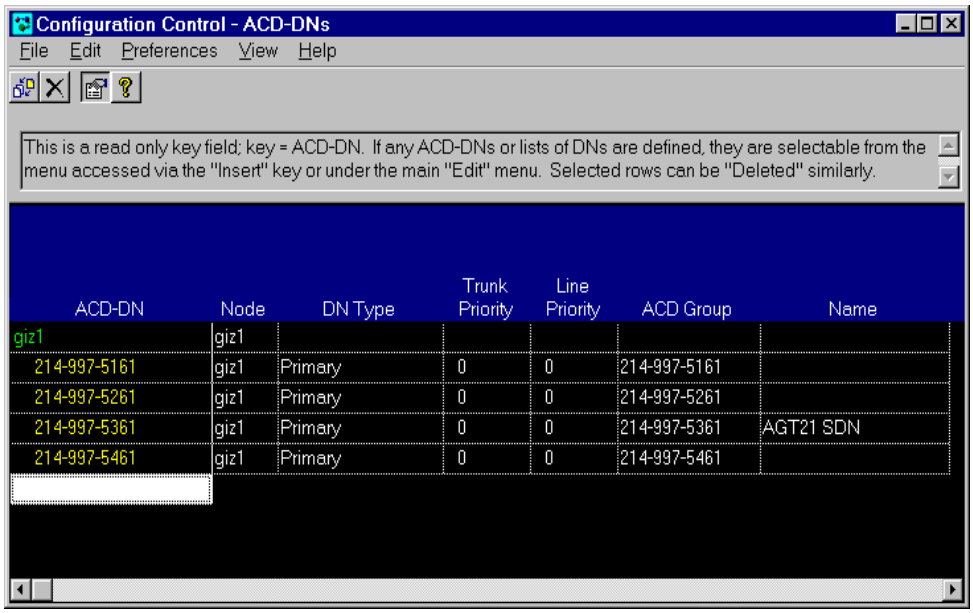
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing ACD-DN assignments and priorities

This option lets you change trunk priorities for specified ACD-DNs, the line priorities of primary DNs, the group assignments of supplementary DNs and the name of the ACD-DN. The changes made in this option alters the Tables DNROUTE and DNATTRS.

The ACD-DN Assignments and Priorities screen is shown in the figure below.

Figure 6.10 ACD-DN screen



The table below contains the ACD-DNs screen field descriptions.

Table 6-10: ACD-DN screen field descriptions

Field	Description
ACD-DN	Identifies the existing ACD-DN number. Accepts as input any existing ACD-DN number or ACD-DN list name.
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
DN Type	Identifies the DN as a primary or supplementary DN. Each ACD group receives calls from up to 17 ACD - DNs. Within each ACD group there is one primary and up to 16 supplementary ACD-DNs. This field does not accept input.

Table 6-10: ACD-DN screen field descriptions

Field	Description
Priority - Trunk	Identifies the priority for ACD calls coming in over trunks. Accepts as input 0 to 3 inclusive, where 0 is the highest priority and 3 is the lowest priority.
Priority - Line	This field contains '*'s and is not accessible. (Identifies the priority for ACD calls coming in over lines or for ACD calls originated from within the same switch.)
ACD Group	Identifies the name or number of an existing ACD group that processes calls for this ACD-DN. Accepts as input any existing ACD group name or ACD Primary DN. The ACD Group field for the primary DN cannot be changed.
Name	Identifies the name of the ACD-DN. Accepts input of 15 characters or less.

Use the steps below to change ACD-DNs assignments and priorities.

steps: Changing ACD-DN assignments

1. From the main window, select **Config / ACD-DNs**. The system displays the screen.
2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.
3. Enter changes:

   Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

   a. Select the **File** / **Execute**.

   b. To exit screen, select **Exit**.

5. The system returns to the main window.

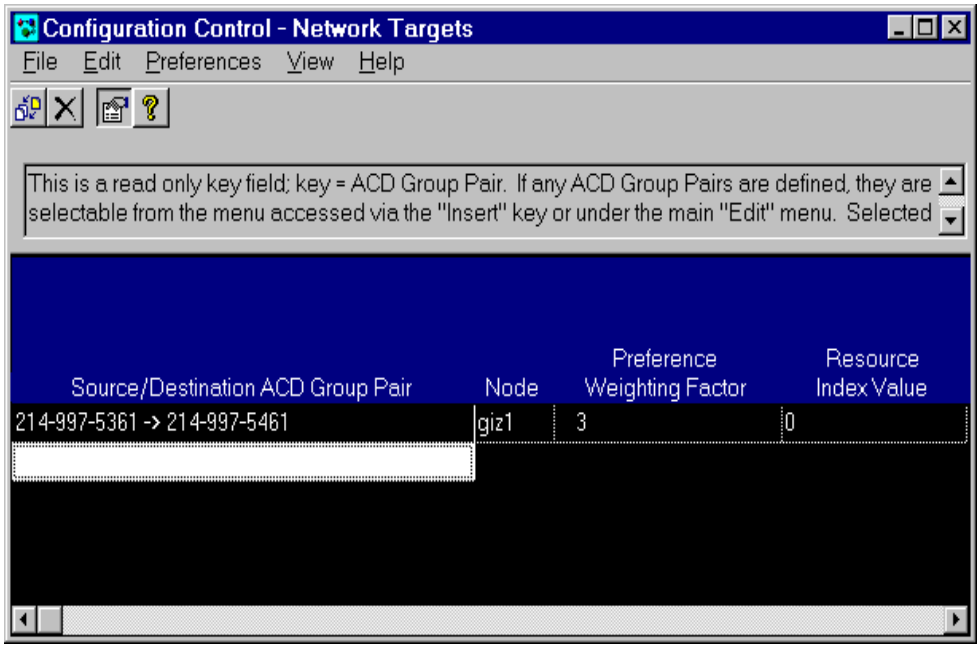
   To view changes in queue, select **Config / View / Execution Queue**. To verify your change was made, select **Config / View / Transaction Log**.

Changing network targets

This option lets you set the Preference Weight Factor for networked ACD groups. You can also set the Resource Index for networked groups on non - DMS switches. The changes made in this option alters Tables NACDGRP and REMNACD.

The Network Target screen is shown in the figure below.

Figure 6.11 Network targets screen



The Network Targets screen field descriptions are presented in the table below.

Table 6-11: Network targets screen field descriptions

Field	Description
Destination	This field identifies the destination ACD groups that are network targets of the source ACD group. There can be a total of 48 destination groups per source ACD group.
Node	Identifies the node on which the group resides in the network. This field is displayed on a NAP partition.
Preference Weighting Factor	This field allows you to change the Preference Weight Factor for the source / destination ACD group pair. The range of this field is 0-32767.

Table 6-11: Network targets screen field descriptions

Field	Description
Resource Index Value	This is the current Resource Index for the destination ACD group. (This is a display only field.)

Use the steps below to change Network Targets.

steps: Changing network targets

1. From the main window, select **Config/Networking**. The system displays the screen.

2. Enter an ACD group or list name using the **Edit / Insert** option. The screen displays the current assignments.

3. Enter changes:

Use the left/right arrow keys to highlight the field(s) you want to change. Type the new information.

4. Execute changes:

a. Select the **File** / **Execute**.

b. To exit screen, select **Exit**.

5. The system returns to the main window.

To view changes in queue, select **Config / View / Execution Queue**.
To verify your change was made, select **Config / View / Transaction Log**.

Using Configuration Control efficiently

Configuration Control has several features that allow you to use configuration control efficiently. These features are:

- defining change orders rather than ad hoc requests
- defining lists
- viewing the transaction log

Defining change orders

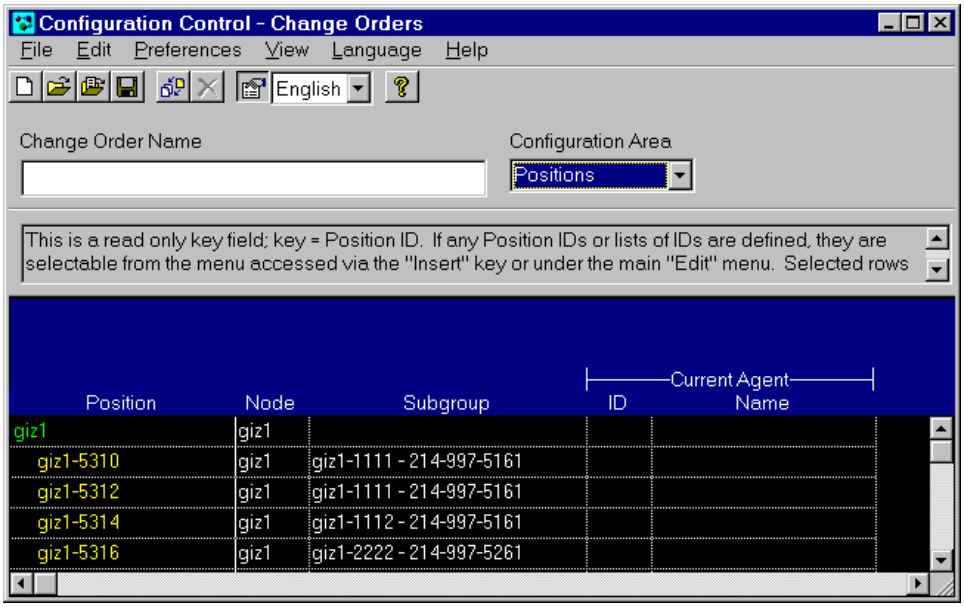
You define change orders to:

- schedule the changes
- initiate several changes on different screens through one request
- define changes you use frequently

When you define a change order, you group a set of Configuration Control changes together and reference them by the change order name.

You have the option to either execute these change orders immediately or schedule the changes for execution at either a later date and time or at recurring intervals. You must have the appropriate (Admin) privilege level to schedule the change order.

Figure 6.12 Change orders screen



Note: CC MIS allows you to save multiple change orders with the same name. If you are modifying an existing change order, use the Overwrite an existing change order command to prevent the system from saving different change orders with the same name.

File menu commands

The File menu on the Change Orders screen differs from the Configuration Control ad hoc screens.

Table 6-12: Change order file menu descriptions

Command	Description
New	Clears the screen and repositions the cursor as if the user had just entered the screen. All changes made in any of the configuration areas are discarded.
Clear Screen	Clears screen for the current area and repositions cursor as if the area had just been entered for the first time. Changes made to the current area that have not been executed are lost.
Open	Displays a menu of existing Change Orders. Change Orders selected from this menu are displayed on the screen.
Open Ad hoc	Opens last Change Order that was executed from the Change Orders screen by the current supervisor.
Save	Saves any changes made to the existing Change Order. All rows which have no new data will be discarded since such rows have no effect when the change order is executed.
Save As	Allows you to rename the existing Change Order and save it as a new Change Order.
Delete	Displays a list of Change Orders. Select the items in the list to be deleted.
Schedule	Displays a box with schedule definitions. Choose one or more schedules to attach to the Change Order. Click on OK button to confirm attachment or Cancel to cancel the action and close the box.
Execute	Sends a request to update the ACD switch configuration to match the new desired setting currently displayed in all configuration areas.
Exit	Exits the Change Order definition screen. Changes made but not saved are discarded.

Use the following steps to create a change order.

steps: Creating a change order

1. From the main window, select **Config / Change Order**. The system displays the screen.

2. Identify the change order:

a. At the Change Order screen, enter a name for the change order.
b. Click on the Configuration Area menu. The menu drops down and contains a list of all Load Management areas that can be edited. When a new area is selected, the lower portion of the screen is redrawn. The redrawn screen will look exactly the same as the ad hoc screen.

3. Enter changes in the redrawn portion of the screen. (Enter another area, if necessary.)

4. At this point you can Execute, Save, or schedule (attach the change order to a schedule).

5. When complete, select Exit to exit.

Note: CC MIS allows you to save multiple change orders with the same name. If you are modifying an existing change order, use the Overwrite an existing change order command to prevent the system from saving different change orders with the same name.

Executing a change order

After you have defined a change order, you can execute it at any time.

Use the steps below to execute a change order.

steps: Executing a change order

1. From the main window, select **Config / Change Order**. The system displays the screen.

2. Read the change order:

a. Select the **File** menu.

b. Select **Open**.

c. At the pop-up, Read which change order?, select the correct change order from your menu of choices.

3. Execute the change order:

a. Select **File / Execute**.

b. Select **File / Exit**.

4. The system returns to the Configuration Control menu.

5. To verify the change was made:

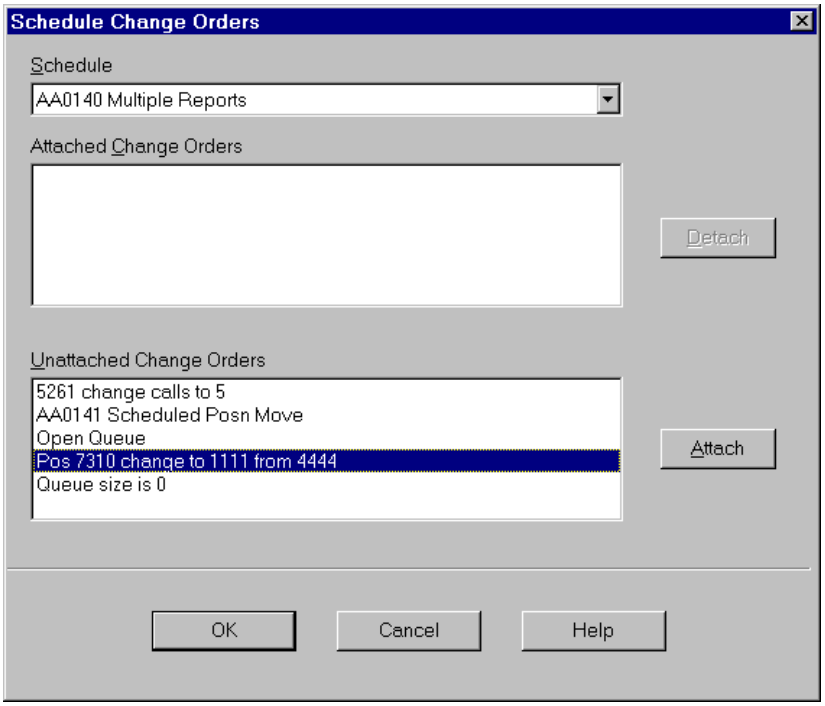
a. Select **Config / View / Transaction Log**.

b. Select **File / Exit** to return to the main window.

Scheduling a change order

After you have defined and saved a change order, you can attach it to a defined schedule. The figure below shows the Schedule Dialog box.

Figure 6.13 Schedule dialog box



Note: The schedules that appear in this dialog box were defined using the Schedule Definition screen in System Administration.

Use the steps below to schedule a change order.

steps: Scheduling a change order

1. From the Change Order screen, select **File / Schedule**. The system displays the screen.

2. Select schedule for the change order:

a. Click on down arrow and highlight desired schedule. Highlight the change order in the unattached change order box.

b. Click on Attach button, then click on the OK button.

c. Select Cancel button to exit.

3. The system returns to the Change Order screen.

Viewing the transaction log

The transaction log records configuration transactions performed by supervisors. CC MIS records all change orders, whether they succeed or fail, in the transaction log. Recorded in this log are up to 2000 lines of information from past requests.

Note: When the transaction log reaches a size of 2000 lines, the system automatically truncates the file to the most recent 200 lines.

Use the steps below to view the transaction log.

steps: Viewing the transaction log

1. From the main window, select **Config / View / Transaction Log**.
2. The system displays the Transaction Log screen.
3. Use the scroll bars to move through the log file.
4. Select **File/Exit** to exit the Transaction Log.

Viewing Configuration Control database tables

You can view the data tables listed below. In the Windows interface, these are accessed through the **Config/View** or View menus. In the Text interface, these are accessed through the main menu.

Configuration Control database tables

Route List - Displays the route list for all ACD Groups in the current configuration. After the initial screen displays, you can use the page-up and page-down keys or scroll bar to scroll through the table.

Audio List - Displays the audio list for all ACD Groups in the current configuration. After the initial screen displays, you can use the page-up and page-down keys or scroll bar to scroll through the table.

OFRT Table - Displays all defined entries in the OFRT table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table. (See the following Supported Routes and Supported Selectors.)

IBNRTE Table - Displays all defined entries in the IBNRTE table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table. (See the following Supported Routes and Supported Selectors.)

Audio Table - Displays all defined ACD entries in the Audio table. After the initial screen displays, you can use the page-up and page-down keys to scroll through the table.

Supported Routes

The MIS can query the routes datafilled in table OFRT and IBNRTE. Only a subset of valid table entries can be returned to the MIS by the DMS. They are:

1. RoutesToTableEntry
2. ConditionalRoute
3. RoutesToDN
4. RoutesToDNXXXX
5. RoutesToCustGroup
6. RoutesToTrunkGroup
7. RoutesToVTG
8. RoutesToAttConsole

Any route that does not fall into these categories results in a RouteInfoUnavailable being returned to the MIS.

Supported Selectors

The route selectors in table OFRT that can be sent to the MIS are CND, DN, MN, N, NOT, RT, S, ST, T, and TS.

The route selectors in table IBNRTE that can be sent to the MIS are AC, CFT, CND, DN, EOW, LINE, N, NOT, OW, RX, S, T, and VFG.

7

Profile

This chapter provides information on the following:

- *Profile maintenance*
- *Color selections*

Introduction

This chapter provides information about using the Profile Maintenance screen to create and change a supervisor's profile. The supervisor's profile allows you to:

- define CC MIS login profiles
- determine the abilities of the supervisor
- identify default characteristics of the supervisor position at login

You must logout and login to CC MIS before the profile changes take effect.

Accessing Profile Maintenance

To access the Profile Maintenance screen, perform the steps below.

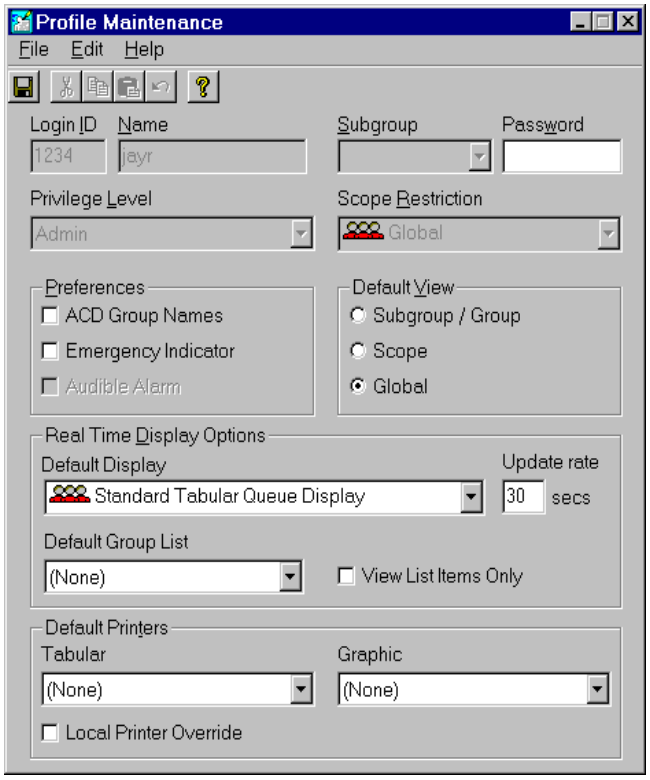
steps **Accessing the profile maintenance**

1. From the Main window, select **Profile / Options**.
2. Select and change or update fields as desired. Note: If the field is grayed, you cannot update that field.
3. From the Profile Maintenance screen, select **File/ Validate** to check your selections. At the information box, click on OK.
4. Select **File/ Save** to save your profile.

Using the Profile Maintenance screen

The Profile Maintenance screen defines supervisor preferences. Supervisors can only access this option when it has been enabled in their privilege level definition.

Figure 7.1 Profile Maintenance screen



The table provides definitions for the Profile Maintenance screen fields.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Login ID	Identifies the number used to login to the system.
Name	Identifies the name of the supervisor.
Privilege Level	Identifies the privilege level assigned to the supervisor.
Scope Restriction	Identifies the scope restriction assigned to the supervisor.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Subgroup ID	Identifies the subgroup for which this supervisor is primarily responsible.
Password	Identifies the CC MIS supervisor's password.
ACD Group Names	Determines whether or not group names are used in place of the primary DN number on displays and reports. If checked, the ACD Group name is displayed (if defined). If blank, the DN number is displayed. If checked but not defined, the DN number is displayed.
Emergency Indicator	If enabled, the system displays the agent's name and position when the agent enters an emergency condition.
Audible Alarm	Alerts supervisor when an agent is in the emergency condition.
Default Display (Default Queue Display)	Identifies the screen display definition that appears in Queue statistics mode. ***Note:*** The display format may be changed while in the display.
Default View	Defines the default view while in Agent status or Queue statistics modes. ***Note:*** The view may be changed while in either of these displays.
Default Group List	Lists all defined ACD group lists and provides the default ACD group list used in the real-time displays. If ’None’ is selected, the displays are ordered alphabetically.
Update Rate	Defines how often the supervisor's displays are updated during off peak traffic. Rates are from 2 to 60 seconds. (Applicable only to the Queue Statistics display.)
Default Printers	Identifies default printers for tabular and graphic reports.

Table 7-1: Profile Maintenance screen field descriptions

Field	Description
Local Printer Override	Directs reports to a local printer rather than a default printer.
Default Language	Identifies default language the supervisor wishes to use. This field is displayed when the language option is enabled.

Changing your profile settings

To access the Profile Maintenance screen and change your settings, perform the steps below.

steps Changing your profile settings

1. From the Main window, select **Profile / Options**.

2. Use buttons, menus, and check boxes to select or update fields.

   Note: If the field is grayed, you cannot update that field.

3. From the Profile Maintenance screen, select **File/ Validate** to check your selections. At the information box, click on OK.

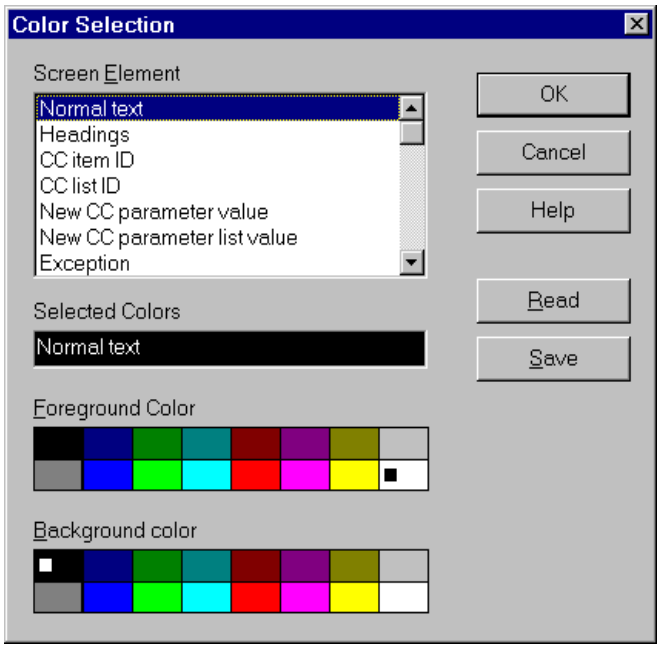
4. From the Profile Maintenance screen, select **File/ Save** to save your profile. At the information box, click on OK.

5. From the Profile Maintenance screen, select **File/ Exit** to access the main window.

Color selection

Using the profile color screen CC MIS screens use colors to display or highlight field areas. Default colors are provided if the supervisor cannot access the color selection option. The color spectrum depends on your terminal type. The Profile Color Selection screen is shown below:

Figure 7.2 Profile Color Selection screen



Profile Color Selection screen fields

The descriptions for the Profile Color Selection screen are described below.

Table 7-2: Profile Color Selection screen field descriptions

Field	Description
Screen Element	Allows you to choose screen components, such as Text, that can be enhanced with color.
Selected Colors	Shows the foreground and background colors currently associated with the screen component that is identified in the Screen Element area.
Foreground and Background Colors	Allows you to choose colors for the selected screen component.

Perform the steps below access the Color Selection screen.

steps Accessing profile color selection

1. From the Main window, select **Profile / Colors**.
2. Highlight the screen element you wish to change. The current colors selected for that element appear in the Selected colors box.
3. Select the new foreground color and the new background color.
4. From the Color Selection screen, select Save, then select OK.

8

Admin Functions

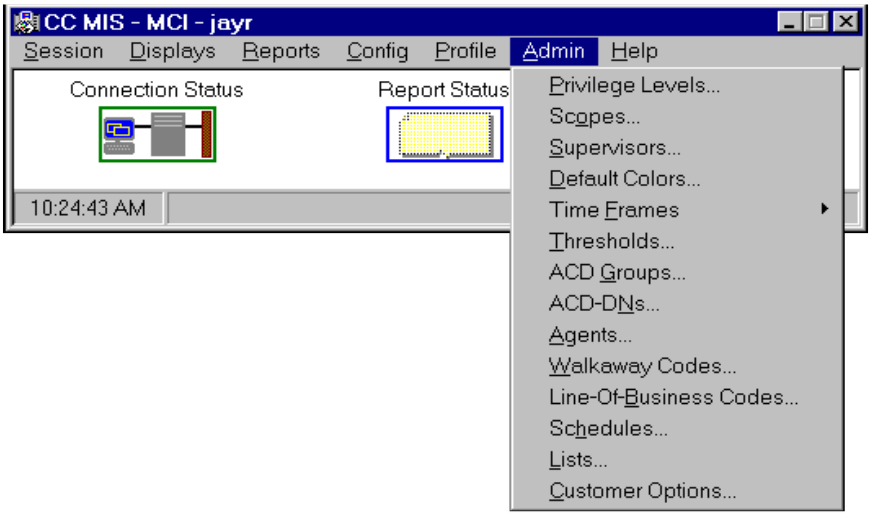
This chapter provides information on the Admin menu commands. The Admin menu is displayed and accessible to supervisor's with the appropriate (administrator) privilege level.

Introduction

This chapter describes the Admin function on the CC MIS Main window. The Admin menu contains administration functions which are accessible only to supervisors with an administrator privilege level.

The Admin menu is shown in the figure below.

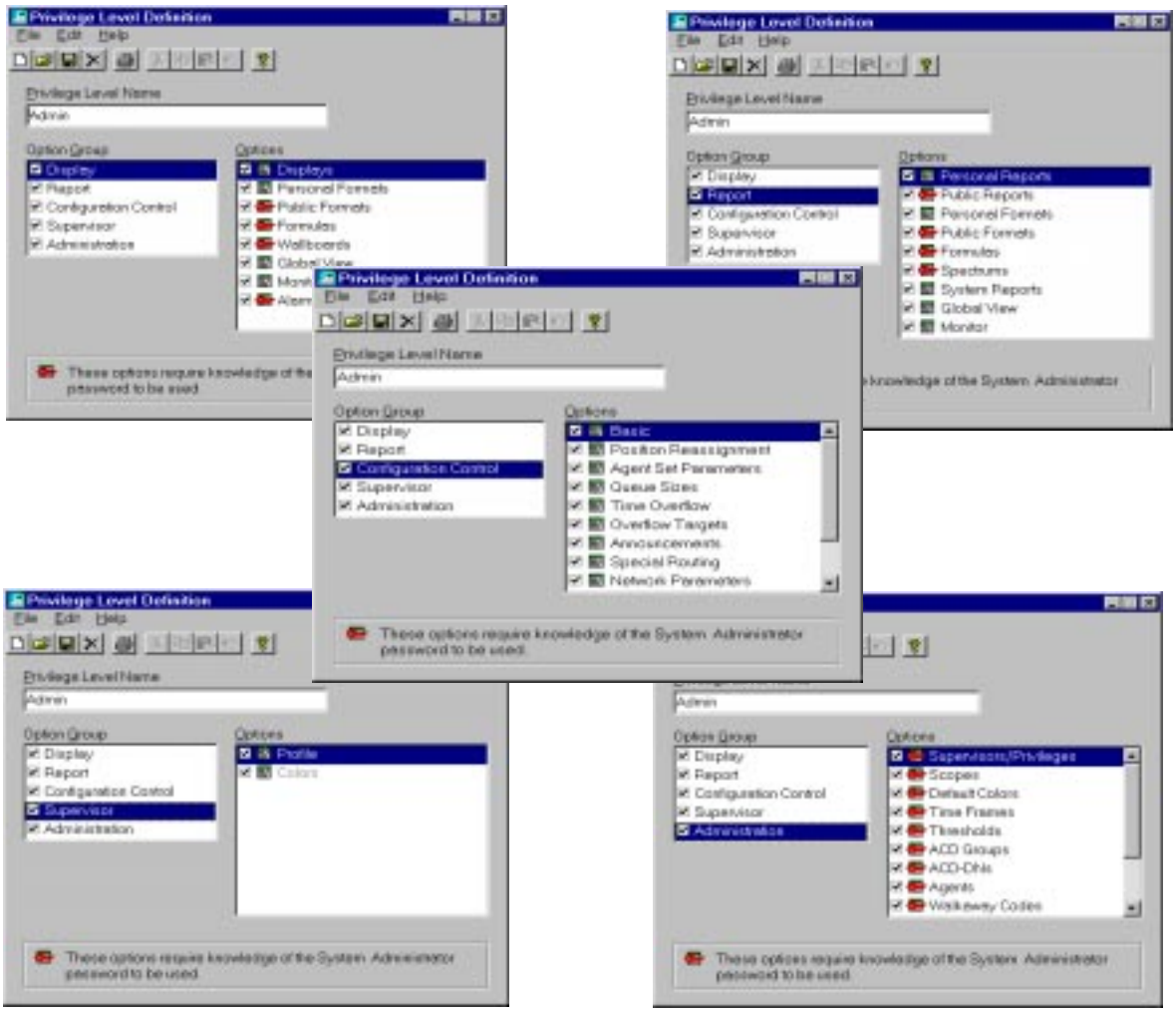
Figure 8.1 Admin menu



Privilege Level Definition

This mode allows you to define levels of access to system functions. These access levels are called privilege level definitions. Up to 256 privilege level definitions can be defined.

Figure 8.2 Privilege level definition screen



After a privilege level definition is defined, it can be assigned to one or more supervisors within the Supervisor Definition mode. When a supervisor logs in to the CC MIS system, the privilege level definition assigned to that supervisor is used to determine which CC MIS capabilities the supervisor may access.

CC MIS capabilities are divided into five option groups each of which consist of one or more individual options. The Privilege Level Definition window allows you to define privilege levels which grant access to all of, a portion of, or none of the options within each option group.

Some of the individual options also require that the supervisor know the System Administrator password as defined in the Customer Options screen before the respective feature may be used even if access to the feature has been granted in the supervisors privilege level.

Privilege Level Definition Fields

Privilege Level Name

This field identifies a name for a privilege level. The name must be unique and is from 1 to 20 characters long, including blanks. This is the name assigned to the supervisor in their profile. On multilingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Option Group

This field lists the five privilege level option groups and the current selection status of each group. An option group that is not checked indicates that none of the options in that group have been selected. An option group that has a checkmark on a white background indicates that all options in that group have been selected.

A checkmark on a gray background indicates that some, but not all, of the options in that option group have been selected. By clicking on the checkbox associated with each option group, you can enable or disable all options in that group. Clicking on the name of an option group displays the current selection state of the options in that group in the Options field to the right.

Options

This field lists the privilege options in the currently selected option group and the current selection state of each option. Clicking on the checkbox to the left of each option toggles the current selection state of the option. Note that some options are dependent of the selection state of other options. If a particular option state cannot be changed because it depends on another option, then the name of the option will be displayed using a grayed text color.

Privilege Level Definition Option Groups

Display

This option group encompasses the functions and features associated with the display and customization of the CC MIS real-time statistics.

Report

This option group includes all functions related to generating, viewing and customizing reports based on historical data collected by the CC MIS system.

Configuration Control

This option group controls access to the CC MIS functions which allow a supervisor to modify the settings on the ACD switch which control the handling of calls and the assignment of agent-positions to particular ACD groups.

Supervisor

This option group contains the options which control the supervisors ability to customize his/her environment.

Administration

This option group controls access to the administrative functions of the CC MIS system. These functions generally affect the operation of the entire system and should only be given to personnel with a thorough understanding of the system.

Privilege Level Definition Display Options

The Display options on the Privilege Level definition screen are shown in the figure below.

Displays

This option controls whether or not the privilege level includes access to real-time displays (Agent Status and Queue Statistics displays).

Personal Formats

This option controls whether or not the privilege level allows supervisors to create, modify, and delete personal display formats using the Quadrant Definition and Screen Definition modes.

Public Formats

This option controls whether or not the privilege level allows supervisors to create, modify, and delete public display formats using the Quadrant Definition and Screen Definition modes.

Formulas

This option controls whether or not the privilege level allows supervisors to create, modify, and delete formulas using the Display Formula Definition mode.

Wallboards

This option controls whether or not the privilege level allows supervisors to create, modify, and delete wallboard display messages using Wallboard Message Definition and Wallboard Display Definition modes. Wallboard definition is a software option. If this software option is disabled, the Wallboards privilege option will not appear in the list.

Global View

This option controls whether or not the privilege level allows supervisors to view all ACD groups and positions in the real-time display modes, regardless of the scope restriction applied to the supervisor's profile.

Note: To set this option, the Displays option must also be enabled for the privilege level.

Monitor

This option controls whether or not the privilege level allows supervisors to monitor other supervisors.

Note: To set this option, the Displays option must also be enabled for the privilege level.

Alarms

This option controls whether or not the privilege level allows supervisors to create, modify, and delete alarm definitions using the Alarm Definition mode.Alarm definition is a software option. If this software option is disabled, the Alarms privilege option will not appear in the list.

Privilege Level Definition Report Options

The Report options on the Privilege Level definition screen are shown in the figure below.

Personal Reports

This option controls whether or not the privilege level allows the supervisor to create, modify, and delete personal report definitions using the Report Parameter Definition screen.

Public Reports

This option controls whether or not the privilege level allows the supervisor to create, modify, and delete public report definitions using the Report Parameter Definition screen.

Personal Formats

This option controls whether or not the privilege level allows the supervisors to create, modify, and delete personal report formats using the Tabular Format and Graphic Format Definition screens.

Public Formats

This option controls whether or not the privilege level allows the supervisors to create, modify, and delete public report formats using the Tabular Format and Graphic Format Definition screens.

Formulas

This option controls whether or not the privilege level allows supervisors to create, modify, and delete report formulas using Report Formula Definition mode.

Spectrums

This option controls whether or not the privilege level allows supervisors to modify spectrum definitions using the Spectrum Definition mode.

System Reports

This option controls whether or not the privilege level allows supervisors to request printed system reports. System reports contain most of the information entered in the administration modes. A switch configuration report is also available.

Global View

This option controls whether or not the supervisor can generate a report for all available information, regardless of the scope restriction applied to the supervisor's profile.

Note: To set this option, the Personal Reports and/or Public Reports option must be enabled for the privilege level also.

Monitor

This option allows the supervisor to monitor the reports of other supervisors.

Note: To set this option, the Personal Reports and/or Public Reports option must be enabled for the privilege level also.

Privilege Level Definition Configuration Control Options

The Configuration Control options on the Privilege Level definition screen are shown in the figure below.

Basic

This option grants viewing capabilities to the transaction log, routing and audio tables, and the execution queue. This option must be enabled before any other options are. If this option is disabled, all other Configuration Control options are automatically disabled.

Position Reassignment

This option controls whether or not the supervisor can move positions between supervisors and/or ACD groups.

Agent Set Parameters

This option controls whether or not the supervisor can change parameters which control features related to the agent's phone set.

Queue Sizes

This option controls whether or not the supervisor can change parameters controlling the queue sizes associated with ACD groups.

Time Overflow

This option controls whether or not the supervisor can change parameters controlling the timed overflow of calls between ACD groups.

Overflow Targets

This option controls whether or not the supervisor can change the overflow targets for ACD groups.

Announcements

This option controls whether or not the supervisor can change the parameters associated with the playing of recorded announcements for ACD groups.

Special Routing

This option controls whether or not the supervisor can change the routing of calls under special circumstances; specifically for night service and controlled inter flow.

Network Parameters

This option controls whether or not the supervisor can change the ACD group parameters which control the networking of calls between ACD groups.

ACD-DN Reassignment

This option controls whether or not the supervisor can change the assignment of ACD-DNs to ACD groups, and the priority and name associated with each ACD-DN.

Network Targets

This option controls whether or not the supervisor can change the routing preferences for specific source and destination ACD-group pairs.

Change Orders

This option controls whether or not the supervisor can create, modify or delete change orders using the Change Order Definition mode.

Privilege Level Definition Supervisor Options

The Supervisor options on the Privilege Level definition screen are shown in the figure below.

Profile

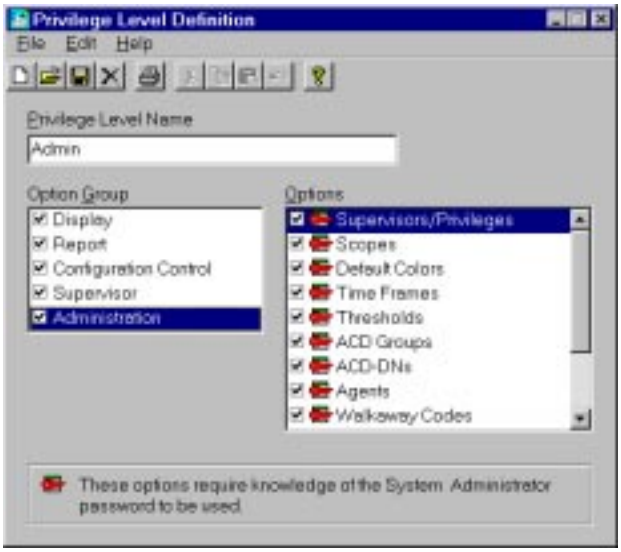
This option controls whether or not the supervisor can view and/or change their own profile. This does not include the ability to change privilege level.

Colors

This option controls whether or not the supervisor can modify their personal color scheme. If this option is disabled, the supervisor is restricted to the system default color scheme. If the Default Colors administration option is enabled, this option is always enabled.

Privilege Level Definition Administration Options

The Administration options on the Privilege Level definition screen are shown in the figure below.



Supervisor/Privileges

This option controls whether or not the supervisor can create, modify, and delete supervisor and privilege level definitions using Supervisor Definition and Privilege Level Definition modes.

Scopes

This option controls whether or not the supervisor can create, modify, and delete scope definitions using Scope Definition mode.

Default Colors

This option controls whether or not the supervisors can set the system default color scheme.

Time Frames

This option controls whether or not the supervisor can modify the time frame definitions using the time frame definition modes (shift definition, week definition, and period definition).

Thresholds

This option controls whether or not the supervisor can create, modify, and delete threshold definitions using the Threshold Definition mode.

ACD Groups

This option controls whether or not the supervisor can create, modify, and delete ACD group definitions using the ACD Group Definition mode.

ACD-DNs

This option controls whether or not the supervisor can create, modify, and delete ACD-DN definitions using the ACD-DN Definition mode.

Agents

This option controls whether or not the supervisor can create, modify, and delete agent definitions using the Agent Definition mode.

Walkaway Codes

This option controls whether or not the supervisor can create, modify, and delete walkaway code definitions using Walkaway Code Definition mode.

Line-of-Business Codes

This option controls whether or not the supervisor can create, modify, and delete line-of-business code definitions using Line-of-business Code Definition mode.

Schedules

This option controls whether or not the supervisor can create, modify, and delete schedule definitions using Schedule Definition mode.

Lists

This option controls whether or not the supervisor can create, modify, and delete lists of ACD-DNs, ACD groups, and Position IDs using the List Definition mode.

Customer Options

This option controls whether or not the supervisor can modify the customer name, default printers, system administrator password, and require the use of a supervisor password using the Customer Options screen. This option also controls access to the Language Options screen on multilingual systems.

Privilege Level Definition File Menu

New

This command sets all privilege level definition fields to their default values in preparation for creating a new definition.

Open...

This command displays a menu of defined privilege level definitions and allows you to select one to be read into the form. Use this command to change an existing definition.

Save

This command saves the currently displayed privilege level definition to the database.

Save As ...

Allows you to save the currently displayed privilege level definition as a new privilege level definition or to overwrite an existing privilege level definition.

Revert

This command removes any changes made since the last time it was read from the database or saved to the database.

Validate

This command validates all fields in the form and indicates whether any of the fields currently contain invalid values. This function is automatically performed when a Save command is issued.

Delete...

This command displays a menu of defined privilege level definitions and allows you select one or more to be deleted.

Print

Generates a Privilege Level Database Report containing all currently defined privilege level definitions and sends it to your default tabular printer.

Exit

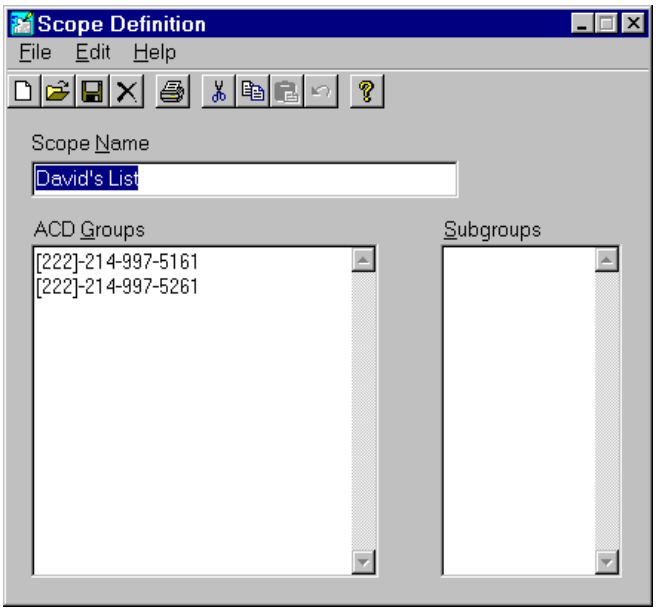
Use this command to exit from the Privilege Level Definition Window if no changes have been made or you wish to discard any changes you have made.

Scope Definition

This mode allows you to limit a supervisor's access to ACD groups, positions, and subgroups. Through this screen, you define a scope which is then assigned to supervisors in their profile.

The ACD groups and subgroups identified in the scope definition, in conjunction with the subgroup ID defined in the supervisor's profile, make up the supervisor's scope. The combination of scope definition and subgroup ID determines the elements that the supervisor can view and/or modify.

Figure 8.3 Scope definition screen



Scope Definition Fields

Scope Name

This field names the scope. Scope names should be unique and may be up to 20 characters long, including blanks. This name is used to identify the scope when assigning it to a supervisor profile. On multilingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

ACD Groups

This field specifies a list of ACD groups included in the scope. A total of 256 groups may be assigned to one scope. Groups may be identified by the number or name. Groups entered by number must be between 1 and 10 digits in length.

Note 1 - While groups may be specified by number or name, they are displayed based on the ACD Group Names option in your Supervisor Profile.

Note 2 - If subgroups are also specified in the scope definition, there must be at least one valid subgroup specified for each ACD group. Any ACD group which does not have at least one valid subgroup listed will be silently discarded by the system when using CC MIS functions. If left empty, the ACD groups making up the scope are derived from the listed subgroups.

Subgroups

This field specifies a list of subgroups included in the scope. A total of 256 subgroups may be assigned to one scope. Subgroups are identified by the supervisor position ID assigned to the subgroup, a number from 1 to 9999 (inclusive).

Note: If both ACD groups and subgroups are listed, the subgroups must belong to the ACD groups specified in the ACD Groups field; otherwise, they will be silently discarded by the system when using CC MIS functions. ACD groups which do not have at least one valid subgroup will also be discarded. If left empty, the subgroups making up the scope are derived from the listed ACD groups.

Scope Definition File Menu

New

This command sets all scope definition fields to their default values in preparation for creating a new definition.

Open...

This command displays a menu of defined scope definitions and allows you to select one to be read into the form. Use this command to change an existing definition.

Save

This command saves the currently displayed scope definition to the database.

Save As ...

Allows you to save the currently displayed scope definition as a new scope definition or to overwrite an existing scope definition.

Revert

This command removes any changes made since the last time it was read from the database or saved to the database.

Validate

This command validates all fields in the form and indicates whether any of the fields currently contain invalid values. This function is automatically performed when a Save command is issued.

Delete...

This command displays a menu of defined scope definitions and allows you select one or more to be deleted.

Exit

Use this command to exit from the Scope Definition Window if no changes have been made or you wish to discard any changes you have made.

Scope Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

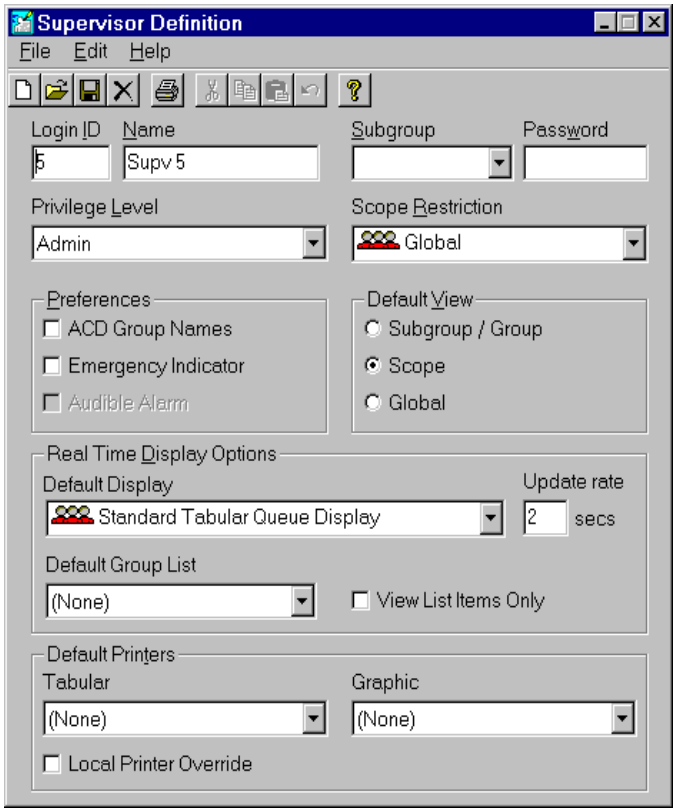
Insert

This command is available when the cursor is positioned in the ACD Groups or Subgroups fields. When issued from the ACD Groups field it displays an ACD group selection dialog which lists all ACD groups in the current ACD configuration, allowing you to select ACD groups to be inserted into the ACD group list. Similarly, when issued from the Subgroups field, a subgroup selection dialog will appear.

Supervisor Definition

This option allows you, as a system administrator, to view, create, and modify supervisor profiles. This option must be used to change fields of the supervisor profiles that are not accessible from the regular supervisor Profile Maintenance window.

Figure 8.4 Supervisor definition screen



Supervisor Definition Fields

Login ID

This field defines the number by which the supervisor is known by the CC MIS system. A supervisor logs on to the system using this unique one to four digit number.

Name

This field contains the name of the individual assigned to this supervisor ID.

Subgroup

This field is added to the scope defined in the Scope Restriction field to determine the scope of the supervisor. This field also sets the default subgroup/group that is displayed in the real-time display subgroup/group view.

Password

This field specifies an optional password. If specified, the password must be entered at each login. Leaving this field blank bypasses the password prompt.

Privilege Level

This field identifies the privilege level assigned to the supervisor. The privilege level allows the supervisor to access a specific group of control options.

Scope Restriction

This field is used to allow the limiting of the supervisor's realm of control. This field *must* have an entry, even if it simply references the standard Global scope.

ACD Group Names

This field selects whether ACD groups and ACD-DNs are printed by name or number in the real-time displays and in the Configuration Control screens. This option is disabled by default.

Emergency Indicator

Selecting this option creates an Emergency Call window whenever a position within the supervisor's scope handles an emergency call. This window identifies the position ID and the name of the agent handling the emergency call. This option is disabled by default.

Audible Alarm

This option adds an audible beep to the Emergency Indicator option. If enabled, the terminal beeps periodically while the emergency call is in progress. This option is disabled by default.

Default View

This field determines the default real-time display view that displays when the supervisor logs on to the CC MIS system. Possible values are Subgroup/Group view, Scope view, or Global view.

Subgroup/Group

This option displays a single subgroup in the Agent Status Displayand a single ACD group in the Queue Statistics Display.

Scope

This option displays all subgroups/ACD groups in the supervisor's scope.

Global

This option displays all subgroups/ACD groups in the Agent Status Display and Queue Statistics Display modes. This option is selectable only if the Global View display option is enabled in the privilege level assigned to the supervisor.

Default Display

This field identifies the default Queue Statistics Display screen accessed by the supervisor when first entering that mode following login. This screen format can be changed "on-the-fly" within the real-time display mode.

Update Rate

This field is the number of seconds between each screen update in the real-time Queue Statistics Display mode. The valid range is from 2 to 60 seconds. It defaults to 30 seconds.

Default Group List

This field lists all currently defined ACD group list definitions and provides the default ACD group list used in the realtime display modes. If an ACD group list is selected here, this list will be used to order the ACD groups displayed in scope and global views of the Agent Status Display and Queue Statistics Display modes. If the (None) entry is selected, the displays will be ordered alphabetically. The list may also be changed dynamically within the real-time display modes; the list selected here simply provides the default list used when a supervisor logs in.

View List Items Only

This field extends the functionality of the Default Group List field. Checking this field limits the ACD groups displayed to only those ACD groups which are in the selected list. When in scope view, the ACD groups in the list must also exist in the supervisor's scope or they will not be displayed. Unchecking the field allows other ACD groups not included in the list to be displayed following those included in the list. These extra ACD groups will be ordered alphabetically. This option may also be changed dynamically within the realtime display modes; the option selected here simply provides the default setting used when a supervisor logs in.

Default Printer: Tabular

This field defines the default printer for tabular reports.

Default Printer: Graphic

This field defines the default printer for graphic reports. It may be the same as the default tabular printer.

Local Printer Override

When this option is disabled, print-outs destined for the supervisor's default printer are directed to the printers identified in the Tabular Printer and Graphic Printer fields. Enabling this option has no effect unless the supervisor is logged in to a supervisor workstation configured with a "local" or "PC-attached" printer. In this case, all such print-outs are directed to this printer rather than those defined in their profile.

Default Language

This field determines the language that the system will use to interact with the supervisor. This field does not appear on systems with only one language enabled.

Supervisor Definition File Menu

New

This command sets all supervisor definition fields to their default values in preparation for creating a new supervisor profile.

Open...

This command displays a menu of defined supervisor IDs and allows you to select one to be read into the form. Use this command to change an existing definition.

Validate

This command validates all fields in the form and indicates whether any of the fields currently contain invalid values. This function is automatically performed when a Save command is issued.

Save

This command saves the currently displayed supervisor profile to the database.

Delete...

This command displays a menu of defined supervisor IDs and allows you select one or more to be deleted. By deleting a supervisor definition, you delete all items associated with that supervisor, including:

1. Any existing preview report.
2. All personal report parameter and report format definitions.
3. All personal quadrant and screen definitions.
4. Any saved CC MIS Windows preferences.

If the supervisor "owns" any public reports and/or change orders, a Transfer of Ownership dialog box will appear which allows you save or delete these public items.

If the supervisor being deleted is currently logged in, that supervisor will be immediately logged out of the system.

Exit

Use this command to exit from the Supervisor Definition window if no changes have been made or you wish to discard any changes you have made.

Supervisor Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

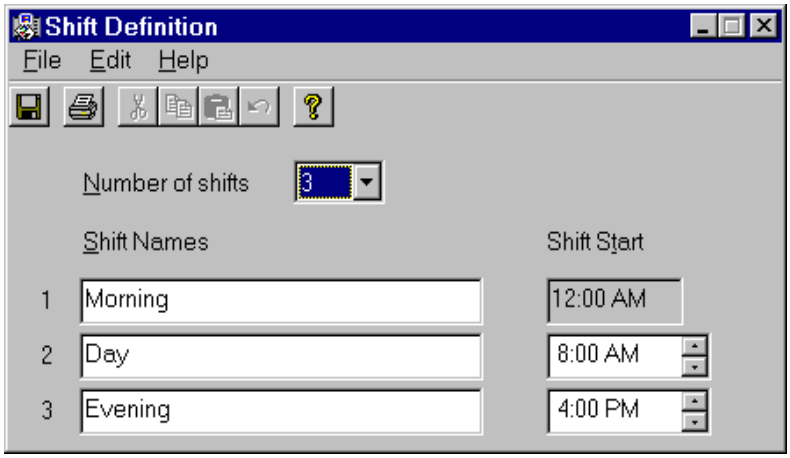
Time Frames / Shift Definition

The Shift Definition window is displayed by selecting the Admin/Time Frames/Shifts command. This mode allows you to define the shifts used in reporting and scheduling.

Note: This option is not available on NAP partitions.

The shift definitions let you divide the day into shifts by combining interval data stored in the database. The first shift always starts at midnight and the last always ends at midnight.

Figure 8.5 Shift definition screen



Shift Definition Fields

Number of shifts

This field lets you enter the number of shifts (up to 5) you wish to define. At least one shift must be defined. Entries are added to or removed from the shift definition table based on the selection you make in this field.

Shift Name

This field defines the name of the shift (i.e. Day, Night, etc.). It can be up to 16 characters in length, including blanks and special characters with the exception of the vertical bar character (|).

Start Time

This field defines the time of day (using a 24 hour clock) the shift starts, given in the form hh:mm, where "mm" must be either 00 or 30. Note that you cannot enter the start time field for the first shift, as this is fixed by the system to start at midnight.

Shift Definition File Menu

Save

This command saves any changes you have made while in Shift Definition mode. Changes to the shift definitions are immediately reflected in the reports. Changes made to these definitions also affect the CC MIS scheduler and will automatically rebuild the schedule in order to pick up these changes.

Revert

This command is available only after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the current definitions to be re-loaded into the form from the database.

Validate

This command checks the validity of the entries made in the current definition.

Print

Generates a Shift Database Report containing all currently defined shift definitions and sends it to your default tabular printer.

Exit

Terminates Shift Definition mode.

Shift Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

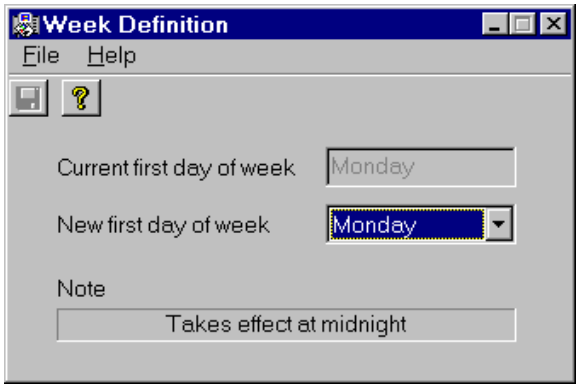
Delete

Deletes the selected item(s) from the definition.

Time Frames / Week Definition

The Week Definition window is displayed by selecting the Admin/Time Frames/Week Start command. This mode allows you to define the first day of week used in reporting and scheduling.

Figure 8.6 Week definition screen



The week definition field allows you to set the first day of the week. This parameter affects how the weekly data is stored in the historical database.

Week Definition Fields

Current First day of week

The current day of the week on which your weeks begin. (This is a read-only field.)

New First day of week

Specifies the new day of the week you want your week to begin.

Note: Changing the week definition purges all currently stored weekly data from the database at midnight.

Week Definition File Menu

Save

This command saves any changes you have made while in Week Definition mode. Changing the first day of the week does not take effect until midnight, since it affects the organization of data in the database. Changes made to first day of the week also affect the CC MIS scheduler and will automatically rebuild the schedule in order to pick up these changes.

Revert

This command is available only after the first day of the week has been changed and before the change has been committed to the database. The command causes the change to be discarded and the "current" definition to be re-loaded into the form from the database.

Exit

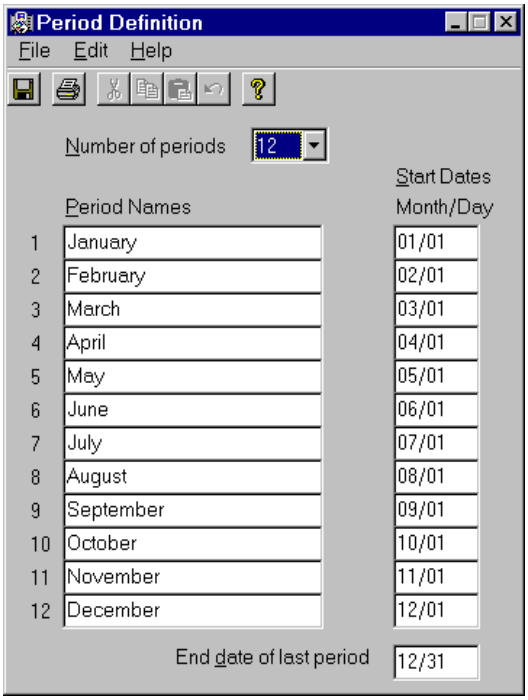
Terminates Week Definition mode.

Time Frames / Period Definition

The Period Definition window is displayed by selecting the Admin/Time Frames/Periods command. This mode allows you to define the periods used in reporting and scheduling.

The period definitions let you build arbitrary reporting periods from the daily data stored in the database. Up to 13 periods can be defined, where the beginning of one period marks the end of the previous. You can use these periods to divide the year into quarters, into months based on your company's fiscal calendar, or any other groupings you desire.

Figure 8.7 Period definition screen



Period Definition Fields

Number of periods

This field lets you enter the number of periods (up to 13) you wish to define. At least one period must be defined. Entries are added to or removed from the period definition table based on the selection you make in this field.

Period Names

This field defines the name of the period (i.e. January, February, etc.). It can be up to 16 characters in length, including blanks and special characters with the exception of the vertical bar character (|).

Start Dates

This field defines the date on which the period starts, given in the form mm/dd. The period ends on the day prior to the start of the next period; therefore, all period start dates must be defined in chronological order.

End date of last period

This field lets you end the last period in the table prior to December 31st. The date you enter must be greater than the start date specified in the last entry in the period table.

Period Definition File Menu

Save

This command saves any changes you have made while in Period Definition mode. Changes to the period definitions are immediately reflected in the reports. Changes made to these definitions also affect the CC MIS scheduler and will automatically rebuild the schedule in order to pick up these changes.

Revert

This command is available only after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the period definitions to be re-loaded into the form from the database.

Validate

This command checks the validity of the entries made in the current definition.

Print

Generates a Period Database Report containing all currently defined period definitions and sends it to your default tabular printer.

Exit

Terminates Period Definition mode.

Period Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

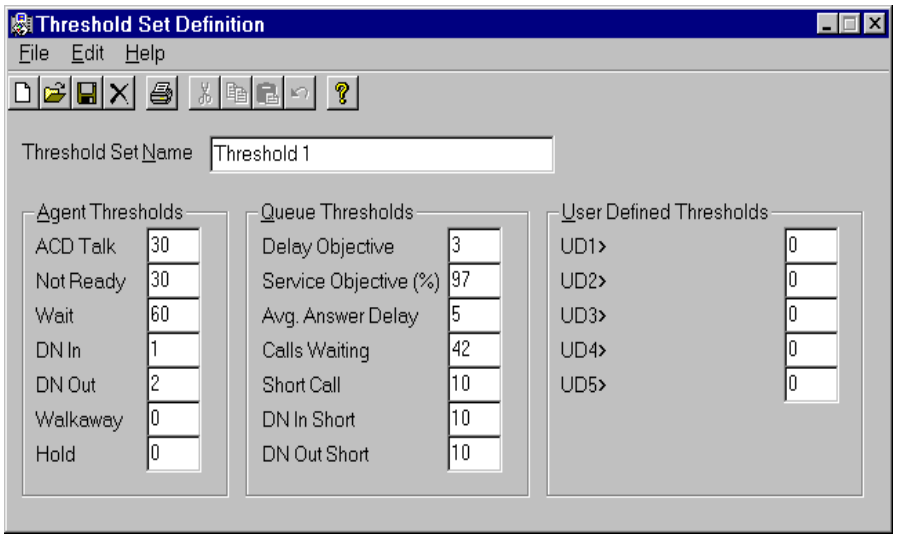
Delete

Deletes the selected item(s) from the definition.

Threshold Definition

This mode allows you to specify the threshold sets that can be assigned to individual ACD groups. Threshold Definition mode is used to set company operating objectives. When these thresholds are reached or exceeded, statistics are highlighted in the Agent Status Display and in the Queue Statistics Display. The type of call handled by each ACD group and the time required by each call should be carefully considered
before setting thresholds.

Figure 8.8 Threshold definition screen



The parameter fields in this mode allow the definition of up to nineteen different threshold values. The first fourteen of these have standard system-defined meanings and are used in the standard real-time display screens and in the collection of historical report data. The last five thresholds are user-definable for use in custom Queue Statistics Display screens. All thresholds are available for use in custom display screens.

Threshold Definition Fields

Threshold Set Name

This field identifies a threshold and is referenced in the ACD Group Definition window to assign particular threshold sets to each ACD group. Up to 16 characters can be entered.

AGENT THRESHOLDS

ACD Talk

This field sets the maximum length of time an agent should spend in talk time on an ACD call. Range: 0 to 9999 seconds.

Not Ready

This field sets the maximum length of time an agent should spend in the not ready state. Range: 0 to 9999 seconds.

Wait

This field sets the maximum length of time an agent should remain idle. Range: 0 to 9999
seconds.

DN In

This field sets the maximum length of time an agent should spend on an incoming call on their secondary DN. Range: 0 to 9999 seconds.

DN Out

This field sets the maximum length of time an agent should spend on an outgoing call on their secondary DN. Range: 0 to 9999 seconds.

Walkaway

This field sets the maximum length of time an agent should spend on each walkaway period. Range: 0 to 9999 seconds.

Hold

This field sets the maximum length of time an agent should keep an ACD call on hold. Range: 0 to 9999 seconds.

QUEUE THRESHOLDS

Delay Objective (Usage)

This field sets the maximum answering or abandoning delay considered acceptable in determining the service level. This threshold is also used in historical data collection. Range: 0 to 9999 seconds.

Service Objective

This field sets the minimum acceptable service level. Range: 0 to 100%.

Avg. Answer Delay

This field sets the maximum average delay before answering. Range: 0 to 9999 seconds.

Calls Waiting

This field sets the maximum acceptable number of waiting calls. Range: 0 to 9999 calls.

Short Call (Usage)

This field identifies the call duration for "short" calls. Calls with a duration less than this threshold are counted as "short" calls in the historical report data and in the real-time display data. Range: 0 to 9999 seconds.

DN In Short Call (Usage)

This field identifies the number of DN incoming calls handled by the agent which had a talk time less than the DN In Short Call threshold defined for the ACD group.

DN Out Short Call (Usage)

This field identifies the number of DN outgoing calls handled by the agent which had a talk time less than the DN Out Short Call threshold defined for the ACD group.

USER-DEFINED THRESHOLDS

UD1 .. UD5

These fields are five user-definable thresholds for use in custom Queue Statistics Display screens. These thresholds can be assigned 10 character names by selecting the File / Threshold Names command. The valid range for any of these thresholds is 0 to 9999.

Threshold Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition are discarded.

Open

Selection of this command causes a list of defined thresholds to be displayed. Select the threshold from the list that you wish to open and have displayed.

Save

This command saves any changes you have made while in Threshold Definition mode, including changes to the custom threshold names. Changes take effect immediately.

Save As

This command displays a dialog of existing list definitions of the same type as the one currently displayed, allowing you to choose a definition to be overwritten by the currently displayed list or allows you to specify a new name for the definition.

Delete

Deletes all definitions that are currently selected in the definition list in the bottom half of the window.

Revert

This command is available only after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the definition marked as the "current" definition to be re-loaded into the form from the database.

Validate

This command checks the validity of the values entered in the fields on the definition screen.

Print

Generates a Threshold Definition Database Report containing all currently defined definitions and sends it to your default tabular printer.

Threshold Names

This command creates a pop-up window allowing custom threshold names to be defined or modified.

Exit

This command terminates the Threshold Definition window.

Threshold Definition Edit Menu

The commands available in the Edit menu are:

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

Creating a New Threshold Definition

Use the steps below to create an Threshold definition.

steps Creating a threshold definition

From the Threshold definition window:

1. Position the cursor on the Threshold Set Name field.
2. Enter a name (up to 16 characters) that is not already used for an existing threshold definition.
3. Fill in the rest of the fields in the record with desired threshold values in each of the threshold categories.
4. Save the definition using the File/Save As command. A dialog is displayed. Click on the New button.
5. Repeat steps 1 through 4 for all new threshold definitions you wish to create.

Modifying a Threshold Definition

To modify an existing threshold definition

steps Modifying a threshold definition

From the Threshold definition window:

1. Select the File / Open command, then select the Definition to be modified.
2. Modify the fields as desired.
3. After you are finished modifying threshold definitions, save the changes using the File/Save command. All changes saved will take effect immediately.

Deleting a Threshold Definition

Use the steps below to create a Threshold definition.

steps Deleting a threshold definition

From the Threshold definition window:

1. Select the File/Delete command.
2. The Delete Threshold dialog is displayed.
3. Select the threshold or thresholds to be deleted and click on the OK button.
4. A message is displayed to confirm the deletion.

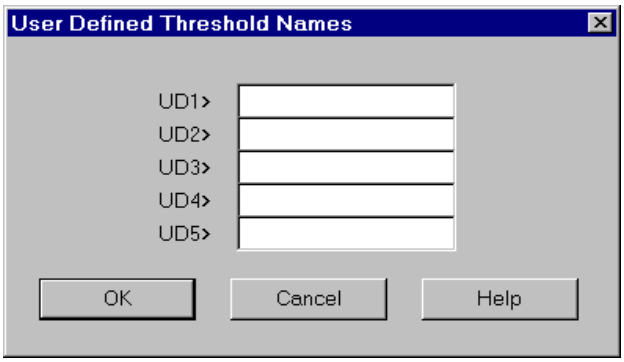
Defining User-Defined Threshold Names

Use the steps below to define user-defined threshold names.

steps Defining threshold names

From the Threshold definition window:

1. Select the File/Threshold Names command.

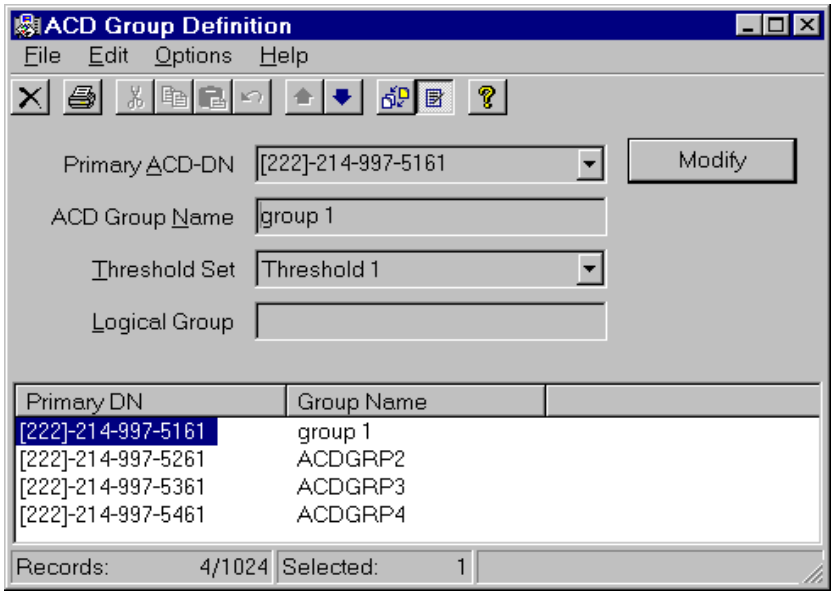


2. Position the cursor on the name field for the threshold you wish to name.
3. Enter the new name of the threshold (up to 10 characters). This field can contain any character except the vertical bar character (|).
4. Press the OK button to return to the main Threshold Definition screen.

ACD Group Definition

Defines the properties associated with each individual ACD group, such as its name and the thresholds to be used. In addition, multiple groups can be combined into logical groups for reporting purposes. The ACD group name is used in the real-time Agent Status Display and Queue Statistics Display modes and in reports.

Figure 8.9 ACD Group definition screen



The ACD Group Definition window consists of an ACD group definition template section in the top half and a listing of all currently defined ACD group definitions in the bottom half. ACD group definitions are created and/or edited by filling in or changing the ACD group definition fields in the template section of the window.

The listing section is used to select an existing record or records to be edited or deleted. The status bar at the bottom of the window contains three sections which, from left to right, indicate the current and maximum number of records, the number of records currently selected, and the status of the last operation.

The ACD Group Definition window is always in one of two modes of operation as indicated by the label on the push-button in the upper right corner of the window. In add mode, you may define new ACD group definitions. In modify mode you may modify or delete existing ACD group definitions. Switching to add mode is accomplished by using the Options/Add command or by clicking the Add button on the toolbar.

Switching to modify mode is accomplished by using the Options/Modify command or by clicking the Modify button on the toolbar. Modify mode is also entered automatically if a selection is made on an existing definition list item at the bottom of the screen.

ACD Group Definition Fields

Primary ACD-DN

This field identifies the primary ACD-DN of the ACD group whose parameters you wish to change.

ACD Group Name

This field identifies the name given to the ACD group when displayed by name on the real-time displays and on historical reports. The name may be up to 16 characters in length, and may include blanks and special characters with the exception of the vertical bar character (|).

Threshold Set

This field identifies the threshold set you wish to associate with this ACD group. Threshold sets must be previously defined in the Threshold Definition Window.

Logical Group Name

This field identifies the name of the logical group to which this ACD group is assigned. All ACD groups with identical logical group names can be reported on as single entities. The name may be up to 16 characters in length, and may include blanks and special characters with the exception of the vertical bar character (|).

Creating New ACD Group Definitions

To create one or more new ACD group definitions the ACD Group Definition window must first be set to Add mode. When in Add mode the push-button in the upper right portion of the template section of the window is labeled Add.

Use the steps below to create a new ACD group definition.

steps Creating a new ACD group definition

From the ACD Definition window:

1. If not already in Add mode, select the Options/Add command from the window menu or click on the Add button on the toolbar.
2. In the Primary ACD-DN field, enter or select the primary ACD-DN of the new ACD group you wish to define. If you select a primary ACD-DN that is already defined you will be prompted to replace the existing record when you click the Add button.
3. Fill in the other fields in the form as desired.
4. Click on the Add button (or press the ENTER key) to send the new ACD group definition to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

If a record is selected from the ACD group definitions list while in Add mode, the mode will be automatically switched to Modify mode and the selected record will be loaded into the template fields.

After each new ACD group definition is created, the fields in the template section are cleared according to the current Auto Clear settings. These settings are accessed using the Options/Auto Clear command.

If in the Add mode and you select a primary ACD-DN that is already defined, then click on Threshold Set. The mode is changed to Modify and the definition values are loaded into the fields.

Use the steps below to modify an ACD group definition.

steps Modifying an ACD group definition

From the ACD Definition window:

1. Select the ACD group definition to modify by clicking on its primary ACD-DN number in the ACD group definitions list.
2. Change the contents of all fields you wish to modify. As you modify each field, its background color will change to indicate the fields that contain changed values.
3. Click on the Modify button (or press the ENTER key) to send the changes to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

Before the Modify button is clicked you can use the File/Revert command to discard all changes you have made and restore the fields to their current values.

You may make the same modification to multiple ACD group definitions at the same time by selecting all desired definitions before starting to modify the fields. To select a range of ACD group definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Use the steps below to delete an ACD group definition.

steps Deleting an ACD group definition

From the ACD Definition window:

1. Select the ACD group definition to delete by clicking on its primary ACD-DN number in the ACD group definitions list.
2. Select the File/Delete command from the window menu or click on the Delete button on the toolbar.

Notes

You may delete multiple ACD group definitions at the same time by selecting all desired definitions before issuing the delete command. To select a range of ACD group definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

ACD Group Definition File Menu

Delete

Deletes all ACD group definitions that are currently selected in the ACD group definition list in the bottom half of the window. This command is disabled while in add mode.

Revert

This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the ACD group definition marked as the "current" definition to be re-loaded into the form from the database.

Print

Generates an ACD Group Database Report containing all currently defined ACD group definitions and sends it to your default tabular printer.

Exit

Terminates ACD Group Definition mode.

ACD Group Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

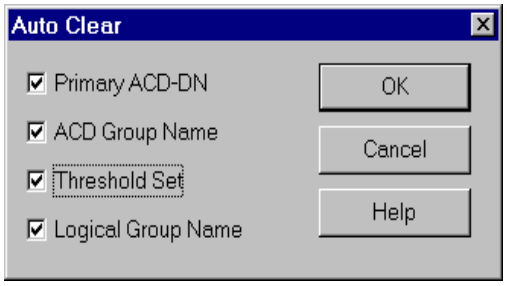
ACD Group Definition Options Menu

Auto Clear

Displays the Auto Clear dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.

ACD Group Definition Auto Clear Dialog

Every field in the ACD Group Definitions window is represented by a checkbox in the Auto Clear dialog.



Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the "Add" button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Previous

Moves selection to the previous record in the ACD group definitions list.

Next

Moves selection to the next record in the ACD group definitions list.

Add

Switches the current operational mode to "add" mode.

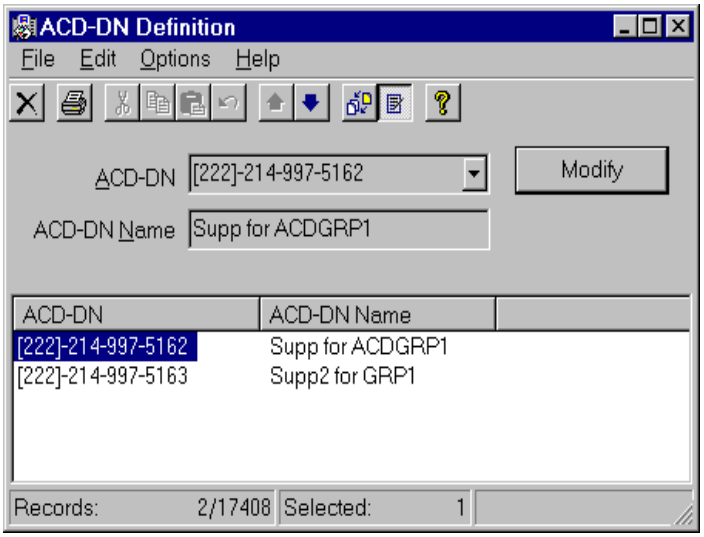
Modify

Switches the current operational mode to "modify" mode.

ACD-DN Definition

This mode allows you to enter the primary or secondary ACD-DNs defined on the CC MIS system and assign corresponding names to the ACD-DNs. The assigned ACD-DN names are displayed on CC MIS reports.

Figure 8.10 ACD-DN definition screen



The ACD-DN Definition window consists of an ACD-DN definition template section in the top half and a listing of all currently defined ACD-DN definitions in the bottom half. ACD-DN definitions are created and/or edited by filling in or changing the fields in the template section of the window.

The listing section is used to select an existing record or records to be edited or deleted. The status bar at the bottom of the window contains three sections which, from left to right, indicate the current and maximum number of records, the number of records currently selected, and the status of the last operation.

The ACD-DN Definition window is always in one of two modes of operation as indicated by the label on the push-button in the upper right portion of the window. In add mode, you may define new ACD-DN definitions. In modify mode you may modify or delete existing ACD-DN definitions. Switching to add mode is accomplished by using the Options/Add command or by clicking the Add button on the toolbar.

Switching to modify mode is accomplished by using the Options/Modify command or by clicking the Modify button on the toolbar. Modify mode is also entered automatically if a selection is made in the definitions list at the bottom of the screen.

ACD-DN Definition Fields

ACD-DN

This field is used to select the ACD-DN you wish to define. This ACD-DN must be a number of up to 10 digits.

ACD-DN Name

This field is the name of the ACD-DN associated with the ACD-DN number. It may be up to 16 characters long, and may include blanks or special characters with the exception of the vertical bar character (|).

Creating New ACD-DN Definitions

To create one or more new ACD-DN definitions the ACD-DN Definition window must first be set to Add mode. When in Add mode the push-button in the upper right portion of the template section of the window is labeled Add.

Use the steps below to create an ACD-DN definition.

steps Creating an ACD-DN definition

From the ACD-DN definition window:

1. If not already in Add mode, select the Options/Add command from the window menu or click on the Add button on the toolbar.
2. In the ACD-DN field, enter or select the ACD-DN number that you wish to define. If you select an ACD-DN that is already defined you will be prompted to replace the existing record when you click the Add button.
3. Fill in the other field in the form as desired.
4. Click on the Add button (or press the ENTER key) to send the new ACD-DN definition to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

If a record is selected from the ACD-DN definitions list while in Add mode, the mode will be automatically switched to Modify mode and the selected record will be loaded into the template fields.

After each new ACD-DN definition is created, the fields in the template section are cleared according to the current Auto Clear settings. These settings are accessed via the Options/Auto Clear command.

Modifying Existing ACD-DN Definitions

Use the steps below to modify an ACD-DN definition.

steps Modifying an ACD-DN definition

From the ACD-DN definition window:

1. Select the ACD-DN definition to modify by clicking on its ACD-DN number in the ACD-DN definitions list.
2. Change the contents of all fields you wish to modify. As you modify each field, its background color will change to indicate the fields that contain changed values.
3. Click on the Modify button (or press the ENTER key) to send the changes to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

Before the Modify button is clicked you can use the File/Revert command to discard all changes you have made and restore the fields to their current values.

You may make the same modification to multiple ACD-DN definitions at the same time by selecting all desired definitions before starting to modify the fields. To select a range of ACD-DN definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Deleting ACD-DN Definitions

Use the steps below to delete an ACD-DN definition.

steps: Deleting an ACD-DN definition

From the ACD-DN definition window:

1. Select the ACD-DN definition to delete by clicking on its ACD-DN number in the ACD-DN definitions list.
2. Select the File/Delete command from the window menu or click on the Delete button on the toolbar.

Notes

You may delete multiple ACD-DN definitions at the same time by selecting all desired definitions before issuing the delete command. To select a range of ACD-DN definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

ACD-DN Definition File Menu

Delete

Deletes all ACD-DN definitions that are currently selected in the ACD-DN definition list in the bottom half of the window. This command is disabled while in add mode.

Revert

This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the ACD-DN definition marked as the "current" definition to be re-loaded into the form from the database.

Print

Generates an ACD-DN Database Report containing all currently defined ACD-DN definitions and sends it to your default tabular printer.

Exit

Terminates ACD-DN Definition mode.

ACD-DN Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

ACD-DN Definition Options Menu

Auto Clear

Displays the Auto Clear dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.

Previous

Moves selection to the previous record in the ACD-DN definitions list.

Next

Moves selection to the next record in the ACD-DN definitions list.

Add

Switches the current operational mode to "add".

Modify

Switches the current operational mode to "modify".

ACD-DN Definition Auto Clear Dialog

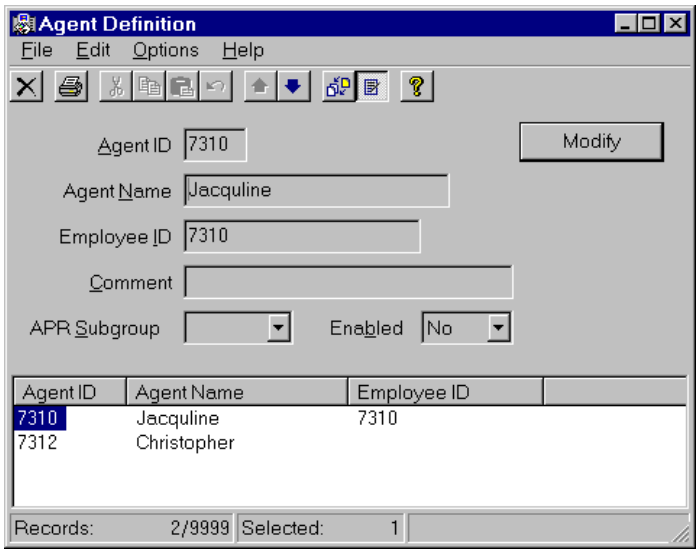
Every field in the ACD-DN Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the "Add" button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Agent Definition

This mode allows you to create and maintain an agent database. The agent database is a list of agent IDs, their names, and other personnel information. The agent names are used in the Agent Status Display and on agent reports. (The Agent Definition mode is not available on NAP partitions.)

The Agent Definition window consists of an agent definition template section in the top half and a listing of all currently defined agent definitions in the bottom half. Agent definitions are created and/or edited by filling in or changing the fields in the template section of the window. The listing section is used to select an existing record or records to be edited or deleted.

Figure 8.11 Agent definition screen



The status bar at the bottom of the window contains three sections which, from left to right, indicate the current and maximum number of records, the number of records currently selected, and the status of the last operation.

The Agent Definition window is always in one of two modes of operation as indicated by the label on the push-button in the upper right portion of the window. In add mode, you may define new agent definitions. In modify mode you may modify or delete existing agent definitions. Switching to add mode is accomplished by using the Options/Add command or by clicking the Add button on the toolbar.

Switching to modify mode is accomplished by using the Options/Modify command or by clicking the Modify button on the toolbar. Modify mode is also entered automatically if a selection is made in the definitions list at the bottom of the screen.

Agent Definition Fields

Agent ID

This field assigns an ID to the agent. The agent logs in to their position using this ID number. The valid range is 1 to 9999.

Agent Name

This field defines the name or other identifier that shows on the Agent Status Display and on reports. It can be up to 16 characters in length and may include blanks or special characters with the exception of the vertical bar character (|).

Employee ID

This is an optional field which defines the employee ID number for the agent. It can be used as a key field on custom reports based on agent data. It can be up to 14 characters in length and may include blanks or special characters with the exception of the vertical bar character (|).

APR Subgroup

This field specifies the subgroup to which this agent should be associated.

APR Enabled

This field enables/disables Automatic Position Reassignment for this agent.

Comment

This is an optional field which may contain any other desired data, up to 20 characters in length. This field may contain any character except the vertical bar character (|).

Creating New Agent Definitions

To create one or more new agent definitions the Agent Definition window must first be set to Add mode. When in Add mode the push-button in the upper right portion of the template section of the window is labeled Add.

Use the steps below to create an agent definition.

steps: Creating an agent definition

From the Agent definition window:

1. If not already in Add mode, select the Options/Add command from the window menu or click on the Add button on the toolbar.
2. In the Agent ID field, enter an unused agent ID number in the range 1 through 9999. If you select an ID that is already defined you will be prompted to replace the existing record when you click the Add button.
3. Fill in the other fields in the form as desired.
4. Click on the Add button (or press the ENTER key) to send the new agent definition to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

If a record is selected from the agent definitions list while in Add mode, the mode will be automatically switched to Modify mode and the selected record will be loaded into the template fields.

After each new agent definition is created, the fields in the template section are cleared according to the current Auto Clear settings. These settings are accessed via the Options/Auto Clear command.

Modifying Existing Agent Definitions

Use the steps below to modify an agent definition.

steps: Modifying an agent definition

From the Agent definition window:

1. Select the agent definition to modify by clicking on its ID number in the agent definitions list.
2. Change the contents of all fields you wish to modify. As you modify each field, its background color will change to indicate the fields that contain changed values.
3. Click on the Modify button (or press the ENTER key) to send the changes to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

Before the Modify button is clicked you can use the File/Revert command to discard all changes you have made and restore the fields to their current values. You may make the same modification to multiple agent definitions at the same time by selecting all desired definitions before starting to modify the fields. To select a range of agent definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Deleting Agent Definitions

Use the steps below to modify an agent definition.

steps: Modifying an agent definition

From the Agent definition window:

1. Select the agent definition to delete by clicking on its ID number in the agent definitions list.
2. Select the File/Delete command from the window menu or click on the Delete button on the toolbar.

Notes

You may delete multiple agent definitions at the same time by selecting all desired definitions before issuing the delete command.

To select a range of agent definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Agent Definition File Menu

Delete

Deletes all agent definitions that are currently selected in the agent definition list in the bottom half of the window. This command is disabled while in add mode.

Revert

This command is available only in modify mode, after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the agent definition marked as the "current" definition to be re-loaded into the form from the database.

Print

Generates an Agent Database Report containing all currently defined agent definitions and sends it to your default tabular printer.

Exit

Terminates Agent Definition mode.

Agent Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

Agent Definition Options Menu

Auto Clear

Displays the Auto Clear dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.

Previous

Moves selection to the previous record in the agent definitions list.

Next

Moves selection to the next record in the agent definitions list.

Add

Switches the current operational mode to "add".

Modify

Switches the current operational mode to "modify".

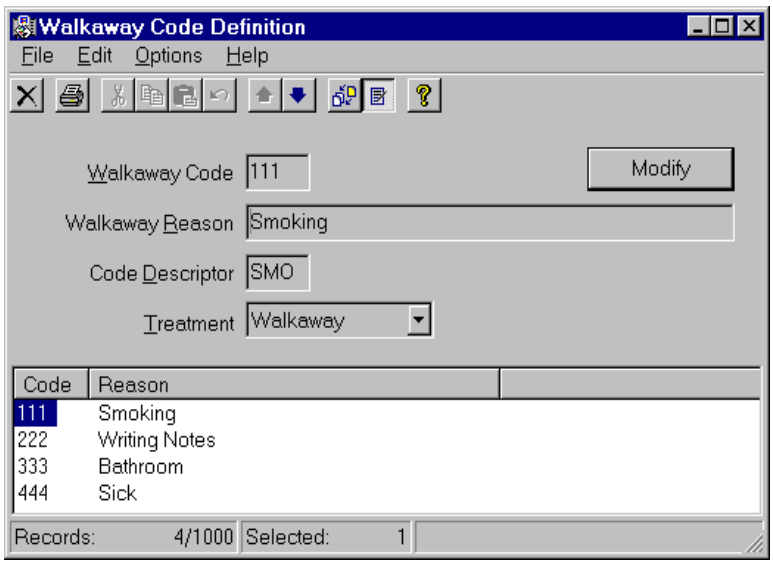
Agent Definition Auto Clear Dialog

Every field in the Agent Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the "Add" button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Walkaway Code Definition

This mode allows you to create and maintain a database of walkaway codes. This database defines names and abbreviations for 3-digit walkaway codes. The system uses walkaway code names for historical reports and walkaway code abbreviations for the Agent Status Display.

Figure 8.12 Walkaway code definition screen



The Walkaway Code Definition window consists of a walkaway code definition template section in the top half and a listing of all currently defined walkaway code definitions in the bottom half. Walkaway code definitions are created and/or edited by filling in or changing the fields in the template section of the window. The listing section is used to select an existing record or records to be edited or deleted. The status bar at the bottom of the window contains three sections which, from left to right, indicate the current and maximum number of records, the number of records currently selected, and the status of the last operation.

The Walkaway Code Definition window is always in one of two modes of operation as indicated by the label on the push-button in the upper right portion of the window. In add mode, you may define new walkaway code definitions. In modify mode you may modify or delete existing walkaway code definitions.

Switching to add mode is accomplished by using the Options/Add command or by clicking the Add button on the toolbar. Switching to modify mode is accomplished by using the Options/Modify command or by clicking the Modify button on the toolbar. Modify mode is also entered automatically if a selection is made in the definitions list at the bottom of the screen.

Walkaway Code Definition Fields

Walkaway Code

This field identifies a walkaway code. The valid range is 0 to 999. After you identify a code, you can add the name, an abbreviation, and the way statistics are collected for the code.

Note: Walkaway codes not defined in this database are treated as walkaways but are pegged under special code -1 (walkaway reason NOT DEFINED) in the reports.

Walkaway Reason

This field defines the full name of the walkaway code. This name appears on agent event log reports to identify the reason for the agent's walkaway. It can be up to 30 characters in length and may include blanks or special characters with the exception of the vertical bar character (|).

Code Descriptor

This field is an abbreviation for the walkaway code. It identifies the walkaway reason on the Agent Status Display. It can be up to 3 alpha-numeric characters in length. It may not contain the vertical bar character (|).

Treatment

If set to Walkaway, the system treats this walkaway code as a true walkaway event and includes the event in the agent event log reports. If set to Not Ready, the system handles the walkaway code as a not ready condition. In this case no log is generated in the agent event log reports and the agent will appear in the not ready state on the Agent Status Display and in the historical reports. (This field is not displayed on NAP partitions.)

Creating New Walkaway Code Definitions

To create one or more new walkaway code definitions the Walkaway Code Definition window must first be set to Add mode. When in Add mode the push-button in the upper right portion of the template section of the window is labeled Add.

Use the steps below to create an agent definition.

steps: Creating a walkaway code definition

From the Walkaway code definition window:

1. If not already in Add mode, select the Options/Add command from the window menu or click on the Add button on the toolbar.
2. In the Walkaway Code field, enter an unused walkaway code number in the range 0 through 999. If you select a code that is already defined you will be prompted to replace the existing record when you click the Add button.
3. Fill in the other fields in the form as desired.
4. Click on the Add button (or press the ENTER key) to send the new walkaway code definition to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

If a record is selected from the walkaway code definitions list while in Add mode, the mode will be automatically switched to Modify mode and the selected record will be loaded into the template fields.

After each new walkaway code definition is created, the fields in the template section are cleared according to the current Auto Clear settings. These settings are accessed via the Options/Auto Clear command.

Modifying Existing Walkaway Code Definitions

Use the steps below to modify a walkaway code definition.

steps: Modifying a walkaway code definition

From the Walkaway code definition window:

1. Select the walkaway code definition to modify by clicking on its code number in the walkaway code definitions list.
2. Change the contents of all fields you wish to modify. As you modify each field, its background color will change to indicate the fields that contain changed values.
3. Click on the Modify button (or press the ENTER key) to send the changes to the database. If any fields are invalid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

Before the Modify button is clicked you can use the File/Revert command to discard all changes you have made and restore the fields to their current values. You may make the same modification to multiple walkaway code definitions at the same time by selecting all desired definitions before starting to modify the fields. To select a range of walkaway code definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Deleting Walkaway Code Definitions

Use the steps below to delete a walkaway code definition.

steps: Deleting a walkaway code definition

From the Walkaway code definition window:

1. Select the walkaway code definition to delete by clicking on its code number in the walkaway code definitions list.
2. Select the File/Delete command from the window menu or click on the Delete button on the toolbar.

Notes

You may delete multiple walkaway code definitions at the same time by selecting all desired definitions before issuing the delete command. To select a range of walkaway code definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Walkaway Code Definition File Menu

Delete

Deletes all walkaway code definitions that are currently selected in the walkaway code definition list in the bottom half of the window. This command is disabled while in add mode.

Revert

This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the walkaway code definition marked as the "current" definition to be re-loaded into the form from the database.

Print

Generates an Walkaway Code Definition Database Report containing all currently defined walkaway code definitions and sends it to your default tabular printer.

Exit

Terminates Walkaway Code Definition mode.

Walkaway Code Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

Walkaway Code Definition Options Menu

Auto Clear

Displays the Auto Clear dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.

Previous

Moves selection to the previous record in the walkaway code definitions list.

Next

Moves selection to the next record in the walkaway code definitions list.

Add

Switches the current operational mode to "add" mode.

Modify

Switches the current operational mode to "modify" mode.

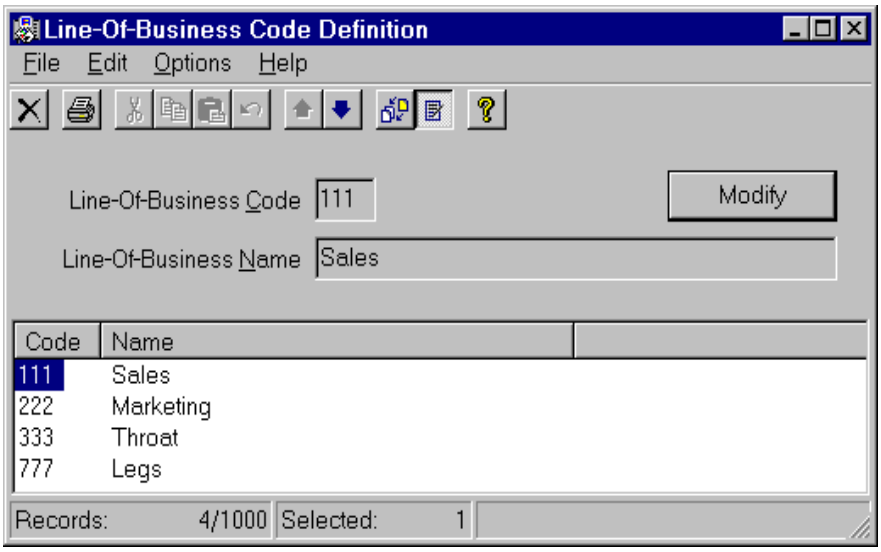
Walkaway Code Definition Auto Clear Dialog

Every field in the Walkaway Code Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the "Add" button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Line-Of-Business Code Definition

This mode allows you to create and maintain a database of line-of-business (LOB) codes. This database defines the names associated with 3-digit line-of-business codes. These names are used on Line-Of-Business code reports. The Line-Of-Business Code Definition window consists of a line-of-business code definition template section in the top half and a listing of all currently defined line-of-business code definitions in the bottom half.

Figure 8.13 LOB code definition screen



Line-of-business code definitions are created and/or edited by filling in or changing the fields in the template section of the window. The listing section is used to select an existing record or records to be edited or deleted. The status bar at the bottom of the window contains three sections which, from left to right, indicate the current and maximum number of records, the number of records currently selected, and the status of the last operation.

The Line-Of-Business Code Definition window is always in one of two modes of operation as indicated by the label on the push-button in the upper right corner of the window. In add mode, you may define new line-of-business code definitions. In modify mode you may modify or delete existing line-of-business code definitions.

Switching to add mode is accomplished by using the Options/Add command or by clicking the Add button on the toolbar. Switching to modify mode is accomplished by using the Options/Modify command or by clicking the Modify button on the toolbar. Modify mode is also entered automatically if a selection is made in the definitions
list at the bottom of the screen.

Line-Of-Business Code Definition Fields

Line-Of-Business Code

This field identifies the line-of-business code for which a name is to be defined. The valid range is 0 to 999.

Line-Of-Business Code Name

This field defines the full name of the line-of-business code. This name appears on line-of-business code reports. It can be up to 30 characters in length and may include blanks or special characters with the exception of the vertical bar character (|).

Creating New Line-Of-Business Code Definitions

To create one or more new line-of-business code definitions the Line-Of-Business Code Definition window must first be set to Add mode. When in Add mode the push-button in the upper right corner of the template section of the window is labeled Add.

Use the steps below to create an agent definition.

steps: Creating an LOB code definition

From the LOB code definition window:

1. If not already in Add mode, select the Options/Add command from the window menu or click on the Add button on the toolbar.
2. In the Line-Of-Business Code field, enter an unused line-of-business code number in the range 0 through 999. If you select a code that is already defined you will be prompted to replace the existing record when you click the Add button.
3. Fill in the other fields in the form as desired.
4. Click on the Add button (or press the ENTER key) to send the new line-of-business code definition to the database. If any entries are not valid or any of the fields are undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

If a record is selected from the line-of-business code definitions list while in Add mode, the mode will be automatically switched to Modify mode and the selected record will be loaded into the template fields.

After each new line-of-business code definition is created, the fields in the template section are cleared according to the current Auto Clear settings. These settings are accessed via the Options/Auto Clear command.

Modifying Existing Line-Of-Business Code Definitions

Use the steps below to modify an LOB definition.

steps: Modifying an LOB code definition

From the LOB code definition window:

1. Select the line-of-business code definition to modify by clicking on its code number in the line-of-business code definitions list.
2. Change the contents of all fields you wish to modify. As you modify each field, its background color will change to indicate the fields that contain changed values.
3. Click on the Modify button (or press the ENTER key) to send the changes to the database. If any fields are not valid or undefined, a validation error will occur at this point and you will be prompted to correct the problem.

Notes

Before the Modify button is clicked you can use the File/Revert command to discard all changes you have made and restore the fields to their current values. You may make the same modification to multiple line-of-business code definitions at the same time by selecting all desired definitions before starting to modify the fields.

To select a range of line-of-business code definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Deleting Line-Of-Business Code Definitions

Use the steps below to delete an LOB definition.

steps: Deleting an LOB code definition

From the LOB code definition window:

1. Select the line-of-business code definition to delete by clicking on its code number in the line-of-business code definitions list.
2. Select the File/Delete command from the window menu or click on the Delete button on the toolbar.

Notes

You may delete multiple line-of-business code definitions at the same time by selecting all desired definitions before issuing the delete command. To select a range of line-of-business code definitions click on the first definition in the range, then hold down the SHIFT key and click on the last definition in the range. To select non-sequential definitions hold down the CTRL key as you click on the desired definitions.

Line-Of-Business Code Definition File Menu

Delete

Deletes all line-of-business code definitions that are currently selected in the line-of-business code definition list in the bottom half of the window. This command is disabled while in add mode.

Revert

This command is available only in modify mode after one or more fields have been changed and before the changes have been committed to the database. The command causes all changes to be discarded and the line-of-business code definition marked as the "current" definition to be re-loaded into the form from the database.

Print

Generates an Line-Of-Business Code Database Report containing all currently defined line-of-business code definitions and sends it to your default tabular printer.

Exit

Terminates Line-Of-Business Code Definition mode.

Line-Of-Business Code Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

Line-Of-Business Code Definition Options Menu

Auto Clear

Displays the Auto Clear dialog box. This dialog box determines which fields will be cleared after a new record is sent to the database while in add mode.

Previous

Moves selection to the previous record in the line-of-business code definitions list.

Next

Moves selection to the next record in the line-of-business code definitions list.

Add

Switches the current operational mode to "add" mode.

Modify

Switches the current operational mode to "modify" mode.

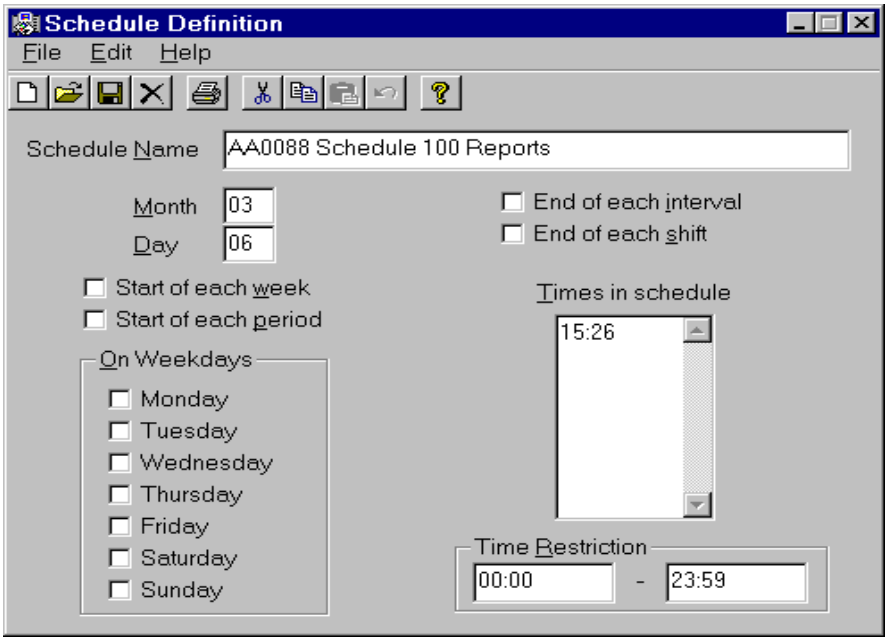
Line-Of-Business Code Definition Auto Clear Dialog

Every field in the Line-Of-Business Code Definitions window is represented by a checkbox in the Auto Clear dialog. Each field that is checked in the Auto Clear dialog will be cleared (or reset to the default value) each time the "Add" button is pressed to send the new record to the database. Fields which are unchecked will retain their last value.

Schedule Definition

This mode allows you to schedule the printing of defined reports and the execution of Configuration Control change orders. These can be scheduled for specific times and dates, or for recurring intervals.

Figure 8.14 Schedule definition screen



The Schedule defines the dates and times in the schedule. Enter the name of the schedule, then specify the dates and times to be included in the schedule. Reports can be attached to the schedule. The File/Attach/Reports command option displays a list of reports to be printed according to this schedule. This dialog is used to select reports to be attached to the schedule.

Change orders can be attached to the schedule. The File/Attach/Change Orders command option displays a list of change orders to be executed according to this schedule. If there are more change orders attached than will fit on the screen, the page up and page down keys move you through the list.

Schedule Definition Fields

Schedule Name

This field defines the name by which the schedule definition is known. The schedule definition cannot be saved unless it is given a name. The schedule name may be a maximum of 40 characters long. On multilingual systems, you can use the Definition Language Menu to enter this text in multiple languages.

Month (mm) and Date (dd)

These fields identifies specific dates for the schedule. The date is entered in the form dd, with an asterisk (*) character indicating "all".

Start of each week

Check the box to include the first day of each week; otherwise, leave it blank.

Start of each period

Check the box to include the first day of each period; otherwise, leave it blank.

On Weekdays

Check the box beside each day of the week to include in the schedule.

End of each interval

Check the box to include the end of each interval; otherwise, leave it blank.

End of each shift

Check the box to include the end of each shift; otherwise, leave it blank. This field is not displayed on a NAP.

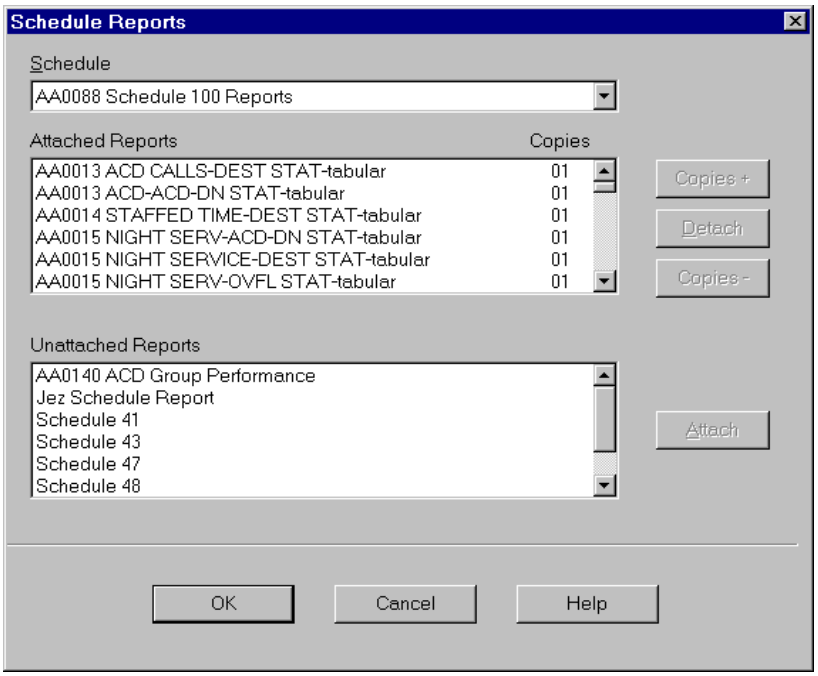
Time Restriction

This field puts a boundary on the times during the day that are included in the schedule. Any times specified by this schedule that are outside of this restriction are ignored. This allows you to easily specify a schedule that prints reports at recurring intervals during the day but only during working hours. As an example, assume that it is desired to print reports at 15 minutes past the hour during working hours (say 9 am to 5 pm). The time restriction would be set to "9:00 to 17:00" and a single time specification of "**:15" would be used.Times in schedule (hh:mm)

This field allows you to specify certain times to be included in the schedule. The time is entered in the form hh:mm, with the "*" character indicating "all" (i.e., **:30 indicates every half-hour). The "*" can only be used in the hour part of the time specification.

Scheduled Reports Dialog

The Schedule Reports dialog is displayed for the current schedule definition by selecting the File/Attach/Reports command. The fields in the dialog are as follows:



Schedule

This field displays the name of the current schedule. To select a different schedule, click on the down arrow and select the desired schedule from the drop down menu.

Attached Reports

This field identifies the reports attached to the schedule.

Copies

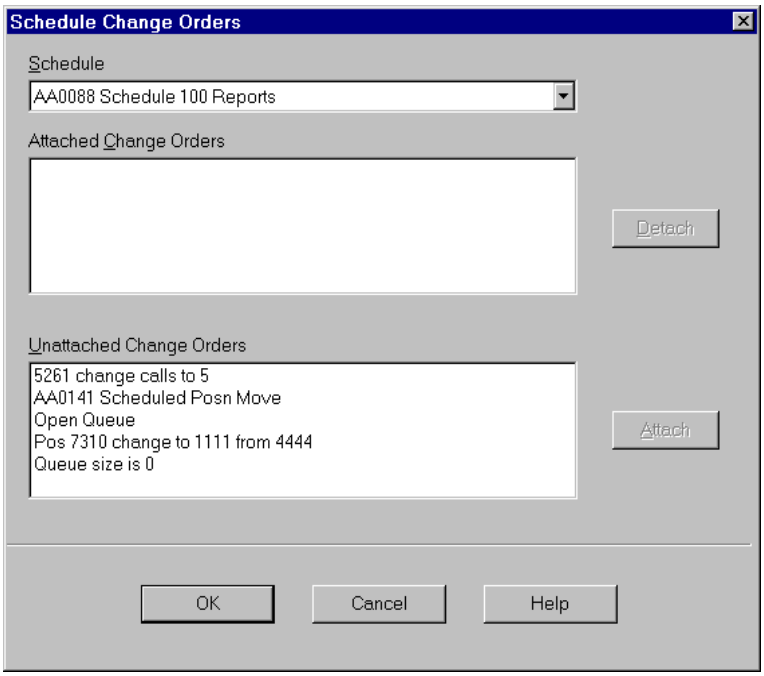
This sub-field defines the number of copies (1 to 9) of each report. The number of copies is increased by selecting the report and clicking on the Copies + button. The number of copies is decreased by clicking on the Copies - button.

Unattached Reports

This field identifies the unattached reports that can be attached to the schedule.

Scheduled Change Orders Dialog

The Schedule Change Orders dialog is displayed for the current schedule definition by selecting the File/Attach/Change Orders command. The fields in the dialog are as follows:



Schedule

This field displays the name of the current schedule. To select a different schedule, click on the down arrow and select the desired schedule from the drop down menu.

Attached Change Orders

This field identifies the change orders attached to the schedule.

Unattached Change Orders

This field identifies the unattached change orders that can be attached to the schedule.

Schedule Definition File Menu

The commands available on the File menu are:

New

This command clears all input from the schedule definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition are discarded.

Open

This command displays a menu of existing schedule definitions, allowing you to choose a definition to read into the form.

Save

This command overwrites the existing definition with all changes made since the last save operation.

Save As

This command displays a dialog listing all saved definitions. To save the current definition as a new definition using the name entered the Schedule field, click on the New button.

Delete

This command displays a menu of existing schedule definitions, allowing you to choose one or more schedules to delete.

Revert

This command removes any changes made to the schedule since the last time it was read from the database or saved to the database.

Validate

Checks the validity of the entries made in the fields of the definition window.

Print

This command sends a Schedule Definition Database report to your default printer.

Attach/Reports

This command displays a dialog allowing you to define the reports you wish to print with this schedule.

Attach/Change Orders

This command displays a dialog allowing you to define the change orders you wish to execute with this schedule.

Exit

This command exits without saving changes. Use this command to exit from Schedule Definition if no changes have been made or you wish to discard any changes you have made to the current definition.

Attaching Reports to a Schedule

Use the steps below to attach reports to a schedule.

steps: Attaching reports to a schedule

From the schedule reports dialog window:

1. Select the File/Attach/Reports command.
2. Select the reports to be attached in the Unattached Reports list. (Multiple reports can be selected by pressing the Shift key on the keyboard while clicking on the reports to be attached.)
3. Click on the Attach button.
4. Click on the OK button.

Removing Reports From a Schedule

Use the steps below to remove reports from a schedule.

steps: Removing reports from a schedule

From the schedule reports dialog window:

1. Select the File/Attach/Reports command.
2. Select the reports to be detached in the Attached Reports list. (Multiple reports can be selected by pressing the Shift key on the keyboard while clicking on the reports to be detached.)
3. Click on the Detach button.
4. Click on the OK button.

Attaching Change Orders to a Schedule

Use the steps below to attach change orders to a schedule.

steps: Attaching change orders to schedule

From the schedule change orders dialog window:

1. Select the File/Attach/Change Orders command.
2. Select the reports to be attached in the Unattached Change Orders list. (Multiple change orders can be selected by pressing the Shift key on the keyboard while clicking on the orders to be attached.)
3. Click on the Attach button.
4. Click on the OK button.

Removing Change Orders From a Schedule

Use the steps below to remove change orders that are attached to a schedule.

steps: Removing attached change orders

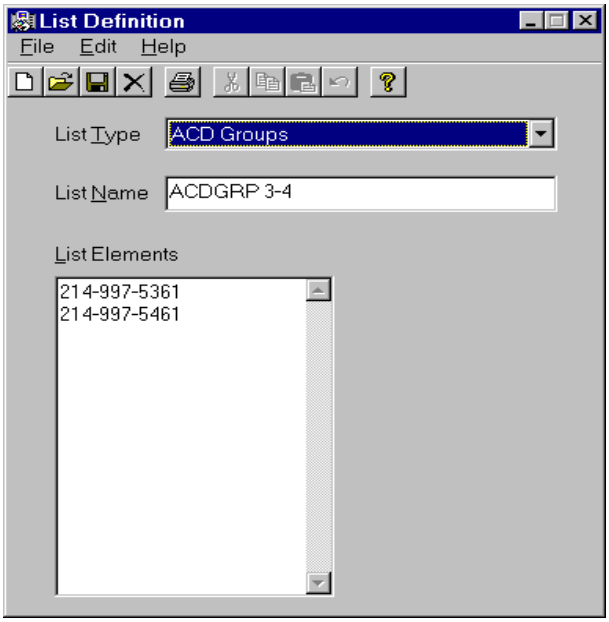
From the schedule change orders dialog window:

1. Select the File/Attach/Change Orders command.
2. Select the change to be detached in the Attached Reports list. (Multiple change orders can be selected by pressing the Shift key on the keyboard while clicking on the change orders to be detached.)
3. Click on the Detach button.
4. Click on the OK button.

List Definition

This mode allows you to create and modify lists of ACD-DNs, positions, and ACD groups. Lists are used in the Configuration Control modes to view or change groups of objects collectively. Lists are also used within the re-altime display modes and in historical reporting for selecting the items to be displayed or included in the report.

Figure 8.15 List definition screen



List Definition Fields

List Type

This field selects the type of list to be defined. Click on the down arrow and select a list type from the drop down menu.

List Name

This field defines the name of the list. It is the name that appears in menus when you are selecting the list. The name may be up to 16 characters long, and can not include the vertical bar character (|).

List Elements

This field allows you to select up to 100 elements to be included in the list. Checking is done to make sure that what you enter is valid syntactically. Items in the list do not need to exist in the current configuration. Select the Edit/Insert command option to view a list of elements that can inserted into the list.

List Definition File Menu

The commands available in the File menu are:

New

This command clears all input from the list definition form, allowing you to begin a new definition. Any changes that had been made to the currently displayed definition are discarded.

Open

This command prompts for a list type and displays a menu of existing list definitions of the selected type, allowing you to choose a definition to be read into the form.

Save

This command saves the current version of the list definition displayed on the screen.

Save As

This command displays a dialog of existing list definitions of the same type as the one currently displayed, allowing you to choose a definition to be overwritten by the currently displayed list or allows you to specify a new name for the definition.

Delete

This command prompts for a list type and displays a menu of existing list definitions of the selected type, allowing you to choose one or more to be deleted.

Revert

This command removes any changes made to the list definition since the last time it was read from the database or saved to the database. If you are not working on an existing list definition, this command has the same effect as clearing the form.

Validate

This command checks the validity of the entries made in the current definition.

Print

This command sends the currently displayed list definition to your default tabular printer.

Exit

This command exits the List Definition window.

List Definition Edit Menu

Undo

Undoes the previous editing action in any of the editable fields in the window. This command will be disabled if there is nothing to be undone.

Cut

Removes the selected item(s) from the definition to the clipboard.

Copy

Copies the highlighted item(s) on the definition to the clipboard.

Paste

Pastes the contents of the clipboard (from a copy or cut) into the definition.

Delete

Deletes the selected item(s) from the definition.

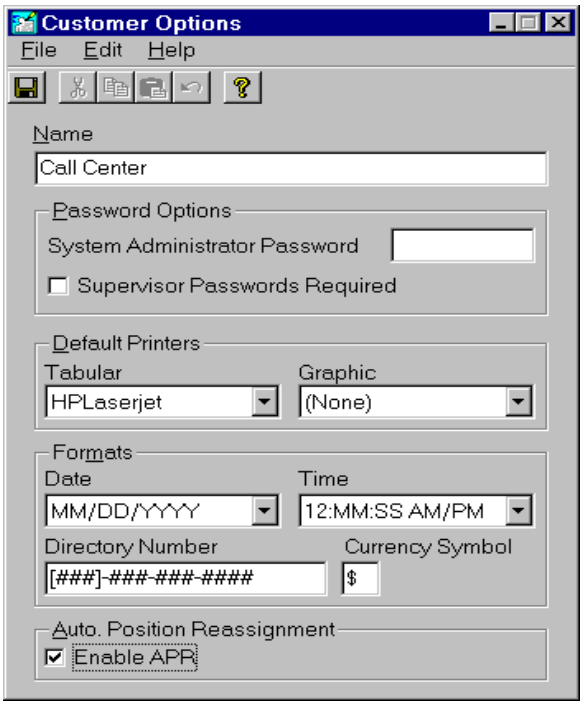
Insert

This command displays the insert dialog. Highlight the items in the list area to be inserted into the current definition, then click on the OK button.

Customer Options

This mode allows the definition of several system-wide options.

Figure 8.16 Customer options screen



Customer Options Fields

Name

This field defines the customer or company name that appears in report headings. It may be up to 16 characters in length, including blanks and special characters with the exception of the vertical bar character (|).

System Administrator Password

This field defines a password that restricts access to the items in the Admin menu in the Session Manager window. It may contain up to 16 characters, but should likely be shorter for convenience. If defined, a system administrator must enter this password to gain access to these modes. If left blank, a supervisor with administrator privileges is always in system administrator mode when logged in.

Supervisor Passwords Required

This checkbox is used to control whether or not the supervisors must define a password in their supervisor profiles. If checked, the system will not allow supervisor definitions to be saved unless a password is defined.

Default printers

Tabular

This field defines the destination for all scheduled tabular reports whose OUTPUT DEVICE field is set to "Default Printer".

Graphic

This field defines the destination for all scheduled graphic reports whose OUTPUT DEVICE field is set to "Default Printer". It may be the same as the Tabular Printer field. Only PC-attached printers can be selected for the Default Graphic printer.

Formats

Date

This field defines the format to be used in expressing dates on reports.

Time

This field defines the format to be used in expressing times on reports. Choose between 12 and 24 hour time formats.

Currency Symbol

This field defines the symbol to be used in expressing monetary amounts on reports and real-time displays. This symbol is prefixed to the amount being displayed. Choose any single printable character except the vertical bar character (|).

Directory Number

This field determines the way ACD-DN numbers are displayed throughout the system. This field consists of up to 16 characters which may not include the vertical bar character (|) or the digits 0 through 9. Characters within this string will be interpreted as follows:

-The "#" character will be replaced with digits from the ACD-DN number with the least significant digit of the directory number replacing the right-most "#" in the string. Additional "#" characters will be replaced from right to left with increasingly significant digits of the ACD-DN number. If there are insufficient digits in the directory number to replace all the "#" characters in the string, remaining "#" characters will be replaced with spaces.

-All other characters will be left as is in the displayed format. A maximum of 6 of these other characters are allowed.

-If there are insufficient characters in the format string to contain all the digits in the ACD-DN number, remaining digits will be prepended to the formatted string.

-After filling in the format string with the digits from the ACD-DN number, excess spaces and punctuation (-.:;,]})>) will be stripped from the beginning of the formatted ACD-DN number.

-The special case of no format string will be interpreted to provide a left justified string containing just the digits in the ACD-DN number.

Default Language

This field allows you to choose the default language that CC MIS uses. The default language is used in displaying the login screen on text-mode terminals, for the Configuration Control transaction log file, and as the default language when defining new supervisor profiles. This field is not used on unilingual language systems.

Enable APR

This field allows you to turn the Automatic Position Reassignment feature on or off for the entire partition. This functionality is optional and this field may not be present on your system.

Customer Options File Menu

Save

This command saves any changes you have made to the Customer Options screen.

Revert

This command removes any changes made since the last time it was read from the database or saved to the database.

Validate

This command validates all fields in the form and indicates whether any of the fields currently contain invalid values. The system automatically performs this function when a Save command is issued.

Exit

Use this command to exit from Customer Options if no changes have been made, or you wish to discard any changes you have made.

Language Options

This window allows you to enable or disable any of the languages supported by multilingual CC MIS systems.

Note: This window is not present on unilingual systems.

This mode allows the enabling of languages which have been purchased and built into the load. This screen is available only if the multi-lingual option has been purchased and built into the software load.

Figure 8.17 Language options screen

The Language Options screen lists the available languages (currently English and French) and allows the supervisor to enable or disable each language. A language can only be disabled if it is not currently being used.
If all languages (excluding English) have been disabled, prompts on other screens relating to the multi-lingual capability will not be visible.

Within this window, a checkbox exists for each supported language. If the checkbox for a particular language is checked, that language is currently enabled. If the checkbox is also grayed, that language is currently being used as the customer default language or as the supervisor language in one or more supervisor profiles. A language that is currently in use cannot be disabled.

Disabling all but one language removes all the multilingual features of the system except the Language Options screen itself.

Language Options File Menu

Save

This command saves any changes you have made while in Language Options mode.

Exit

Use this command to exit from Language Options if no changes have been made or you wish to discard any changes you have made.

Appendices

Historical Statistics **a**

Queue Statistics **b**

Formulas / Screen Tutorial **c**

Examples of Reports **d**

Software Requirements **e**

Appendix A: Historical Statistics

A.1 Statistics Groups

The statistics gathered by the CC MIS system are grouped into six distinct sets. Within each set is a series of key fields which allow control over the order and level of data on the management reports.

The tables in this section define the fields available in each of the statistics sets.

The internal data fields are the basis of all statistics. Each statistic is based upon an internal data field or an equation using internal data fields. The internal data fields have a one-for-one correspondence with the data elements which are stored in the database. The internal data field name is the name which is used within the Formula Definition mode of Report Definition when creating or modifying a formula.

The key fields are presented separately from the data fields and are used for selecting and sorting the report data.

The statistics fields are sorted alphabetically by the default column heading. These headings are not necessarily the headings which are shown in the management report sections since custom headings are used for the standard management reports instead of the default column headings.

Each statistics field description contains the formula which is used to calculate the statistic. The name of the statistic as it appears in the selection lists of tabular and graphic format definition is also highlighted.

A supervisor with Report Definition privileges can create custom statistics fields. These are entered through the Formula Definition mode of Report Definition. The formulas are equations which consist of the internal data fields (using the names shown in this section) and arithmetic operators. Included with the custom statistics field definitions are the default headings and menu names. The internal data fields are not customizable since they reference actual data which is stored in the database by the CC MIS system.

A.2 Destination ACD-GRP Statistics

The ACD-GRP Statistics group contains data for destination ACD groups.

A.2.1 Destination ACD-GRP internal data fields

The following is a list of the internal data fields for each ACD-GRP statistics record and a description of how each field is accumulated:

Internal Data Field Name	Description
Abd Category n	This is the number of calls abandoned, excluding calls time overflowed into this ACD group, which experienced a delay within the “nth” answering delay category. In the database, delays are maintained within 60 delay bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for delays 600 seconds (10 minutes) and over. These bins are combined into 10 delay categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
ACD Talk Time	The total time spent by all agents of this ACD group on an ACD call, including time that an ACD call is on hold.
Active Time	This is the length of time that at least one agent was logged into the ACD group.
All Posns Busy Time	The total time that all positions in the group were busy such that new ACD calls were enqueued waiting for an available agent.
Ans Category n	This is the a number of calls answered including calls which time overflowed into this ACD group which experienced a delay within the “nth” answering delay category, as defined by the customer using Spectrum Definition mode of Report Definition. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being overflowed to the destination group. In the database, delays are maintained within 60 delay bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for delays 600 seconds (10 minutes) and over. These bins are combined into 10 delay categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
Avg Delay Threshold	The answer delay threshold for the group as defined in the Threshold Definition mode of Parameter Administration. If the value is changed during a time frame, only the value at the end of the time frame is stored in the database.
Avg Wrap Time	The average time that all positions in the group have spent in variable wrapup state.
Busy Time	The total time spent by all agents in handling ACD or DN calls and in performing related processing. This time does not include waiting time but does include not ready time.
Calls Abandoned	The number of calls, excluding calls time overflowed into this group, which were abandoned by the caller while waiting to be answered by an agent in this ACD group.

Table A-1. Destination ACD-Grp Internal Data Fields

Internal Data Field Name	Description
Calls Abd and Trans	The number of transferred calls which were abandoned while in this ACD group's call queue.
Calls Answered	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue-count overflowed into this group.
Calls Ans and Trans	The number of transferred calls which were answered by agents in this ACD group.
Calls Blocked	The number of calls which received call blocked treatment (normally, insufficient resources available) which were associated with this ACD group.
Calls Completed	The number of calls completed (released) by agents of the ACD group, including calls which time overflowed or queue-count overflowed into this group. The difference between calls answered and calls completed is determined by the time period in which the calls were answered versus the time period in which the calls were completed (released).
Calls Deflected	The number of calls deflected out of this ACD group to another ACD group (CSTATUS=2 and CSTATUS=5).
Calls Offered	The number of calls offered to this ACD group.
DN Calls In	The number of DN calls answered by agents of the ACD group.
DN In Complt	The number of DN Incoming calls completed by all agents of this ACD group.
DN Calls Out	The number of DN calls originated by agents of this ACD group.
DN Out Complt	The number of DN Outgoing calls completed by all agents of this ACD group. If a position event message is received after the DN call origination, then CC MIS will ignore the DN call completion.
DN In Short Calls	The number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the "DN IN short call" threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the "DN Out short call" threshold defined for the ACD group.
Dur Category n	This is the number of ACD calls completed which experienced a call duration within the "nth" call duration category. In the database, durations are maintained within 60 duration bins: 30 bins of 2 seconds each for a range of 0 to 59 seconds; 24 bins of 10 seconds each for a range of 60 to 299 seconds; 5 bins of 60 seconds each for a range of 300 to 599 seconds; and one bin for durations 600 seconds (10 minutes) and over. These bins are combined into the duration categories as defined in Spectrum Definition mode of Report Definition when a report is produced.
Hold Time	The total time that all agents of this ACD group had ACD calls on hold.
Incoming DN Time	The total time spent by all agents of this ACD group handling incoming DN calls.
Max Abandon Delay	The longest delay of all abandoned calls, excluding calls which time overflowed into this group.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.
Max Call Duration	The longest call duration experienced by an ACD call.
Max TOF Delay	The longest delay experienced by all calls which time overflowed into this group and were answered by agents assigned to this group.
Non ACD Trans In	The number of calls transferred into this group from a non-ACD source.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Not Ready Time	The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the Not Ready key active and no ACD call was active.
Num Abd After RAN	The number of abandoned calls, excluding calls time overflowed into this group, which received a recorded announcement.
Num Abd After Thrsh	The number of abandoned calls, excluding calls time overflowed into this group, which had a delay greater than or equal to the delay objective threshold value for the destination ACD group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Num Abd LogicallyQ	The number of calls which were abandoned while in this ACD group's logical call queue. This is the number of calls which time overflowed into the ACD group that were abandoned.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD group. For time overflowed calls the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Num Calls Requ	The number of calls re-queued due to an idle agent (CSTATUS=19).
Num CIF Calls	The number of calls routed to the Controlled Interflow Route of this group (CSTATUS=10).
Num Emg Calls	The number of times agents of this ACD group activated the Emergency key feature.
Num Enh Ovfl	The number of calls which received enhanced overflow treatment (CSTATUS=20).
Num Forced Log Outs	The number of times that an agent assigned to this group was force logged out due to the agent not answering an ACD call that was presented to the agent.
Num NightSrvc Calls	The number of calls originally destined for this group which received night call service (CSTATUS=14).
Num Non-LOB Calls	The number of calls which had no LOB entry for this destination group.
Num Not Ready Calls	The number of not ready activations by agents assigned to the group.
Num QOF Calls	The number of calls which reached this ACD group via queue count overflow and were answered or abandoned in this queue.
Num Received RAN	The number of calls which were answered or abandoned which received the recorded announcement.
Num Received Thrsh	The number of calls that were routed to the Time Delay Threshold Route of this group (CSTATUS=15 and CSTATUS=16).
Num Short Calls	The number of calls handled by agents of this ACD group which had a Direct Call Processing duration that was less than the "short call" threshold defined for this ACD group.
Num Supv Calls	The number of times agents of this ACD group activated the Call Supervisor key feature.
Num TOF Calls Ans	The number of calls which time overflowed and were answered by agents in this ACD group.
Num Var Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.
Num VFG Busies	The number of VFG busies; that is, the number of times a call could not be completed to or from the VFG due to a resource shortage.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Num Walk Periods	The number of times that agents assigned to this ACD group entered a walkaway code.
Outgoing DN Time	The total time spent by all agents of this ACD group handling outgoing DN calls.
Short Call Time	The total time spent by all agents (including hold time) for all calls which are classified as short calls as determined by the “short call” threshold defined for the ACD group.
Staffed Time	The total time spent by all agents in staffing the ACD group. Staffed time for an individual agent is accumulated from the time that an agent logs in to the time that the agent logs out.
Total Abandon Delay	The total delay of all abandoned calls, excluding calls which time overflowed into this group.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
Total TOF Delay	The total answer delay for time overflow calls which time overflowed and were answered by agents in this group.
Total VFG Attempts	The total number of VFG attempts; that is the total number of incoming and outgoing call attempts utilizing VFG’s assigned to this ACD group.
Total Walk Time	The total time spent by all agents assigned to this group in a walkaway state (that is, a walkaway code was entered).
Trans Agt to Agt	The number of calls transferred from an agent to an agent assigned to this ACD group.
Trans Agt to NonACD	The number of calls transferred from an agent assigned to this ACD group to a non-ACD destination.
Trans Out Agt to Agt	The number of calls transferred from an agent assigned to this ACD group to another ACD agent.
Trans Out Agt to Grp	The number of calls transferred from an agent assigned to this ACD group to another ACD group (not to a particular agent).
Trans Out Agt to SDN	The number of calls transferred out from an agent assigned to this ACD group to a secondary DN of another ACD agent.
Trans Out SDN to Grp	The number of calls transferred out from the secondary DN of an agent assigned to this ACD group to another ACD group.
Trans Out SDN to SDN	The number of calls transferred from the secondary DN of an agent assigned to this group to another agent’s secondary DN.
Trans SDN from Agt	The number of calls transferred from an agent to the secondary DN of an agent assigned to this group.
Trans SDN from NACD	The number of calls transferred from a non ACD source to the secondary DN of an agent assigned to this ACD group.
Trans SDN to NonACD	The number of calls transferred out from the secondary DN of an agent assigned to this ACD group to a non ACD destination.
Trans SDN from SDN	The number of calls transferred from a secondary DN of an agent to the secondary DN of an agent assigned to this ACD group.
Transfer in From Agt	The number of calls transferred from an agent to this ACD group (not to a specific agent).
Transfer in From SDN	The number of calls transferred from an agent’s secondary DN key to this ACD group.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

Internal Data Field Name	Description
Var Wrap Time	The total duration of variable wrap-up period by all agents in the ACD group.
Wait Time	The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting.

Table A-1. Destination ACD-Grp Internal Data Fields (Continued)

A.2.2 Destination ACD-GRP key fields

Following are the key fields for the ACD-GRP Statistics group:

Column Heading	Description
ACD GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP.
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-2. Destination ACD-GRP Key Fields

A.2.3 Destination ACD-GRP statistics fields

Following are the data fields for the ACD-GRP Statistics Group:

Column Heading	Description
ABND % CATn	The **percentage abandoned in category n**; that is, the number of calls that had an abandoning delay in the "nth" abandoning delay category as a percentage of the total number of calls abandoned. Ten Abandoning delay categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\text{ABND \% CATn} = \frac{\text{AbdCategoryn}}{\text{CallsAbandoned}} \times 100\%$
ACD XFER IN	The number of **ACD calls transferred in**; that is, the number of ACD calls transferred by an agent to this group or to an agent assigned to this group as well as calls transferred from the DN key of an agent to this group or to an agent assigned to this group. ACD XFER IN = TransAgtToAgt + TransferInFromAgt + TransferInFromSDN
ACD XFER OUT	The number of **ACD calls transferred out**; that is, the number of calls transferred from the INCALLS key by an agent in this group to another agent, group, or DN. ACD XFER OUT = TransOutAgttoAgt + TransOutAgtToGrp + TransOutSDNtoGRP
AGENT FORCE OUTS	The **number of agent force outs;** that is, the number of times that an agent in this group was force logged out due to the agent no answering an ACD call that was presented to the agent. AGENT FORCE OUTS = NumForcedLogOut
ANS AFT DEL OBJ	The **answer after delay objective**; that is, the number of calls, including time overflow calls, which were answered by agents in this group after the delay objective as defined in Parameter Administration. ANS AFT DEL OBJ = NumAnsAfterThrs

Table A-3. Destination ACD-GRP Statistics Fields

Column Heading	Description
ANS BFR DEL OBJ	The **answer before delay objective**; that is, the number of calls, including time overflow calls, which were answered by agents in this group before the delay objective as defined in Parameter Administration. $\begin{matrix}\text{ANS}\\\text{BFR}\\\text{DEL}\\\text{OBJ}\end{matrix} = \text{CallsAnswered} - \text{NumAnsAfterThrsh}$
ANSW % CATn	The **percentage answered in category n**; that is, the number of calls, including time overflow calls, that had an answering delay in the "nth" answering delay category as a percentage of the total number of calls answered. Ten answering delay categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\begin{matrix}\text{ANSW}\\\%\\\text{CATn}\end{matrix} = \frac{\text{AnsCategoryn}}{\text{CallsAnswered}} \times 100\%$
AVG ABD DEL	The **average abandoning delay**; that is, the average delay experienced by a caller before he or she abandoned the call. $\begin{matrix}\text{AVG}\\\text{ABD}\\\text{DEL}\end{matrix} = \frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$
AVG ACD TALK TIME	**Average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $\begin{matrix}\text{AVG}\\\text{ACD}\\\text{TALK}\\\text{TIME}\end{matrix} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$
AVG AGT	The **average number of agents staffing queue.** Note: due to the nature of this statistic, the total average agents over several ACD-GRPs has no meaning. $\begin{matrix}\text{AVG}\\\text{AGT}\end{matrix} = \frac{\text{StaffedTime}}{\text{ActiveTime}}$
AVG ANS DEL	The **average answering delay** (also known as the average speed of answer or ASA); that is, the average delay experienced by a caller before his or her call was answered. Note: the delay experienced by calls that were time overflowed is not included in the total delay figure below, but they are included in the number of calls that the delay is averaged over. $\begin{matrix}\text{AVG}\\\text{ANS}\\\text{DEL}\end{matrix} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
AVG DN TIME	The **average DN call time**; that is, the average time the agents spent on each DN call, including both incoming and outgoing DN calls. $$\text{AVG DN TIME} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{DNCallsIn} + \text{DNCallsOut}}$$
AVG HOLD TIME	The **average time spent on hold**; that is the average amount of time that an ACD call spent while being placed on hold. $$\text{AVG HOLD TIME} = \frac{\text{HoldTime}}{\text{CallsAnswered}}$$
AVG IN DN TIME	**Average incoming DN call time**; that is, the average time the agents spent on each incoming DN call. $$\text{AVG IN DN TIME} = \frac{\text{IncomingDNTime}}{\text{DNCallsIn}}$$
AVG NOT RDY TIME	**Average post call processing time**; that is, the average length of time the agents spent after a call doing work related to the call. It includes all time spent with the Not Ready key active and no call active on the In Calls key. $$\text{AVG NOT RDY TIME} = \frac{\text{NotReadyTime}}{\text{NumNotRdyCalls}}$$
AVG OUT DN TIME	**Average outgoing DN call time**; that is, the average time the agents spent on each outgoing DN call. $$\text{AVG OUT DN TIME} = \frac{\text{OutgoingDNTime}}{\text{DNCallsOut}}$$
AVG TOF DEL	The **average time overflow delay**; that is, the average amount of time experienced by a call which time overflowed before it was answered or abandoned. $$\text{AVG TOF DEL} = \frac{\text{TotalTOFDelay}}{\text{NumTOFCalls}}$$
AVG WAIT TIME	**Average time spent waiting for calls**; that is, the average time the agent spent waiting for each ACD call and not handling DN calls. $$\text{AVG WAIT TIME} = \frac{\text{WaitTime}}{\text{CallsAnswered}}$$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
AVG WALK TIME	**Average walkaway time**; that is, the average time the agent spent in the walk-away state (i.e. a walkaway code was entered) on a per walkaway period basis. $$\text{AVG WALK TIME} = \frac{\text{TotalWalkTime}}{\text{NumWalkPeriods}}$$
AVG WORK TIME	**Average time spent working**; that is, the average time spent per call on direct and post-call processing. $$\text{AVG WORK TIME} = \frac{\text{ACDTalkTime} + \text{NotReadyTime} + \text{VarWrapUpTime}}{\text{CallsAnswered}}$$
AVG WRAP TIME	**Average variable wrapup time**; that is, the average time agents were in variable wrapup state on a per activation basis. $$\text{AVG WRAP TIME} = \frac{\text{VarWrapupTime}}{\text{NumVarWrapups}}$$
BUSY STFD %	**Percentage of staffed time busy;** that is, the percentage of the total staffed time spent on DN calls, ACD calls, and ACD call-related work. $$\text{BUSY STFD \%} = \frac{\text{BusyTime}}{\text{StaffedTime}} \times 100\%$$
CALLS ABAND	**Number of calls abandoned**; that is, the number of calls abandoned by the caller before being answered by an agent. Calls which time overflowed into this group are excluded. $$\text{CALLS ABAND} = \text{CallsAbandoned}$$
CALLS ACCPT	The **number of calls accepted;** that is, the total number of calls that entered the queue. Note: this number does not include calls that were time-overflowed to this ACD-GRP. $$\text{CALLS ACCPT} = \text{CallsAnswered} + \text{CallsAbandoned}$$
CALLS ANSWD	The **number of calls answered**; that is, the number of ACD calls answered by agents assigned to this ACD-GRP, including calls which were overflowed to the ACD-GRP. $$\text{CALLS ANSWD} = \text{CallsAnswered}$$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
CALLS BLCKD	The **number of calls blocked**; that is, the number of calls which received "call blocked" treatment which normally occurs when there are insufficient resources available to deliver the call to an agent. CALLS BLCKD = CallsBlocked
CALLS COMPLT	The **number of calls completed;** that is the number of ACD calls which were complete (released) by agents assigned to this ACD-GRP, including calls which were overflowed to the ACD-GRP. The difference between calls answered and calls completed is determine by the time period in which the call was answered versus the time period in which the call was completed (released). CALLS COMPLT = CallsCompleted
CALLS DFLCT	The **number of calls deflected**; that is the number of calls which should have been offered to agents within the group but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. CALLS DFLCT = CallsDeflected
CALLS OFFRD	The **number of calls offered** to this ACD group. This value includes all calls which were offered to the group including calls which were either enqueued, presented directly to agents, overflowed, or deflected. CALLS OFFRD = CallsOffered
CALLS THRSH	The **number of calls threshold routed** from this ACD group; that is, the number of calls which were offered to this group and then routed to the Time Delay Threshold route of this ACD group. CALLS THRSH = NumReceivedThrsh
CIF CALLS	The **number of calls CIF routed** from this ACD group; that is, the number of calls which were offered to this group and then routed to the Controlled InterFlow route of this ACD group. CIF CALLS = NumCIFCalls
DN IN CMPLT	The **number of incoming DN calls completed**; that is, the number of incoming DN calls completed for all agents of this ACD group. DN IN CMPLT = DNInCallsCompleted

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
DN IN SHORT CALLS	The **number of DN In short calls**; that is, the number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the "DN in short call" threshold defined for the ACD group. DN IN SHORT CALLS = DNInShortCalls
DN OUT CMPLT	The **number of outgoing DN calls completed**; that is, the total number of outgoing DN calls completed by agents of this ACD group. DN OUT CMPLT = DNOutCallsCompleted
DN OUT SHORT CALLS	The **number of DN Out short calls**; that is, the number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the "DN out short call" threshold defined for the ACD group. DN OUT SHORT CALLS = DNOutShortCalls
DN STFD %	The **percentage of staffed time in DN calls**. $\text{DN STFD \%} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{StaffedTime}} \times 100\%$
DN XFER IN	The **number of DN calls transferred in**; that is, the number of calls which were transferred in to the DN of an agent assigned to this group. The calls may be transferred from another agent's INCALLS key or DN key. DN XFER IN = TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD
DN XFER OUT	The **number of DN calls transferred out**; that is, the number of calls which were transferred from the DN key of an agent assigned to this group to another agent, group, or DN. DN XFER OUT = TransOutSDNtoSDN + TransOutSDNtoGrp

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
DUR % CATn	The **percentage duration in category n**; that is, the number of calls that had a direct call processing duration in the "nth" duration category as a percentage of the total number of calls answered. Ten duration categories can be defined in Spectrum Definition mode of Report Definition. Whenever these fields are selected for a customized report format, two additional lines are added to the report heading which contains the category's time range. $\text{DUR \% CATn} = \frac{\text{DurCategoryn}}{\text{CallsCompleted}} \times 100\%$
EST AGTS RQD	The **number of agents required**; that is, the number of agents required to handle the current call volume based on desired answer delay threshold, actual agent ACD time, the average number of calls in the system. Note: due to the nature of this statistic, the total average agents over several ACD-GRPs has no meaning. $\text{EST AGTS RQD} = \frac{\frac{(\text{CallsAnswered} + \text{CallsAbandoned})}{\text{ActiveTime}} \times \frac{\text{ACDTalkTime}}{\text{CallsCompleted}} \times \frac{\text{ACDTalkTime}}{\text{CallsCompleted}}}{\text{AvgDelayThreshold}}$ The result of this formula is a very rough approximation of the number of agents required to handle the total call traffic which occurred during the time frame requested. This value is not based on any natural, observed, or predicted call or service distribution (i.e. exponential distribution). The delay objective must be specified for the ACD group within Parameter Administration (Threshold Definition and ACD Group Definition).
IN DN CALLS	The **number of incoming DN calls**; that is, the number of incoming DN calls answered by all agents. $\text{IN DN CALLS} = \text{DNCallsIn}$
MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by a caller before he abandoned his call. $\text{MAX ABD DEL} = \text{MaxAbandonDelay}$
MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by a caller. Note: this value does not include time-overflowed calls. $\text{MAX ANS DEL} = \text{MaxAnswerDelay}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
MAX CALL DUR	The **maximum call duration**; that is the longest time spent on direct call processing for a single ACD call. MAX CALL DUR = MaxCallDuration
MAX TOF ANS DEL	The **maximum time overflow delay**; that is the maximum delay experienced by a caller on calls which time overflowed into this group and were answered. MAX TOF ANS DEL = MaxTOFDelay
NACD XFRD GRP	The **number of non ACD calls transferred to group**; that is, the number of calls transferred in to an agent assigned to this group from a non-ACD source. A non-ACD source is not an agent or DN of an agent. NACD XFRD GRP = NonACDTransIn
NON-ACD XFER IN	The number of **Non-ACD calls transferred in**; that is, the number of calls transferred in to an agent assigned to this group from a non-ACD source. A non-ACD source is not an agent or DN of an agent. NON-ACD XFER IN = NonACDTransIn + TransSDNfromNACD
NON-ACD XFER OUT	The **number of non-ACD calls transferred out**; that is, the number of calls transferred from either the INCALLS key or DN key of an agent assigned to this group to a non-ACD destination. A non-ACD destination is not an agent, group, or DN of an agent. NON-ACD XFER OUT = TransAgtToNon-ACD + TransSDNtoNon-ACD
NON LOB CALLS	The **number of non lob calls**; that is, the number of calls which had no LOB entry for this destination group. NON LOB CALLS = NumNon-LOBCalls

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
NUM ABD BFR RAN	The **number of calls abandoned before RAN**; that is, the number of calls which were abandoned by the caller before the caller received the recorded announcement. NUM ABD BFR RAN = CallsAbandoned – NumAbdAfterRAN
NUM ABD LQD	The **number of logically queued abandoned calls**; that is, the number of calls which were abandoned while in the logical call queue of this ACD group. This is the number of calls which time overflowed into this group and were abandoned by the caller. NUM ABD LQD = NumAbdLogicallyQ
NUM ABD RCV RAN	The **number of abandoned calls which received RAN**; that is the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdAfterRAN
NUM ABD XFR	The **number of abandoned transfer calls**; that is, the number of calls which were transferred from other sources and abandoned while in the queue for this ACD group. NUM ABD XFR = CallAbdAndTrans
NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls which were transferred into this ACD group from other sources and were answered by agents in this ACD group. NUM ANS XFR = CallAnsAndTrans
NUM CALL REQ	The **number of calls re-queued**; that is, the number of calls which were re-queued due to an agent not answering a call before a time-out or an agent pressing the not ready key and no other agents were available. NUM CALL REQ = NumCallsRequ

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
NUM CALL SUPV	The **number of call supervisor calls**; that is, the number of times the call supervisor key feature was activated by all agents of this ACD group. NUM CALL SUPV = NumSpvCalls
NUM EMRG ACTS	The **number of emergency activations**; that is, the number of times the emergency key feature was activated by all agents of this ACD group. NUM EMRG ACTS = NumEmgCalls
NUM ENH OVFL	The **number of calls receiving enhanced overflow** treatment; that is the number of calls deflected using an enhanced overflow feature to another ACD group. NUM ENH OVFL = NumEnhOvfl
NUM NTRDY ACTS	The **number of not ready activations**; that is, the number of times that the not ready state was entered (including the initial not ready state following log on). NUM NTRDY ACTS = NumNotRdyCalls
NUM NS CALLS	The **number of night service calls**; that is, the number of calls which were offered to this group while the group was in night service mode which thus caused the call to be routed to the night service route. NUM NS CALLS = NumNightSrvcCalls
NUM RCV RAN	The **number of calls that received RAN**; that is, the number of calls which were answered or abandoned which received a recorded announcement. NUM RCV RAN = NumReceivedRAN
NUM VAR WRAPS	The **number of variable wrap-ups;** that is, the number of times that variable wrapup state was entered by agent in the ACD group. NUM VAR WRAPS = NumVarWrapups

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
NUM VFG ATT	The **number of VFG attempts**; that is, the total number of incoming and outgoing call attempts utilizing VFG's assigned to this ACD group. NUM VFG ATT = TotalVFGAttempts
NUM VFG BSY	The **number of VFG busies**; that is, the number of times a call could not be completed to or from the ACD group due to a resource shortage in one of its associated VFG's. NUM VFG BSY = NumVFGBusies
NUM WALK PRDS	The **number of walkaway periods**; that is, the number of times that agents entered walk-away mode while assigned to this ACD group. NUM WALK PRDS = NumWalkPeriods
OUT DN CALLS	The **number of outgoing DN calls**; that is, the number of outgoing DN calls made by all agents. OUT DN CALLS = DNCallsOut
QOF CALLS	The **number of calls which queue count overflowed in**to this destination ACD-GRP and were answered or abandoned in this queue. QOF CALLS = NumQOFCallsIn
QOF %	The **percentage of calls that queue count overflowed in**to this group. The calls handled include the calls that were answered by the agents of this ACD-GRP and those that were abandoned while waiting in this queue. $\text{QOF \%} = \frac{\text{NumQOFCallsIn}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100$
SHORT CALLS	The **number of short calls**; that is, the number of ACD calls handled by all agents of this ACD group which had an ACD Talk Time less than the "short call" threshold defined for the ACD group. SHORT CALLS = NumShortCalls

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
SRV LVL %	The **Telephone Service Level**; that is, the number of calls answered within the period defined by the telephone service factor threshold as a percentage of the total calls answered and abandoned. *NOTE: Calls which time overflowed into this group are included in the service level formula even though some of the service time may be attributed to the call not being answered at the source group prior to being available to this group.* $\text{SRV LVL \%} = 100 - \frac{(\text{NumAnsAfterThrsh} + \text{NumAbdAfterThresh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$
TOF CALLS ANSWD	**Total number of calls which time overflowed in**to this destination ACD-GRP and were answered or abandoned in this queue. $\text{TOF CALLS ANSWD} = \text{NumTOFCallsAns}$
TOF ANS %	The **percentage of calls that time overflowed in**to this group. The calls handled include the calls that were answered by the agents of this ACD-GRP and those that were abandoned while waiting in this queue. $\text{TOF ANS \%} = \frac{\text{NumTOFCallsAns}}{\text{CallsAnswered} + \text{CallsAbandoned}}$
TOTAL ACD TALK TIME	**Total ACD talk time**; that is, the time spent by all agents on direct call processing. Direct call processing is the length of time from when a call is answered to when it is released, including the time spent with the call on hold. $\text{TOTAL ACD TALK TIME} = \text{ACDTalkTime}$
TOTAL BUSY TIME	**Total time agents were busy**; that is, the time spent by all agents performing ACD or DN call related work. $\text{TOTAL BUSY TIME} = \text{BusyTime}$
TOTAL DN CALLS	The **number of DN calls**; that is, the total of all incoming and outgoing DN calls. $\text{TOTAL DN CALLS} = \text{DNCallsIn} + \text{DNCallsOut}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
TOTAL DN IN TIME	The **total incoming DN call time**; that is, the time spent by all agents on incoming DN calls. TOTAL DN IN TIME = IncomingDNTime
TOTAL DN OUT TIME	**Total outgoing DN call time**; that is, the time spent by all agents on outgoing DN calls. TOTAL DN OUT TIME = OutgoingDNTime
TOTAL DN TIME	**Total DN call time**; that is, the time spent by all agents on DN calls, including both incoming and outgoing DN calls. TOTAL DN TIME = IncomingDNTime + OutgoingDNTime
TOTAL HOLD TIME	**Total time spent holding**; that is, the total time that all agents of this ACD group had ACD calls on hold. TOTAL HOLD TIME = HoldTime
TOTAL STFD TIME	**Total staffed time of agent**; that is, the time all agents spent staffing the ACD-GRP. The staffed time for an individual agent is accumulated from the time the agent logs in to the time the agent logs out. TOTAL STFD TIME = StaffedTime
TOTAL NOT READY TIME	**Total not ready time**; that is, the time spent by all agents on post-call processing. Post-call processing is work related to a call done after the call is released. It includes all time spent with the Not Ready key active and no call active on the In Calls. TOTAL NOT READY TIME = NotReadyTime

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
TOTAL POSNS BUSY TIME	**Total position busy time**; that is, the total time that all positions in the group were busy such that new ACD calls were enqueued waiting for an available agent. TOTAL POSNS BUSY TIME = AllPosnsBusyTime
TOTAL SHORT CALL TIME	**Total short call time**; that is, the total time spent by all agents performing direct call processing on calls which are determined to be short calls as defined by the short call threshold for the group. TOTAL SHORT CALL TIME = ShortCallTime
TOTAL WAIT TIME	**Total time spent waiting**; that is, the time spent by all agents waiting for an ACD call and not handling DN calls. TOTAL WAIT TIME = WaitTime
TOTAL WALK TIME	**Total walkaway time**; that is, the time spent by all agents in walk-away mode. TOTAL WALK TIME = TotalWalkTime
TOTAL WORK TIME	**Total time spent working**; that is, the time spent by all agents on direct and post-call processing. TOTAL WORK TIME = ACDTalkTime + NotReadyTime + VarWrapupTime
TOTAL XFER IN	The **number of calls transferred in;** that is, the total number of calls which were transferred to agents within this group. This includes calls transferred to this group, and agents within this group, or the DN of an agent within this group. TOTAL XFER IN = TransSDNfromAgt + TransSDNfromSDN + TransSDNfromNACD + TransAgttoAgt + TransferInFromAgt+TransferInFromSDN
TOTAL XFER OUT	The **number of calls transferred out;** that is, the total number of calls which were transferred by an agent in this group from the agent's INCALLS key or the agent's DN key. TOTAL XFER OUT = TransOutSDNtoSDN + TransOutSDNtoGrp + TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgtToSDN + TransAgtToNon-ACD + TransSDNtoNon-ACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
VAR WRAP TIME	The **total duration of variable wrap-up** periods by agent in the ACD group. $\text{VAR WRAP TIME} = \text{TotalWrapTime}$
WORK STFD %	The **percentage of staffed time worked**; that is the percentage of the total staffed time spent on ACD calls and ACD call-related work. $\text{WORK STFD \%} = \frac{\text{ACDTalkTime + NotReadyTime + VarWrapupTime}}{\text{StaffedTime}} \times 100\%$
XFRD IN AGT AGT	The **number of calls transferred in to agent from agent**. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN AGT AGT} = \text{TransAgToAgt}$
XFRD IN GRP AGT	The **number of calls transferred in to group from agent**. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN AGT GRP} = \text{TransferInFromAgent}$
XFRD IN GRP SDN	The **number of calls transferred in to group from SDN**; that is the number of calls which were transferred from the secondary DN of an agent to this ACD group. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN GRP SDN} = \text{TransferInFromSDN}$
XFRD IN SDN AGT	The **number of calls transferred into SDN from agent**; that is, the number of calls transferred to the secondary DN of an agent assigned to this ACD group from another agent's incalls key. This statistic is valid only on the CC MIS which is managing the destination ACD group. $\text{XFRD IN SDN AGT} = \text{TransSDNFromAgt}$

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
XFRD IN SDN NACD	The **number of calls transferred into SDN from non ACD**; that is, the number of calls transferred to the secondary DN of an agent assigned to this ACD group from a non-ACD source. XFRD IN SDN NACD = TransSDNfromNACD
XFRD IN SDN SDN	The **number of calls transferred into SDN from SDN**; that is, the number of calls transferred from the secondary DN of an agent to the secondary DN of an agent assigned to this ACD group. This statistic is valid only on the CC MIS which is managing the destination ACD group. XFRD IN SDN SDN = TransSDNfromSDN
XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls transferred out from an agent's incalls key to another agent's incalls key. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT AGT = TransOutAgtToAgt
XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls transferred out from an agent's incalls keys to another ACD group (not to a particular agent). This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT GRP = TransOutAgtToGrp
XFRD OUT AGT NACD	The **number of calls transferred out agent to non ACD**; that is, the number of calls transferred from an agent's incalls key to a non-ACD destination. XFRD OUT AGT NACD = TransAgtToNonACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

Column Heading	Description
XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls transferred from an agent's incalls key to another agent's secondary DN key. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT AGT SDN = TransOutAgtToSDN
XFRD OUT SDN GRP	The **number of calls transferred out SDN to group**; that is, the number of calls transferred out from an agent's secondary DN key to another group (not a particular agent). This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT SDN GRP = TransOutSDNtoGrp
XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls transferred out from an agent's secondary DN to another agent's secondary DN. This statistic is valid only on the CC MIS managing the source group to which the transferring agent is assigned. XFRD OUT SDN SDN = TransOutSDNtoSDN
XFRD OUT SDN NACD	The **number of calls transferred out SDN to non ACD**; that is, the number of calls transferred out from an agent's secondary DN to a non-ACD destination. XFRD OUT SDN NACD = TransSDNtoNonACD

Table A-3. Destination ACD-GRP Statistics Fields (Continued)

A.3 Overflow Statistics

The overflow statistics are accumulated for source and destination ACD group combinations. Statistics are maintained for calls which overflowed from a source group to a destination group as well as calls which were transferred from the source group to the destination group.

A.3.1 Overflow internal data fields

The following is a list of the internal fields for each overflow statistics record and a description of how each data field is accumulated.

Internal Data Field Name	Description
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered. Note that calls which do not overflow or transfer will be accumulated in a data record that has source and destination ACD groups equal; calls which do overflow or transfer will be accumulated in the data record for the particular source/destination ACD group combination. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Calls Abd and Trans	The number of transferred calls which were abandoned.
Calls Answered	The number of calls answered each source/destination group combination, including calls which time overflowed or queue-count overflowed into this group. Note that calls which do not overflow or transfer will be accumulated in a data record that has source and destination ACD groups equal; calls which do overflow or transfer will be accumulated in the data record for the particular source/destination ACD group combination.
Calls Ans and Trans	The number of calls answered which were transferred calls.
Calls Blocked	The number of calls which were blocked due to insufficient resources. This occurs when an attempt is made to overflow a call but there are insufficient trunk facilities.
Calls Deflected	The number of calls originally offered to the source group which were deflected out of the destination group. (CSTATUS=2 and CSTATUS=5)
Calls Offered	The number of calls originally offered to the source group which were offered to the destination group. (CSTATUS=All)
Dst Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the destination ACD group. The delay objective threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Dst Ans After Thrsh	The number of answered calls, including those that time overflowed, that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD group. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Max Abandon Delay	The longest delay of all abandoned calls. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.

Table A-4. Overflow Internal Data Fields

Internal Data Field Name	Description
Max TOF Delay	The longest delay experienced by all calls which time overflowed to the destination group. The delay includes the time that call was held in the source group prior to being time overflowed to the destination group.
Num Abd After RAN	The number of abandoned calls which received a recorded announcement. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Num Abd LogicallyQ	The number of calls which were abandoned while in the logical queue of the destination group. This is the number of calls which time overflowed and were abandoned. This statistic is valid only at the CC MIS which is managing the destination ACD group.
Num Calls Requ	The number of calls presented to an idle agent, that was placed back in the INCALLS queue because the agent was forced out by timer expiration or by the agent hitting the not ready key with no other agents available (CSTATUS 19).
Num CIF Calls	The number of calls which entered through the source group and routed to the Controlled InterFlow route of the destination group (CSTATUS=10).
Num Enh Overflow	The number of calls deflected, using an enhanced overflow feature, to another ACDGRP group because the destination group's incoming call queue size or maximum wait time was exceeded (CSTATUS 20).
Num NightSrvc Calls	The number of calls which entered through the source group and routed to the night service route of the destination group (CSTATUS=4 and CSTATUS=14).
Num QOF Calls	The number of calls which queue-count overflowed from the source group to the destination group and were answered or abandoned in this queue.
Num Received RAN	The number of calls which received the recorded announcement.
Num Received Thrsh	The number of calls originally offered to the source group which were sent to the time delay threshold route of the destination group (CSTATUS=15 and CSTATUS=16).
Num Rcvd Treatment	The number of calls which were offered to the ACD group but could not be handled and could not be overflowed to another ACD group and instead were given treatment (CSTATUS=3).
Num TOF Calls Ans	The number of calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group.
Src Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the source ACD DN. The delay objective threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Src Ans After Thrsh	The number of answered calls including those which time overflowed, which experienced an answering delay greater than or equal to the delay objective threshold value for the source ACD DN. For time overflowed calls, the answering delay includes the time the call was enqueued at the source group prior to being time overflowed to the destination group. The service level threshold is defined in Threshold Definition mode of Parameter Administration as the minimum desired service level.
Total Abandon Delay	The total delay of all abandoned calls. NOTE: time overflowed calls which are abandoned are counted against the source group only.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed.
Total TOF Delay	The answer delay for time overflow calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group.

Table A-4. Overflow Internal Data Fields (Continued)

Internal Data Field Name	Description
Trans Agt to Agt	The number of calls transferred to an agent from another agent.
Transfer In From Agent	The number of calls transferred from an agent's incalls key in the source group into the destination group.
Transfer In From SDN	The number of calls transferred from an agent's secondary DN key in the source group into the destination group.
Trans Out Agt to Agt	The number of calls transferred from an agent's incalls key out to another agent's incalls key.
Trans Out Agt to Grp	The number of calls transferred from an agent's incalls key out to another group.
Trans Out Agt to SDN	The number of calls transferred from an agent's incalls key out to another agent's secondary DN key.
Trans Out SDN to Grp	The number of calls transferred from an agent's secondary DN to another group.
Trans Out SDN to SDN	The number of calls transferred from an agent's secondary DN to another agent's secondary DN.

Table A-4. Overflow Internal Data Fields (Continued)

A.3.2 Overflow key fields

The following are the key fields for the Overflow Statistics group:

Column Heading	Description
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
SRC ACD-GRP	The key field that displays the source ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
DEST ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.

Table A-5. Overflow Key Fields

Column Heading	Description
DEST ACD-GRP NUMBER	The 10 digit primary DN number of the destination ACD group. (Format of DN is based on format specified in Customer Options.)
SOURCE ACD-GRP NAME	The source ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
SOURCE ACD-GRP NUMBER	The 10-digit primary DN number of the source ACD group. (Format of DN is based on format specified in Customer Options.)

Table A-5. Overflow Key Fields (Continued)

A.3.3 Overflow statistics fields

Following are the data fields for the Overflow Statistics group:

Column Heading	Description
AVG DST DEL	The **average delay from destination**; that is, the average amount of delay before the call is processed which does not include the timed overflow delay. $\text{AVG DST DEL} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$
AVG SRC DEL	The **average delay from source**; that is the average amount of delay before the call is processed including the delay resulting from the timed overflow. $\text{AVG SRC DEL} = \frac{\text{TotalAnswerDelay + TotalTOFDelay}}{\text{CallsAnswered}}$
CALLS ABAND	The **number of calls abandoned**; that is, the number of calls abandoned by the caller before being answered by an agent assigned to one of the groups. NOTE: calls which are time overflowed and abandoned are counted against the source group only. $\text{CALLS ABAND} = \text{CallsAbandoned}$
CALLS ACCPT	The **number of calls accepted**; that is, the total number of calls that entered at the source group and were answered or abandoned at the destination group. Calls which time overflowed to the destination group and were abandoned are not included. $\text{CALLS ACCPT} = \text{CallsAnswered + CallsAbandoned}$

Table A-6. Overflow Statistics Fields

Column Heading	Description
CALLS ANSWD	The **number of calls answered** which were originally offered to the source group and answered by an agent assigned to the destination groups. This value includes time overflow calls. CALLS ANSWD = CallsAnswered
CALLS BLCKD	The **number of calls blocked** due to insufficient resources being available when an attempt is made to overflow a call. CALLS BLCKD = CallsBlocked
CALLS DFLCT	The **number of calls deflected**; that is, the number of calls which were originally offered to the source ACD group and were deflected out of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS DFLCT = CallsDeflected
CALLS OFFRD	The **number of calls offered**; that is, the number of calls which were originally offered to the source ACD group and were offered to the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS OFFRD = CallsOffered
CALLS THRSH	The **number of calls threshold routed**; that is, the number of calls which were originally offered to the source ACD group and where threshold routed out of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. CALLS THRSH = NumReceivedThrsh
CALLS XFERD	**Calls transferred**; that is, the number of calls which were transferred from the source ACD-GRP to the destination ACD-GRP. CALLS XFERD = TransOutAgtToAgt + TransOutAgtToGrp + TransOutAgttoSDN + TransOutSDNtoGrp
CIF CALLS	The **number of calls CIF routed**; that is, the number of calls which were originally offered to the source ACD group and were routed to the Controlled Inter-Flow route of the destination ACD group. CIF CALLS = NumCIFCalls

Table A-6. Overflow Statistics Fields (Continued)

Column Heading	Description
DST SRV LVL %	The **Telephone Service Level of destination ACD-GRP**; that is, the number of calls answered by an agent assigned to the destination group within the period defined by the telephone service factor threshold as a percentage of the total calls answered and abandoned. *Note: Calls which time overflowed to the destination group are included in the service level formula even though some of the service time may be a result of the call not being answered at the source group prior to being available to the destination group.* $\text{DST SRV LVL \%} = 100 - \frac{(\text{DstAnsAfterThrsh} + \text{DstAbdAfterThrsh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$
MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by a caller before abandoning the call. $\text{MAX ABD DEL} = \text{MaxAbandonDelay}$
MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by a caller before the call was answered. Time overflowed calls are not included in this statistic. $\text{MAX ANS DEL} = \text{MaxAnswerDelay}$
MAX TOF ANS DLY	The **maximum delay experienced by all time overflow calls**; that is, the longest answer delay experienced of all calls which time overflowed from the source to the destination group. $\text{MAX TOF ANS DLY} = \text{MaxTOFDelay}$
NUM ABD LQD	The **number of logically queued abandoned calls**; that is, the number of calls which were originally offered to the source ACD group and were abandoned which logically queue at the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. $\text{NUM ABD LQD} = \text{NumAbdLogicallyQ}$

Table A-6. Overflow Statistics Fields (Continued)

Column Heading	Description
NUM ABD RCV RAN	The **number of abandoned calls which received RAN**; that is the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdAfterRan
NUM ABD XFR	The **number of abandoned transfer calls**; that is, the number of calls which were abandoned while in the destination ACD group's queue and were transferred from the source ACD group. NUM ABD XFR = CallsAbdAndTrans
NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls which were answered in the destination ACD group which were transferred from the source ACD group. NUM ANS XFR = CallsAnsAndTrans
NUM CALL REQ	**The number of calls re-queued** due to an idle agent; that is any call, that was presented to an idle agent, that was placed back in the INCALLS queue due to the agent being forced out due to timer expiration or agent hitting not ready key and no other agents are available. NUM CALL REQ = NumCallsRequ
NUM ENH OVFL	**The number of calls receiving enhanced overflow** treatment; that is any call deflected, using an enhanced overflow feature, to another ACDGRP group because the destination group's incoming call queue size or maximum wait time has been exceeded. NUM ENH OVFL = NumEnhOvfl
NUM NS CALLS	The **number of night service calls**; that is, the number of calls originally offered to the source ACD group and were routed to the night service route of the destination ACD group. This statistic is valid only at the CC MIS which is managing the destination ACD group. NUM NS CALLS = NumNightSrvcCalls

Table A-6. Overflow Statistics Fields (Continued)

Column Heading	Description
NUM RCV RAN	The **number of calls which received RAN**; that is, the number of calls which were answered or abandoned which received the recorded announcement. $$\text{NUM RCV RAN} = \text{NumReceivedRAN}$$
NUM RCV TRT	The **number of calls which received treatment**; that is, the number of calls which were offered to the ACD group but could not be handled and could not be overflowed to another ACD group and instead were given treatment. $$\text{NUM RCV TRT} = \text{NumRcvdTreatment}$$
QOF CALLS	The **number of calls which queue count overflowed** between the two groups. $$\text{QOF CALLS} = \text{NumQOFCalls}$$
QOF %	The **percentage of calls that queue count overflowed**; that is, the percentage of calls handled by either of the ACD-GRPs that were queue count overflowed calls. The calls handled include the calls that were answered by the agents of this ACD GRP and those that were abandoned while waiting in one of the queues. $$\text{QOF \%} = \frac{\text{NumQOFCalls}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100\%$$
SRC SRV LVL %	The **Telephone Service Level of source ACD-GRP**; that is, the number of calls answered by an agent assigned to the destination group within the period defined by the telephone service factor threshold of the source group as a percentage of the total calls answered and abandoned. *Note: time overflow calls are included in the service formula even though some of the service time may be attributed to the call not being answered in the source group.* $$\text{SRC SRV LVL \%} = 100 - \frac{(\text{SrcAnsAfterThrsh} + \text{SrcAbdAfterThrsh}) \times 100}{\text{CallsAnswered} + \text{CallsAbandoned}}$$
TOT TOF ANS %	The **percentage of calls that time overflowed** from the source group and were answered by the destination group. $$\text{TOT TOF ANS \%} = \frac{\text{NumTOFCalls}}{\text{CallsAnswered} + \text{CallsAbandoned}} \times 100\%$$

Table A-6. Overflow Statistics Fields (Continued)

Column Heading	Description
TOT TOF ANS DEL	The **total answer delay for time overflow calls**; that is, the answer delay for time overflow calls which time overflowed from the source to the destination ACD group and were answered by agents in the destination ACD group. TOT TOF ANS DEL = TotalTOFDelay
TOTAL TOF CALLS ANSWD	The **total number of calls that time overflowed** from the source group to the destination group that were answered by agents in the destination group. TOTAL TOF CALLS ANSWD = NumTOFCallsAns
XFRD IN AGT AGT	The **number of calls transferred into agent from agent**; that is, the number of calls transferred into an agent's incalls key in the destination ACD group from an agent's incalls key in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN AGT AGT = TransAgtToAgt
XFRD IN GRP AGT	The **number of calls transferred into group from agent**; that is, the number of calls transferred into the destination ACD group from an agent's incalls key in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN GRP AGT = TransferInFromAgt
XFRD IN GRP SDN	The **number of calls transferred into group from SDN**; that is, the number of calls transferred into the destination ACD group from an agent's secondary DN in the source ACD group. This statistic is only valid at the CC MIS which is managing the destination ACD group. XFRD IN GRP SDN = TransferInFromSDN

Table A-6. Overflow Statistics Fields (Continued)

Column Heading	Description
XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls transferred from the incalls key of an agent in the source ACD group to the incalls key of an agent in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT AGT = TransOutAgtToAgt
XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls transferred from an agent's incalls key in the source ACD group to the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT GRP = TransOutAgtToGrp
XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls transferred from an agent's incalls key in the source ACD group to an agent's secondary DN in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT AGT SDN = TransOutAgtToSDN
XFRD OUT SDN GRP	The **number of calls transferred out SDN to group**; that is, the number of calls transferred from the secondary DN of an agent in the source ACD group to the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT SDN GRP = TransOutSDNtoGrp
XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls transferred from an agent's secondary DN in the source ACD group to an agent's secondary DN in the destination ACD group. This statistic is valid only at the CC MIS which is managing the source ACD group. XFRD OUT SDN SDN = TransOutSDNtoSDN

Table A-6. Overflow Statistics Fields (Continued)

A.4 Agent Statistics

Agent statistics are accumulated for agent/supervisor/ACD group combinations.

A.4.1 Agent internal data fields

The following is a list of the internal data fields for each agent data record and a description of how each data field is accumulated.

Internal Data Field Name	Description
ACD Talk Time	The total time spent by the agent on an ACD call. It includes time that an ACD call is put on hold.
Busy Time	The total time spent by the agent in handling ACD or DN calls and in performing related processing. This time does no include waiting time.
Calls Answered	The number of calls answered by the agent, including time overflow calls.
Calls Ans and Trans	The number of calls answered by the agent which were transferred calls.
DN Calls In	The number of DN calls answered by the agent.
DN In Cmplt	The number of DN Incoming calls completed by the agent.
DN Calls Out	The number of DN calls originated by the agent.
DN Out Cmplt	The number of DN Outgoing calls completed by the agent. If a position event message is received after the DN call origination, then CC MIS will ignore the DN call completion.
DN In Short Calls	The number of DN incoming calls handled by the agent which had a talk time less than the “DN IN short call” threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by the agent which had a talk time less than the “DN Out short call” threshold defined for the ACD group.
Hold Time	The total time that the agent had ACD calls on hold.
Incoming DN Time	The total time spent by the agent handling incoming DN calls.
Not Ready Time	The total time spent by the agent in post call processing. This includes all time that the agent had the Not Ready key active and no ACD call was active.
Num Emg Calls	The number of times this agent activated the Emergency key feature.
Num Forced Log Outs	The number of times that the agent was force logged out due to the agent not answering an ACD call that was presented to the agent.
Num Non-LOB Calls	The number of calls for which no LOB was entered.
Num Not Rdy Calls	The number of times this agent activated not ready.
Num Short Calls	The number of ACD calls handled by the agent which had a Direct Call Processing duration that is less than the “short call” threshold defined for the ACD group to which the agent is assigned.
Num Supv Calls	The number of times this agent activated the Call Supervisor key feature.
Num Walk Periods	The number of time this agent entered a walk-away state.
Num Var Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.
Outgoing DN Time	The total time spent by the agent handling outgoing DN calls.

Table A-7. Agent Internal Data Fields

Internal Data Field Name	Description
Short Call Time	The total time spent by an agent (including hold time) for all calls which are classified as short calls as determined by the “short call” threshold defined for the ACD group to which the agent is assigned.
Staffed Time	The total time spent by the agent staffing the ACD group. Staffed time for each agent is accumulated from the time that an agent logs in until the time that the agent logs out.
Total Walk Time	The amount of time spent in walk-away state.
Total Wrap Time	The total duration of variable wrap-up periods by agent in the ACD group.
Trans Agt to Non ACD	The number of calls transferred by this agent from their incalls key to a non ACD destination.
Trans Out Agt to Agt	The number of calls transferred by this agent from their incalls key to another agent’s incalls key.
Trans Out Agt to Grp	The number of calls transferred by this agent from their incalls key to an ACD group.
Trans Out Agt to SDN	The number of calls transferred by this agent from their incalls key to another agent’s secondary DN.
Trans Out SDN to Grp	The number of calls transferred by this agent from their secondary DN to an ACD group.
Trans Out SDN to SDN	The number of calls transferred out by this agent from their secondary DN to another agent’s secondary DN.
Trans SDN from Agt	The number of calls transferred to this agent’s secondary DN from another agent’s incalls key.
Trans SDN from NACD	The number of calls transferred to this agent’s secondary DN from a non ACD source.
Trans SDN from SDN	The number of calls transferred to this agent’s secondary DN from another agent’s secondary DN.
Trans SDN to NonACD	The number of calls transferred out by this agent from their secondary DN to a non ACD destination.
Wait Time	The total time spent by the agent waiting for an ACD call, not including time spent on DN calls while waiting.
Var Wrapup Time	The total time spent by the agent in the variable wrap-up state.

Table A-7. Agent Internal Data Fields (Continued)

A.4.2 Agent key fields

Following are the key fields for the Agent Statistics group:

Column Heading	Description
ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP.

Table A-8. Agent Key Fields

Column Heading	Description
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
AGT ID	The agent ID.
AGENT NAME	The name of the agent as defined in Parameter Administration.
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
EMPLOYEE ID	A 14 character ID that can be entered on the Agent Definition screen to identify the agent in custom report formats.
SGRP ID	Subgroup ID; that is, the subgroup to which the agent belongs during the reporting time-frame.

Table A-8. Agent Key Fields(Continued)

A.4.3 Agent statistics fields

Following are the data fields for the Agent Statistics group:

Column Heading	Description
ACD XFER IN	The **number of ACD calls transferred in**; that is, the number of calls transferred to the INCALLS key of this agent. ACD XFER IN = CallsAnsAndTrans
ACD XFER OUT	The **number of ACD calls transferred out**; that is, the number of calls transferred from the INCALLS key by this agent to another agent, group, or DN. ACD XFER OUT = TransAgtToNonACD + TransOutAgtToAgt + TransOutAgtToSDN + TransOutAgtToGrp

Table A-9. Agent Statistics Fields

Column Heading	Description
AGENT FORCE OUTS	The **number of agent force outs;** that is, the number of times the agent was forced logged out by the switch due to the agent not answering an ACD call which was presented to the agent. $$\text{AGENT FORCE OUTS} = \text{NumForcedLogOuts}$$
AVG ACD TALK TIME	The **average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $$\text{AVG ACD TALK TIME} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$$
AVG DN IN TIME	**Average incoming DN call time;** that is, the average time this agent spent on each incoming DN call. $$\text{AVG DN IN TIME} = \frac{\text{IncomingDNTime}}{\text{DNCallsIn}}$$
AVG DN OUT TIME	**Average outgoing DN call time**; that is, the average time this agent spent on each outgoing DN call. $$\text{AVG DN OUT TIME} = \frac{\text{OutgoingDNTime}}{\text{DNCallsOut}}$$
AVG DN TIME	**Average DN call time;** that is the average time this agent spent on each DN call, including both incoming and outgoing DN calls. $$\text{AVG DN TIME} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{DNCallsIn} + \text{DNCallsOut}}$$
AVG HOLD TIME	The **average hold time**; that is the average length of time that an agent put ACD calls on hold. $$\text{AVG HOLD TIME} = \frac{\text{HoldTime}}{\text{CallsAnswered}}$$

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
AVG NOT RDY TIME	**Average not ready time;** that is, the average length of time this agent spent after a call doing work related to the call. It includes all time spent with the Not Ready key active and no call active on the In Calls key. $$\text{AVG NOT RDY TIME} = \frac{\text{NotReadyTime}}{\text{NumNotRdyCalls}}$$
AVG WAIT TIME	**Average time spent waiting for calls**; that is, the average time this agent spent waiting for each ACD call while not handling DN calls. $$\text{AVG WAIT TIME} = \frac{\text{WaitTime}}{\text{CallsAnswered}}$$
AVG WORK TIME	**Average time spent working**; that is, the average time spent per call by this agent on direct and post-call processing. $$\text{AVG WORK TIME} = \frac{\text{ACDTalkTime} + \text{NotReadyTime} + \text{VarWrapupTime}}{\text{CallsAnswered}}$$
BUSY STFD %	The **percentage of staffed time busy;** that is, the percentage of total staffed time this agent spent on DN calls, ACD calls, and ACD call-related work. $$\text{BUSY STFD \%} = \frac{\text{BusyTime}}{\text{StaffedTime}} \times 100\%$$
CALLS ANSWD	**Number of calls answered**; that is, the number of calls answered by this agent, including calls which were overflowed to the ACD-GRP. $$\text{CALLS ANSWD} = \text{CallsAnswered}$$
DN IN %	The **percentage of staffed time DN in**; that is, the percentage of the total staffed time this agent spent handling incoming DN calls. $$\text{DN IN \%} = \frac{\text{IncomingDNTime}}{\text{StaffedTime}} \times 100$$
DN IN CMPLT	The **number of incoming DN calls completed**; that is, the number of incoming DN calls completed by this agent. $$\text{DN IN CMPLT} = \text{DNInCmplt}$$

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
DN IN SHORT CALLS	The **number of DN in short calls**; that is, the number of DN incoming calls handled by this agent which had a talk time less than the "DN in short call" threshold defined for the ACD group. $$\text{DN IN SHORT CALLS} = \text{DNInShortCalls}$$
DN OUT %	The **percentage of staffed time DN out**; that is, the percentage of the total staffed time this agent spent making outgoing DN calls. $$\text{DN OUT \%} = \frac{\text{OutgoingDNTime}}{\text{StaffedTime}} \times 100$$
DN OUT CMPLT	The **number of outgoing DN calls completed**; that is, the total number of outgoing DN calls completed by this agent. $$\text{DN OUT CMPLT} = \text{DNOutCmplt}$$
DN OUT SHORT CALLS	The **number of short calls**; that is, the number of DN outgoing calls handled by this agent which had a talk time less than the "DN out short call" threshold defined for the ACD group. $$\text{DN OUT SHORT CALLS} = \text{DNOutShortCalls}$$
DN STFD %	The **percentage of staffed time in DN calls**; that is, the percentage of the total staffed time this agent spent on DN calls. $$\text{DN STFD \%} = \frac{\text{IncomingDNTime} + \text{OutgoingDNTime}}{\text{StaffedTime}} \times 100\%$$
DN XFER IN	The **number of DN calls transferred in**; that is, the number of calls which were transferred in to the DN of this agent. The calls may be transferred from another agent's INCALLS key or DN key or a non-ACD source. $$\text{DN XFER IN} = \text{TransSDNfromAgt} + \text{TransSDNfromNACD} + \text{TransSDNfromSDN}$$

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
DN XFER OUT	The **number of DN calls transferred out**; that is, the number of calls which were transferred from the DN key of this agent to another agent, group, or DN. DN XFER OUT = TransOutSDNtoGrp + TransOutSDNtoSDN + TransSDNtoNonACD
IN DN CALLS	The **number of incoming DN calls**; that is, the number of incoming DN calls answered by this agent. IN DN CALLS = DNCallsIn
NON-ACD XFER OUT	The **number of non-ACD calls transferred out**; that is, the number of calls transferred from either the INCALLS key or DN key of this agent to a non-ACD destination. A non-ACD destination is not an agent, group, or DN of an agent. NON-ACD XFER OUT = TransSDNtoNonACD + TransAgtToNonACD
NON LOB CALLS	The **number of non LOB calls**; that is, the number of calls answered by this agent for which the agent did not enter any LOB code. NON LOB CALLS = NumNon-LOBCalls
NOT RDY %	The **percentage of staffed time spent not ready**; that is, the percentage of the total staffed time that this agent spent in the not ready state. $\text{NOT RDY \%} = \frac{\text{NotReadyTime}}{\text{StaffedTime}} \times 100$
NUM ANS XFR	The **number of answered transferred calls**; that is, the number of calls answered by this agent which were transferred calls. NUM ANS XFR = CallsAnsAndTrans
NUM CALL SUPV	The **number of call supervisor calls**; that is, the number of times this agent activated the Call Supervisor key feature. NUM CALL SUPV = NumSupvCalls

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
NUM EMRG ACTS	The **number of emergency calls**; that is, the number of times this agent activated the emergency key feature. NUM EMRG ACTS = NumEmgCalls
NUM NTRDY ACTS	The **number of not ready activations**; that is, the number of times this agent activated the not ready feature. NUM NTRDY ACTS = NumNotRdyCalls
NUM WALK PRDS	The **number of walkaway periods**; that is, the number of times that the agent entered a valid walk-away code to enter walk-away state. NUM WALK PRDS = NumWalkPeriods
NUM VAR WRAPS	The **number of variable wrap-ups**; that is, the number of times that the variable wrap-up state was entered by this agent. NUM VAR WRAPS = NumVarWrapups
OUT DN CALLS	The **number of outgoing DN calls**; that is, the number of outgoing DN calls made by this agent. OUT DN CALLS = DNCallsOut
SHORT CALLS	The **number of short calls**; that is, the number of ACD calls handled by this agent which had an ACD Talk Time less than the “short call” threshold defined for the ACD group. SHORT CALLS = NumShortCalls
TOTAL ACD TALK TIME	**Total ACD talk time**; that is, the time spent by this agent on direct call processing. Direct call processing is the length of time from when a call is answered to when it is released, including the time spent with the call on hold. TOTAL ACD TALK TIME = ACDTalkTime

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
TOTAL BUSY TIME	**Total agent busy time**; The **total time agents were busy**; that is, the time spent by this agent performing ACD or DN call related work. TOTAL BUSY TIME = BusyTime
TOTAL CALLS	The **total calls** handled by this agent. Includes all calls received on the incalls key or secondary DN key as well as all calls made on the secondary DN key. TOTAL CALLS = CallsAnswered + DNCallsIn + DNCallsOut
TOTAL DN CALLS	The **number of DN calls**; that is, the total of all incoming and outgoing DN calls received by or made by this agent. TOTAL DN CALLS = DNCallsIn + DNCallsOut
TOTAL DN TIME	**Total DN call time**; that is, the time spent by this agent on DN calls, including both incoming and outgoing DN calls. TOTAL DN TIME = IncomingDNTime + OutgoingDNTime
TOTAL HOLD TIME	**Total time spent holding**; that is, the total amount of time that the agent put ACD calls on hold. TOTAL HOLD TIME = HoldTime
TOTAL IN DN TIME	**Total incoming DN call time**; that is, the time spent by this agent on incoming DN calls. TOTAL IN DN TIME = IncomingDNTime
TOTAL NOT READY TIME	**Total not ready time**; that is, the time spent by this agent on post-call processing. Post-call processing is work related to a call done after the call is released; it includes all time spent with the Not Ready key active and no call active on the In Calls key. TOTAL NOT READY TIME = NotReadyTime

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
TOTAL OUT DN TIME	**Total outgoing DN call time**; that is, the time spent by this agent on outgoing DN calls. TOTAL OUT DN TIME = OutgoingDNTime
TOTAL SHORT CALL TIME	**Total short call time**; that is, the total time spent by the agent performing direct call processing on calls which are determined to be short calls as defined by the short call threshold for the group. TOTAL SHORT CALL TIME = ShortCallTime
TOTAL STFD TIME	**Total staffed time of agent**; that is, the time this agent spent staffing the ACD-GRP, accumulated from the time the agent logs in to the time the agent logs out. TOTAL STFD TIME = StaffedTime
TOTAL WAIT TIME	**Total time spent waiting**; that is, the time spent by this agent waiting for an ACD call. TOTAL WAIT TIME = WaitTime
TOTAL WALK TIME	**Total time in walkaway**; that is, the total time that the agent spent in walkaway state after entering a valid walkaway code. TOTAL WALK TIME = TotalWalkTime
TOTAL WORK TIME	**Total time spent working**; that is, the time spent by this agent on direct and post-call processing. TOTAL WORK TIME = ACDTalkTime + NotReadyTime
VAR WRAP TIME	The **total variable wrapup time**; that is, the total time that this agent spent in the variable wrap-up state. VAR WRAP TIME = VarWrapupTime

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
WORK STFD %	The **percentage of staffed time worked**; that is, the percentage of the total staffed time spent by this agent on ACD calls and ACD call-related work. $$\text{WORK STFD \%} = \frac{\text{ACDTalkTime + NotReadyTime}}{\text{StaffedTime}} \times 100\%$$
XFER IN	The **number of calls transferred in**to this agent; that is, the number of calls which were transferred to this agent's INCALLS key or DN key. $$\text{XFER IN} = \text{CallsAnsAndTrans + TransSDNfromAgt + TransSDNfromNACD + TransSDNfromSDN}$$
XFRD IN SDN AGT	The **number of calls transferred into SDN from agt**; that is, the number of calls that this agent received on their secondary DN which were transferred from another agent's incalls key. $$\text{XFRD IN SDN AGT} = \text{TransSDNfromAgt}$$
XFRD IN SDN NACD	The **number of calls transferred into SDN from NonACD**; that is, the number of calls that this agent received on their secondary DN which were transferred from a non ACD source. $$\text{XFRD IN SDN NACD} = \text{TransSDNfromNACD}$$
XFRD IN SDN SDN	The **number of calls transferred into SDN from SDN**; that is, the number of calls that this agent received on their secondary DN which were transferred from another agent's secondary DN key. $$\text{XFRD IN SDN SDN} = \text{TransSDNfromSDN}$$
XFER OUT	The **number of calls transferred out** by this agent; that is, the number of calls transferred by this agent to an agent, group, DN, or non-ACD destination. $$\text{XFER OUT} = \text{TransAgtToNonACD + TransOutAgtToGrp + TransOutAgtToSDN + TransOutAgtToAgt + TransOutSDNtoGrp + TransOutSDNtoSDN + TransSDNtoNonACD}$$

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
XFRD OUT AGT AGT	The **number of calls transferred out agent to agent**; that is, the number of calls which were transferred by this agent from their incalls key to another agent's incalls key. XFRD OUT AGT AGT = TransOutAgtToAgt
XFRD OUT AGT GRP	The **number of calls transferred out agent to group**; that is, the number of calls which were transferred by this agent from their incalls key to another group (not a particular agent). XFRD OUT AGT GRP = TransOutAgtToGrp
XFRD OUT AGT NACD	The **number of calls transferred out agent to nonACD**; that is, the number of calls which were transferred by this agent from their incalls key to a non ACD destination. XFRD OUT AGT NACD = TransAgtToNonACD
XFRD OUT AGT SDN	The **number of calls transferred out agent to SDN**; that is, the number of calls which were transferred by this agent from their incalls key to another agent's secondary DN. XFRD OUT AGT SDN = TransOutAgtToSDN
XFRD OUT SDN GRP	The **number of calls transferred out SDN to Group**; that is, the number of calls which were transferred by this agent from their secondary DN to an ACD group (not a particular agent). XFRD OUT SDN GRP = TransOutSDNtoGrp

Table A-9. Agent Statistics Fields (Continued)

Column Heading	Description
XFRD OUT SDN NACD	The **number of calls transferred out SDN to NACD**; that is, the number of calls transferred by this agent from their secondary DN to a non ACD destination. XFRD OUT SDN NACD = TransSDNtoNonACD
XFRD OUT SDN SDN	The **number of calls transferred out SDN to SDN**; that is, the number of calls which were transferred by this agent from their secondary DN to another agent's secondary DN. XFRD OUT SDN SDN = TransOutSDNtoSDN

Table A-9. Agent Statistics Fields (Continued)

A.5 Line of Business Statistics

Line of Business (LOB) statistics are maintained for all calls during which an operator entered an LOB code. The LOB codes allow the operator to designate a portion (or all) of a call to a particular purpose. For example, an agent may designate a portion of the call to the purpose of product information request and another portion to sales.

A.5.1 LOB Internal data Fields

The following is a list of the internal data fields for each line-of-business data record and a description of how each data field is accumulated. Depending on the LOB storage options specified in the database storage calculator, LOB statistics may be available for each agent or ACD group *OR* the LOB statistics may only be available for the entire ACD group.

Internal Data Field Name	Description
Max LOB Duration	The longest computed LOB duration experienced by an ACD call which had an LOB entry for this agent/subgroup/group combination.
Num Entries	The number of times that the Line of Business code was entered by the agent or ACD group.
Time Spent	The total time which was attributed to the LOB code by the agent or ACD group.

Table A-10. LOB Internal Data Fields

A.5.2 LOB key fields

Following are the key fields for the LOB Statistics group:

Column Heading	Description
DESTINATION ACD-GRP NAME	The destination ACD-GRP name. If the name is longer than the field width, it is truncated on the right.
DESTINATION ACD-GRP NUMBER	The 10-digit primary DN number of the destination ACD-GRP. (Format of DN is determined by the format specified in the Customer Options screen.)
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
AGT ID	The agent ID. This field will be zero if the option in the database storage calculator is set to not store agent LOB statistics.
AGENT NAME	The agent name. This field will be null if the option in the database storage calculator is set to not store agent LOB statistics.

Table A-11. LOB Key Fields

Column Heading	Description
SGRP	The subgroup that the agent belongs to. This field will be zero if the option in the database storage calculator is set to not store agent LOB statistics.
LOB	The 3-digit Line of Business code.
LOB NAME	The name which is assigned to the LOB code through Parameter Administration.
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.
EMPLOYEE ID	A 14 character ID used to identify an agent in custom report formats.

Table A-11. LOB Key Fields(Continued)

A.5.3 LOB statistics fields

Following are the data fields for the LOB Statistics group:

Column Heading	Description
AVG TIME	The **average duration of a LOB period.** $$\text{AVG TIME} = \frac{\text{TimeSpent}}{\text{NumEntries}}$$
MAX LOB DUR	The **maximum LOB call duration**; that is the longest computed LOB duration experienced by an ACD call which had an LOB entry for this agent/subgroup/group combination. $$\text{MAX LOB DUR} = \text{MaxLOBDuration}$$
NUM ENTRIES	The **number of LOB entries**; that is, the number of times that an agent assigned to this group entered the LOB code. $$\text{NUM ENTRIES} = \text{NumEntries}$$
TOTAL TIME	The **total time charged to LOB**; that is, the total call duration for all call periods during which the LOB was active. $$\text{TOTAL TIME} = \text{TimeSpent}$$

Table A-12. LOB Statistics Fields

A.6 ACD-DN Statistics

The ACD-DN Statistics group contains data for ACD-DNs.

A.6.1 ACD-DN internal data fields

The following is a list of the internal data fields for each ACD-DN statistics record and a description of how each field is accumulated:

Internal Data Field Name	Description
ACD Talk Time	The total time spent by the agent or ACD group at this ACD-DN on an ACD call, including time that an ACD call is on hold.
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered by an agent at this ACD-DN. Note: this statistic does not include calls time overflowed into this ACD-DN.
Calls Answered	The number of calls answered by the agent or ACD group at this ACD-DN, including calls which time overflowed or queue-count overflowed to this ACD-DN.
Calls Blocked	The number of calls which received call blocked treatment (normally, insufficient resources available) which were associated with this ACD-DN.
Calls Completed	The number of calls completed (released) by the agent or ACD group at this ACD-DN, including calls which time overflowed or queue-count overflowed into this group. The difference between calls answered and calls completed is determined by the time period in which the calls were answered versus the time period in which the calls were completed (released).
Calls Deflected	The number of calls which should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue.
Calls Offered	The number of calls offered to this ACD-DN.
Max Abandon Delay	The longest delay of all abandoned calls. Note: this value does not include calls which time overflowed to this ACD-DN.
Max Abd Delay TOF	The longest delay of abandoned calls that were time overflowed out of this ACD-DN.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed to this ACD-DN.
Max Call Duration	The longest call duration experienced by an ACD call.
Max LOB Call Dur	The longest call duration experienced by an ACD call which had an LOB entry for this ACD-DN.
Num Abd Rcvd RAN	The number of abandoned calls which received a recorded announcement. Note: this value does not include calls which time overflowed to this ACD-DN.
Num Abd TOF	The number of calls which were abandoned after being time overflowed out of this ACD-DN.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by the agent or ACD group at this ACD-DN, which experienced an answering delay greater than the Delay Objective threshold value for the destination ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group.

Table A-13. ACD-DN Internal Data Fields

Internal Data Field Name	Description
Num Abd After Thrsh	The number calls placed to this ACD-DN which were abandoned after the Delay Objective threshold value for the destination ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. Note: This value does not include calls which time overflowed to this ACD-DN.
Num LOB Entries	The total number of LOB entries for all calls to this ACD-DN.
Num NightSrvc Calls	The number of calls originally destined for this ACD-DN which received night call service.
Num Received RAN	The number of calls which were answered or abandoned which received the recorded announcement.
Total Abandon Delay	The total delay of all abandoned calls. Note: this value does not include calls which time overflowed to this ACD-DN.
Total Abd Delay TOF	The total delay of abandoned calls that were time overflowed out of this ACD-DN.
Total Abd Dly Rcvd RAN	The total delay of calls that were abandoned after receiving a recorded announcement. Note: This value does not include calls which time overflowed to this ACD-DN.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed to this ACD-DN.
Total LOB Call Dur	The total call duration for all calls which had an LOB entry for this ACD-DN.

Table A-13. ACD-DN Internal Data Fields(Continued)

A.6.2 ACD-DN key fields

Following are the key fields that will be provided for the ACD-DN Statistics Group.

Column Heading	Description
ACD-DN NUMBER	The 10-digit primary or supplementary ACD-DN number. All overflowed calls are counted against the primary DN of the ACD group receiving the call.
ACD-DN NAME	The ACD-DN name. If the name is longer than the field width, it is truncated on the right.
DESTINATION ACD-GRP NUMBER	The 10-digit primary ACD-DN number of the ACD group.
DESTINATION ACD-GRP NAME	The ACD Group name. If the name is longer than the field width, it is truncated on the right.

Table A-14. ACD-DN Key Fields

Column Heading	Description
ACD-DN	The key field that displays the name assigned to the ACD-DN or its number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
AGT ID	The agent ID. This field will be zero if the option in the database storage calculator is set to store by group (or none) for ACD-DN statistics.
AGT NAME	The agent name. This field will be null if the option in the database storage calculator is set to store by group (or none) for ACD-DN statistics.
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm/dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-14. ACD-DN Key Fields (Continued)

A.6.3 ACD-DN statistics fields

Following are the data fields that will be provided for the ACD-DN Statistics Group:

Column Heading	Description
ABD AFT DLY OBJ	The **number of calls abandoned after delay objective**; this is the number of calls which were abandoned by the caller after the delay objective as specified in Parameter Administration. $\begin{matrix}\text{ABD}\\\text{AFT}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{NumAbdAfterThrsh}$
ANS AFT DLY OBJ	The **number of calls which were answered after the Delay Objective**; that is, the number of calls answered by this ACD-DN which experienced an answering delay greater than the Delay Objective value for the ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. $\begin{matrix}\text{ANS}\\\text{AFT}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{NumAnsAfterThrsh}$
ANS IN DLY OBJ	The **number of calls which were answered within the Delay Objective**; that is, the number of calls answered by this ACD-DN which experienced an answering delay less than or equal to the Delay Objective value for the ACD group. The Delay Objective threshold is defined in Threshold Definition mode of Parameter Administration as the maximum acceptable answering or abandoning delay experienced by any caller to the ACD Group. $\begin{matrix}\text{ANS}\\\text{IN}\\\text{DLY}\\\text{OBJ}\end{matrix} = \text{CallsAnswered} - \text{NumAnsAfterThrsh}$
AVG ABD DEL	The **average abandoning delay**; that is, the average delay experienced by a caller before he or she abandoned the call. $\begin{matrix}\text{AVG}\\\text{ABD}\\\text{DEL}\end{matrix} = \frac{\text{TotalAbandonDelay}}{\text{CallsAbandoned}}$

Table A-15. ACD-DN Statistics Fields

Column Heading	Description
AVG ACD TALK TIME	**Average ACD talk time**; that is, the average length of time from when a call is answered to when it is released, including the time spent with the call on hold. $$\text{AVG ACD TALK TIME} = \frac{\text{ACDTalkTime}}{\text{CallsAnswered}}$$
AVG ANS DEL	The **average answering delay** (also known as the average speed of answer or ASA); that is, the average delay experienced by a caller before answer. *Note: The delay experienced by calls that were time overflowed is not included in the total delay figure below, but they are included in the number of calls that the delay is averaged over.* $$\text{AVG ANS DEL} = \frac{\text{TotalAnswerDelay}}{\text{CallsAnswered}}$$
CALLS ABAND	**Number of calls abandoned**; that is, the number of calls abandoned by all callers before being answered by an agent. Note: this value does not include calls which time overflowed to this ACD-DN. $$\text{CALLS ABAND} = \text{CallsAbandoned}$$
CALLS ANSWD	The **number of calls answered** including calls which were overflowed to the ACD-DN. $$\text{CALLS ANSWD} = \text{CallsAnswered}$$
CALLS BLCKD	The **number of calls blocked**; that is, the number of calls which received “call blocked” treatment which normally occurs when there are insufficient resources available to deliver the call to an agent. $$\text{CALLS BLCKD} = \text{CallsBlocked}$$
CALLS COMPL	The **number of calls completed**; that is, the number of ACD calls which were completed (released) by the agent or ACD group at this ACD-DN, including calls which were overflowed to the ACD-DN. The difference between calls answered and calls completed is determined by the time period in which the call was answered versus the time period in which the call was completed (released). $$\text{CALLS COMPL} = \text{CallsCompleted}$$
CALLS DFLCT	The **number of calls deflected**; that is, the number of calls which should have been offered to agents within the DN but were deflected to other destinations due to the number of calls in the queue or the wait time of the oldest call in queue. $$\text{CALLS DFLCT} = \text{CallsDeflected}$$

Table A-15. ACD-DN Statistics Fields (Continued)

Column Heading	Description
CALLS OFFRD	The **number of calls offered** to this ACD-DN. This value includes all calls which were originally offered to the group including calls and were either enqueued, presented directly to agents, overflowed, or deflected. Calls which are offered to the group which were deflected, overflowed, transferred, etc. from another group are not computed into this statistic. CALLS OFFRD = CallsOffered
MAX ABD DEL	The **maximum abandoning delay**; that is, the maximum delay experienced by any caller before abandoning the call. MAX ABD DEL = MaxAbandonDelay
MAX ABD DLY TOF	The **maximum abandoning delay** for calls which were time overflowed to another ACD group. MAX ABD DLY TOF = MaxAbdDelayTOF
MAX ANS DEL	The **maximum answering delay**; that is, the maximum delay experienced by any caller before the call was answered. *Note: this value does not include time-overflowed calls.* MAX ANS DEL = MaxAnswerDelay
MAX CALL DUR	The **maximum call duration**; that is, the longest time spent on direct call processing for any single ACD call including the time the caller spent on hold. MAX CALL DUR = MaxCallDuration
MAX LOB CALL DUR	The **maximum LOB call duration**; that is, the longest call duration experienced by an ACD call that had an LOB entry for this ACD-DN. MAX LOB CALL DUR = MaxLOBCallDur

Table A-15. ACD-DN Statistics Fields (Continued)

Column Heading	Description
NUM ABD TOF	The **number of time overflowed abandoned calls**; that is, the number of calls which were abandoned that were time overflowed from this ACD-DN. NUM ABD TOF = NumAbdTOF
NUM ABD RCV RAN	The **number of abd calls received RAN**; that is, the number of calls which were abandoned and received a recorded announcement. NUM ABD RCV RAN = NumAbdRcvdRAN
NUM ABD BF RAN	The **number of calls which were abandoned before receiving RAN**; that is, the number of calls which were abandoned and did not receive a recorded announcement. NUM ABD BF RAN = CallsAbandoned – NumAbdRcvdRAN
NUM LOB ENTR	The **number of lob entries**; that is, the total number of LOB entries for this ACD-DN. NUM LOB ENTR = NumLOBEntries
NUM NS CALL	The **number of night service calls**; that is, the number of calls which were routed to this group while the group was in night service mode causing the call to be routed to the night service route. NUM NS CALL = NumNightSrvcCalls
NUM RCV RAN	The **number of calls which received RAN**; that is, the number of calls which were answered or abandoned which received a recorded announcement. NUM RCV RAN = NumReceivedRAN
TOTAL ABAND DELAY	The **total abandon delay**; that is, the total delay experienced by all callers before abandoning calls. TOTAL ABAND DELAY = TotalAbandonDelay

Table A-15. ACD-DN Statistics Fields (Continued)

Column Heading	Description
TOTAL ABD DLY TOF	The **total abandoning delay TOF**; that is, the total abandoning delay for all calls which were time overflowed to another ACD group. TOTAL ABD DLY TOF = TotalAbdDelayTOF
TOTAL ABD RCVD RAN	**Total time to abandon for calls receiving RAN**; that is, the total time all callers spent before abandoning calls which received a recorded announcement. TOTAL ABD RCVD RAN = TotalAbdDlyRcvdRAN
TOTAL ABD TIME NORAN	**Total time to abandon for calls that did not receive a RAN**; that is, the total time all callers spent before abandoning the call without receiving a recorded announcement. TOTAL ABD TIME NORAN = TotalAbandonDelay – TotalAbdRcvdRAN
TOTAL ACD TALK TIME	**The total ACD talk time**; that is, the total time that all agents spent on ACD calls which were sent to this ACD-DN, including time that the calls spent on hold while the ACD call was active . TOTAL ACD TALK TIME = ACDTalkTime
TOT ANS DEL	The **total answering delay**; that is, the total delay experienced by all callers. *Note: this value does not include time-overflowed calls.* TOT ANS DEL = TotalAnswerDelay
TOT LOB DUR	The **total LOB duration**; that is, the total durations of all LOB entries for all calls to this DN which had an LOB entry. TOT LOB DUR = TotalLOBDuration

Table A-15. ACD-DN Statistics Fields (Continued)

A.7 Walkaway Statistics

A.7.1 Walkaway Internal data fields

The following is a list of the internal data fields that will be provided for each Walkaway statistics record and a description of how each field is accumulated.

Column Heading	Description
Number of Walkaways	The number of walkaways by agents in this ACD group.
Total Walk Time	The total amount of time spent in walkaway state by agents in this ACD group.

Table A-16. Walkaway Internal Data Fields

A.7.2 Walkaway key fields

Following are the key fields that will be provided for the Walkaway Statistics Group:

Column Heading	Description
ACD GRP NAME	The destination ACD Group name. If the name is longer than the field width, it is truncated on the right.
ACD-GRP NUMBER	The 10-digit primary ACD-DN number of the destination ACD Group.
DEST ACD-GRP	The key field that displays the destination ACD group name or the primary ACD-DN number depending on the setting of the ACD Group Names field in the supervisor profile of the supervisor running the report. Note: For scheduled reports, the profile of the supervisor who owns the report definition is used to determine whether the name or number is used in the report.
WLK	The 3-digit walkaway code.
WALK RSN	The walkaway reason.
AGT ID	The agent ID. This field is zero if the option in the database storage calculator is set to store by group (or none) for Walkaway statistics.
AGT NAME	The agent name. This field is null if the option in the database calculator is set to store by group (or none) for Walkaway statistics.

Table A-17. Walkaway Key Fields

Column Heading	Description
EMPLOYEE ID	A 14 character ID that can be entered on the Agent Definition screen to identify the agent in custom report formats. This field is null if the option in the database storage calculator is set to store by group (or none) for Walkaway statistics.
base time unit	On a report, this column is replaced with an appropriate title and format. The titles are: INTVL for interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PER'D for a period report. Intervals are displayed in an "hh:mm" format. Dates and weeks are displayed in an "mm:dd" format; months are displayed as "aaa/yy" ("aaa" = a 3-character month abbreviation); shifts are displayed by shift name; periods are displayed by period name.

Table A-17. Walkaway Key Fields (Continued)

A.7.3 Walkaway Statistics fields

Following are the data fields that will be added for this feature. These fields will appear on the new standard reports and will be available to use as data fields when defining custom reports.

Column Heading	Description
AVG WALK TIME	The **average walk time**; that is, the average amount of time that agents in this group spent in the walkaway state. *Note: TotalWalkTime may include time accumulated for agents that entered walkaway in a previous interval, while NumberOfWalkaways is the count of agents that entered walkaway during the interval*. $\text{AVG WALK TIME} = \frac{\text{TotalWalkTime}}{\text{NumberOfWalkaways}}$
NUM WALKS	The **number of walkaways**; that is the number of times that agents in this ACD Group entered the walkaway state on their phone sets. $\text{NUM WALKS} = \text{NumberOfWalkaways}$
TOT WALK DUR	The **total walkaway duration**; that is the total amount of time that agents in this ACD Group spent in walkaway state. $\text{TOT WALK DUR} = \text{TotalWalkTime}$

Table A-18. Walkaway Statistics Fields

A.8 CC MIS Considerations for Groups Across Subpools

When the data for all groups which are being reported are all within the same ACD subpool on the switch (i.e., being managed by a common CC MIS system/partition), the data will always be consistent. However, when data within the report is for groups which are configured in separate ACD subpools (i.e. managed by different CC MIS systems/partitions), there are special considerations. This is due to the fact that some of the information is being provided by the switch to one CC MIS system/partition and not the other. This will appear as inconsistencies in the reports. If the reports are logically combined from the different CC MIS systems/partitions using a manual process, the results will be consistent.

Statistics which are affected by multiple CC MIS system/partition considerations are only those which relate to two ACD groups, i.e. the overflow statistics. Overflow statistics which are associated with the source ACD group would be valid only at the CC MIS system/partition which is managing the source ACD group. The following statistics are associated with the source ACD group:

- Total Calls Xfered
- Trans Out Agt to Agt
- Trans Out Agt to Grp
- Trans Out Agt to SDN
- Trans Out SDN to Grp
- Trans Out SDN to SDN

All other overflow statistics are associated with the destination ACD group and are valid only at the CC MIS system/partition which is managing the destination ACD group.

The validity of formulas at a particular CC MIS system/partition can be determined by the validity of the internal data fields upon which the formulas are based.

Appendix B: Queue Statistics Display

B.1 Internal Data Fields

The statistics which are maintained for use in the real-time Queue Statistics Display are described below. Each statistic is maintained for the previous 10 minutes and is updated every 2 seconds.

Statistic	Descriptions
ACD Call Time	The total call durations of all ACD calls. This statistic is incremented by the total call duration (from answer to release) when the ACD call is released.
ACD Transferred In	The number of calls transferred to this group or to an agent within this group. The calls may originate as ACD calls or DN calls. This statistic includes only calls that are eventually answered by an agent in this group.
ACD Transferred Out	The number of calls transferred by an agent in this group from the agent's INCALLS key to a group, agent, or agent's DN key. This statistic includes all such calls transferred whether they were answered or not.
ACD Talk Time	The total time spent by all agents of the ACD group on an ACD call, including time that an ACD call is on hold.
Agent Force-outs	The number of agents of the ACD group forced out due to not answering a ringing ACD call within the force out threshold time.
Active Time	This is the length of time that at least one agent was logged into the ACD group.
All Agents Busy Time	This is the length of time that there were no agents available to answer new incoming ACD calls.
Busy Time	The total time spent by all agents in handling ACD or DN calls and in performing related processing. This time does not include waiting time.
Calls Abandoned	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
Calls Abd LgclQ	The number of abandoned calls which where in the logical queue of this ACD group.
Calls Answered	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue count overflowed into this group.
Calls Completed	Essentially the same as the Calls Answered statistic except that it is pegged when the ACD call is released rather than when it is answered.
Calls Deflected	The number of calls which were destined for this group but the maximum queue size or maximum wait time were exceeded which caused the call to be routed to the threshold route. (CSTATUS=2 or CSTATUS=5)
Calls Offered	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, thresholded, etc. (CSTATUS=All)

TABLE B-1. Display Statistics Updated Every Two Seconds

Statistic	Descriptions
Calls Offrd Trans	The number of calls offered to this group which were transferred calls. Includes calls enqueued or presented directly to agents. (CSTATUS=12 or CSTATUS=13)
DN Calls In	The number of DN calls answered by agents of the ACD group.
DN In Cmplt	The number of DN Incoming calls completed by all agents of this ACD group.
DN Calls Out	The number of DN calls originated by agents of this ACD group.
DN Out Cmplt	The number of DN Outgoing calls completed by all agents of this ACD group. A call from a 2500 set that receives a position event message will not be included in this count.
DN In Short Calls	The number of DN incoming calls handled by all agents of this ACD group which had a talk time less than the “DN IN short call” threshold defined for the ACD group.
DN Out Short Calls	The number of DN outgoing calls handled by all agents of this ACD group which had a talk time less than the “DN Out short call” threshold defined for the ACD group.
DN Transferred In	The number of calls which were transferred to a DN of an agent assigned to this group. The calls may originate as ACD or DN calls. This statistic includes all such calls transferred whether they were answered or not.
DN Transferred Out	The number of calls which were transferred by an agent in this group from the agent's DN key to a group or agent's DN key. This statistic includes all such calls transferred whether they were answered or not.
Hold Time	The total time that all agents of this ACD group had ACD calls on hold.
Incoming DN Time	The total time spent by all agents of this ACD group handling incoming DN calls.
Max Abandon Delay	The longest delay of all abandoned calls.
Max Answer Delay	The longest delay experienced by all answered calls, excluding calls which were time overflowed into this ACD group.
Max TOF Delay	The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group.
Non ACD Trans In	The number of calls which were transferred from non-ACD sources and answered by agents in this ACD group either on their INCALLS key or their DN key. This statistic includes all such calls transferred whether they were answered or not.
Non ACD Trans Out	The number of calls which were transferred by agents in this ACD group from their INCALLS key or their DN key to non ACD destinations. This statistic includes all such calls transferred whether they were answered or not.
Not Ready Time	The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the Not Ready key active and no ACD or DN calls were active. Note: If the Walkaway option is used for an ACD Group, the time that is accumulated when an agent uses the Not Ready key is pegged based on the settings in the Treatment field of the Walkaway Definition.
Num Abd After RAN	The number of abandoned calls which received a recorded announcement.
Num Abd After Thrsh	The number of abandoned calls which had a delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.
Num Ans After Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the “Delay Objective” threshold value for the destination ACD group as defined in Threshold Definition mode.

TABLE B-1. Display Statistics Updated Every Two Seconds(Continued)

Statistic	Descriptions
Num Calls Thresholded	The number of calls which were destined for this group but the queue threshold or wait threshold were exceeded which caused the call to be networked.
Num Emg Calls	The number of times agents of this ACD group activated the emergency call key feature.
Num NotRdy Calls	The number of times agents of this ACD group activated the not ready key feature.
Num Wrapups	The number of times variable wrap-up is invoked by agent in the ACD group.
Num QOF In Calls	The number of calls which reached this ACD group via queue count overflow and were answered or abandoned in this queue.
Num QOF Out Calls	The number of calls which were originally destined for this ACD group but were queue count overflowed to another ACD group.
Num Received RAN	The number of calls which were answered or abandoned which received a recorded announcement.
Num Short Calls	The number of calls handled by agents of this ACD group which had a Direct Call Processing duration that was less than the “Short Call” threshold defined for this ACD group.
Num Supv Calls	The number of times agents of this ACD group activated the Call Supervisor key feature.
Num TOF In Calls	The number of calls which time overflowed and were answered by agents in this ACD group.
Num TOF Out Calls	The number of calls which time overflowed out of this ACD group and were answered by agents in another ACD group.
Num Var Wrapups	The number of times variable wrap-up is invoked by an agent in this ACD group.
Outgoing DN Time	The total time spent by all agents of this ACD group handling outgoing DN calls.
Short Call Time	The total call durations of all “short” calls. (See the statistic “Num Short Calls” for a definition of a short call.)
Staffed Time	The total time spent by all agents in staffing the ACD group. Staffed time for an individual agent is accumulated from the time that an agent logs in to the time that the agent logs out.
Total Abandon Delay	The total delay of all abandoned calls.
Total Answer Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
Total TOF Delay	The answer delay for time overflow calls which time overflowed and were answered by agents in this group.
Total Walk Time	The total time spent by all agents of this ACD group in walkaway state.
Var WrapTime	The total duration of variable wrap-up period by agent in the ACD groups.
Wait Time	The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting.

TABLE B-1. Display Statistics Updated Every Two Seconds(Continued)

The following statistics represent current values that are maintained by the real time statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
ACD Talk Threshold	The ACD Talk Threshold currently being used for the group. This threshold is defined in Threshold Definition mode.
Calls Queued	The number of physical calls currently queued in the ACD group's physical call queue.
Delay Objective	The delay objective threshold value currently being used for the group. This threshold is defined in Threshold Definition mode.
Logically Queued	The current number of logical calls queued in the ACD group's logical call queue.
Longest Delay	The delay experienced by the call currently at the head of the physical call queue.
Longest Lgcl Delay	The delay experienced by the call currently at the head of the logical call queue.
Max CallQ Size	The current maximum call queue size defined for the group on the switch
Posns ACD	The number of positions currently active on an ACD call, not including ACD calls on hold.
Posns ACDH	The number of positions which currently have an ACD call on hold.
Posns DNI	The number of positions currently on an incoming DN call, not including ACD calls on hold.
Posns DNIH	The number of positions which currently have an incoming DN call on hold.
Posns DNO	The number of positions currently on an outgoing DN call, not including ACD calls on hold.
Posns DNOH	The number of positions which currently have an outgoing DN call on hold.
Posns FORCED	The number of positions that have been force logged out by the switch due to the agent not answering a ringing ACD call within the ACD group’s ringing threshold.
Posns IDLE	The number of positions which are currently in the WAIT state on the incalls key and which do not have either an incoming or outgoing DN call active or held.
Posns NRDY	The number of positions which are currently in the not ready state.
Posns SPARE	The number of positions which are not currently staffed by an agent which became unstaffed due to a normal logout.
Posns Staffed	The number of positions currently staffed by agents.
Posns VWRP	The number of positions which are currently in variable wrapup state.
Posns WAIT	The number of positions which are currently waiting for an ACD call to be presented.
Posns WALK	The number of positions which are currently in a walkaway state.

TABLE B-2. Real-Time Display Statistics

The following statistics represent current values that are maintained by the shift statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
Shft Abd After RAN	The number of abandoned calls which received a recorded announcement.
Shft Abd Aft Thrsh	The number of abandoned calls which had a delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.
Shft Ans Aft Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.
Shft Calls Abnd	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
Shft Calls Abnd LQ	The number of abandoned calls which where in the logical queue of this ACD group.
Shft Calls Ans	The number of calls answered by agents of the ACD group, including calls which time overflowed or queue count overflowed into this group.
Shft Calls Offrd	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, threshold, etc.
Shft Max TOF Delay	The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. The delay includes the time that the call was held in the source group prior to being time overflowed to the destination group(s).
Shft Max Ans Delay	The longest answering delay experienced by all calls, excluding time overflow calls that were overflowed into this ACD group.
Shft Max Abd Delay	The longest answering delay of all abandoned calls.
Shft Totl Ans Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
Shft Tot TOF Delay	The answer delay for time overflow calls that were overflowed and were answered by agents of this ACD group. The delay includes the time that the call was held in the source group prior to being time overflowed to the destination group.

TABLE B-3. Real-Time Shift Display Statistics

The following statistics represent current values that are maintained by the 24 hour statistics software—they are not affected by the 10-minute moving window.

Statistic	Descriptions
24hr Abd Aft RAN	The number of abandoned calls which received a recorded announcement.
24hr Abd Aft Thrsh	The number of abandoned calls which had a delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.
24hr Calls Abnd LQ	The number of abandoned calls which where in the logical queue of this ACD group.
24hr Ans Aft Thrsh	The number of answered calls including time overflowed calls answered by this ACD group, which experienced an answering delay greater than or equal to the "Delay Objective" threshold value for the destination ACD group as defined in Threshold Definition mode.

TABLE B-4. Real-Time 24 Hour Display Statistics

Statistic	Descriptions
24hr Calls Abnd	The number of calls which were abandoned by the caller while waiting to be answered by an agent in this ACD group.
24hr Calls Ans	The number of calls answered by agents of the ACD group. including calls which time overflowed or queue count overflowed into this group.
24hr Calls Offrd	The number of calls offered to this group. Includes calls enqueued, presented directly to agents, deflected, threshold, etc.
24hr Max TOF Delay	The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. The delay includes the time that the call was held in the source group prior to being time overflowed to the destination group(s).
24hr Max Ans Delay	The longest answering delay experienced by all calls, excluding time overflow calls that were overflowed into this ACD group.
24hr Max Abd Delay	The longest answering delay of all abandoned calls.
24hr Tot Ans Delay	The total delay experienced by all answered calls excluding calls which time overflowed into this ACD group.
24hr Tot TOF Delay	The answer delay for time overflow calls that were overflowed and were answered by agents of this ACD group. The delay includes the time that the call was held in the source group prior to being time overflowed to the destination group.

TABLE B-4. (Continued)Real-Time 24 Hour Display Statistics

B.2 Standard Formulas

This section describes the standard formulas available for creating custom display definitions. In addition to the formulas described here, simple formulas are defined which provide access to each of the internal data fields listed in Internal Data Fields - Queue Statistics Display.

The standard formulas are sorted alphabetically by the default column heading. These headings are not necessarily the headings which are shown on the standard queue statistics displays since custom headings are used instead of the default column headings.

The name of the formula as it appears in the selection lists of Quadrant Definition is highlighted in the description of the formula.

Statistics Field	Descriptions
ABAND AFTER RAN	**Number of calls abandoned after RAN.** The number of abandoned calls that received a recorded announcement, excluding TOF calls. ABND AFTER = Num Abd After RAN RAN
ABAND AFTER THRSH	**Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. ABND AFTER = Num Abd After Thrsh THRSH
ABAND BEFR RAN	**Number of calls abandoned before RAN.** The number of abandoned calls that received a recorded announcement, excluding TOF calls. ABND BEFR = Calls Abandoned + Calls ABD LgclQ - Num Abd After RAN RAN
ABAND BEFOR THRSH	**Number of calls abandoned before threshold.** The number of abandoned calls that had a delay less than the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. ABND BEFOR = Calls Abandoned - Num Abd After Thrsh THRSH

TABLE B-5. Standard formulas

Statistics Field	Descriptions
ACD CALL CPTY	**Total available incoming ACD call capacity.** This consists of agent positions and queue slots available to receive ACD calls. ACD CALL = Max CallQ Size + Posns WAIT - Calls Queued CPTY
ACD CALL CPTY	**Total of all ACD call durations.** The total call durations of all ACD calls. This statistic is incremented by the total Call duration (from answer to release) when the ACD call is released. ACD CALL = ACD Call Time TIME
ACD TLK THR	**ACD call time objective threshold value.** The ACD talk threshold being used for the group. ACD TLK = ACD Talk Threshold THR
ACD <= OBJ	**Average ACD call time if <= ACD talk objective.** This is the average duration of an ACD call, provided that the average is less than or equal to the ACD talk time threshold. If the average is greater than the ACD talk time threshold, the result of the formula is zero. ACD = (ACD Talk Threshold x Calls Completed - ACD Call Time) > 0 < 1 x <= (ACD Call Time / Calls Completed) OBJ
ACD >OBJ	**Average ACD call time if >ACD talk objective.** This is the average duration of an ACD call, provided that the average is less than or equal to the ACD talk time threshold. If the average is greater than the ACD talk time threshold, the result of the formula is zero. ACD = (ACD Call Time + 1 - Calls Completed x ACD Talk Threshold) > 0 < 1 x > (ACD Call Time / Calls Completed) OBJ
ACD XFER IN	**ACD calls transferred in.** The number of calls transferred to this group or to an agent within this group. The calls may originate as ACD calls or DN calls. This statistic includes only calls that are eventually answered by an agent in this group. ACD XFER = ACD Transferred In IN

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
ACD XFER OUT	**ACD calls transferred out.** The number of calls transferred by an agent in this group from the agent's INCALLS key to a group, agent, or agent's DN key. This statistic includes all such calls transferred whether they were answered or not. ACD XFER = ACD Transferred Out OUT
ACTV TIME	**Time that at least one agent was logged on.** The length of time that at least one agent was logged into the ACD group. ACTV = Active Time TIME
AGENT FORCE OUTS	**Agent force outs.** The number of agents of the ACD group forced out due to not answering a ringing ACD call within the force out threshold time. AGENT FORCE = Agent Force-outs OUTS
ALL BUSY TIME	**Time that all agents were busy.** The length of time there were no agents available to answer new incoming ACD calls. ALL BUSY = All Agents Busy Time TIME
ANSWR AFTER THRSH	**Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. ANSWR AFTER = Num Ans After Thrsh THRSH
ASA <= OBJ	**ASA if <= delay objective.** This is the average speed of answer, provided that average is less than or equal to the delay threshold objective. If the average is greater than the delay threshold objective, the result of the formula is zero. ASA = (Delay Objective x Calls Answered <= - Total Answer Delay) > 0 < 1 x OBJ (Total Answer Delay / Calls Answered)
ASA > OBJ	**ASA if > delay objective.** This is the average speed of answer, provided that average is greater than the delay threshold objective. If the average is less than or equal to the delay threshold objective, the result of the formula is zero. ASA = (Total Answer Delay + 1 - Calls Answered > x Delay Objective) > 0 < 1 x OBJ (Total Answer Delay / Calls Answered)

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
AVG ACD TIME	**Average ACD call duration.** This is the length of time from when a call is answered until it is released, including hold time. AVG ACD TIME = ACD Call Time / Calls Completed
AVG ANS DEL	**Average answering delay.** The average delay experienced by caller before call is answered. AVG ANS DEL = Total Answer Delay / Calls Answered
AVG DN IN	**Average incoming DN call time.** This is the average amount of time that an agent spent on an incoming DN call. AVG DN IN = Incoming DN Time / DN Calls In
AVG DN OUT	**Average outgoing DN call time.** This is the average amount of time that an agent spent on an outgoing DN call. AVG DN OUT = Outgoing DN Time / DN Calls Out
AVG NRDY VWRP	**Average not ready/variable wrapup time.** The average duration of all not ready or variable wrapup periods for all agents in this ACD group. AVG NRDY VWRP = Not Ready Time + Var Wrapup Time / Num NotRdy Calls + Num Var Wrapups
AVG WAIT	**Average wait time.** This is the average time that an agent spends in an idle state between ACD calls. AVG WAIT = Wait Time / CallsAnswered
CALLS ABD LGCLQ	**Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. CALLS ABD LGCLQ = Calls Abd LgclQ
CALLS ABAND	**Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. CALLS ABAND = Calls Abandoned

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
CALLS ANSWD	**Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. CALLS = Calls Answered ANSWD
CALLS COMPL	**Number of calls completed.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is released rather than when it is answered. CALLS = Calls Completed COMPL
CALLS DFLCT	**Total number of calls deflected.** The number of calls offered for this group that were routed to the threshold route because the maximum queue size or maximum wait time were exceeded. CALLS DFLCT = Calls Deflected
CALLS OFFRD	**Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. CALLS = Calls Offered OFFRD
CALLS OFFRD TRANS	**Number of calls offered and transferred.** The number of calls offered to this group that were transferred calls. Includes calls enqueued or presented directly to agents. CALLS OFFRD = Calls Offrd Trans TRANS
CALLS THRSH	**Total number of calls threshold.** The number of calls that were destined for this ACD group but the queue or wait threshold was exceeded causing the call to be networked. CALLS = Calls Thresholded THRSH
CALLS WAITG	**Total number of calls waiting.** The total number of calls waiting in both the physical and logical call queues of the ACD group. CALLS = Calls Queued + Logically Queued WAITG
CIQ	**Number of physical calls queued.** The number of physical calls currently queued in the ACD group's physical call queue. CIQ = Calls Queued

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
CURR DELAY	**Wait time of oldest physical call.** The delay experienced by the call currently at the head of the physical call queue. CURR DELAY = Longest Delay
CURR LGCL DELAY	**Wait time of oldest logical call.** The delay experienced by the call currently at the head of the logical call queue. CURR LGCL DELAY = Longest Lgcl Delay
DLY OBJ	**Delay objective threshold value.** The delay objective threshold value currently being used for the group. This threshold is defined in Threshold Definition mode. DLY OBJ = Delay Objective
DN XFER IN	**DN calls transferred in.** The number of calls transferred to a DN of an agent assigned to this group. The calls may originate as ACD or DN calls. This statistic includes all such calls transferred whether or not they were answered. DN XFER IN = DN Transferred In
DN IN CMPLT	**Number of incoming DN calls completed.** The number of DN Incoming calls completed by all agents of this ACD group. DN IN CMPLT = DNInCmplt
DN IN SHORT CALLS	**Number of DN In Short Calls.** The number of DN Incoming calls handled by all agents of this ACD group which had a talk time less than the "DN IN Short Call" threshold defined for the ACD group. DN IN SHORT CALLS = DN In Short Calls
DN OUT CMPLT	**Number of outgoing DN calls completed.** The number of DN Outgoing calls completed by all agents of this ACD group. Calls from a 2500 set that receives a position event message will not be included in this count. DN OUT CMPLT = DNOutCmplt
DN OUT SHORT CALLS	**Number of DN Out Short Calls.** The number of DN Incoming calls handled by all agents of this ACD group which had a talk time less than the "DN Out Short Call" threshold defined for the ACD group. DN IN SHORT CALLS = DN Out Short Calls

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
DN XFER OUT	**DN calls transferred out.** The number of calls transferred by an agent in this group from the agent's DN key to a group or agent's DN key. This statistic includes all such calls transferred whether or not they were answered. DN XFER OUT = DN Transferred Out
EST AGTS RQD	**Estimated number of agents required.** The number of agents required to handle the current call volume based on the desired delay objective, actual ACD call time, and the number of calls in a system. NO AGTS RQD = (Calls Queued+Posns on ACD Calls + PosnsACDH x ACD Call Time) / Calls Completed x Delay Objective ***Note:*** The result of this formula is a rough estimation of the number of agents required to handle the current call traffic. Residual time for active calls is not factored. The delay objective must be specified for the ACD group within Parameter Administration (Threshold Definition and ACD Group Definition).
EXP DLY	**Expected delay.** This predicts how long the last call placed in queue will wait before being answered. EXP DLY = Busy Time / Calls Answered x (Calls Queued + Logically Queued) / Posns Staffed
IN DN CALLS	**Number of incoming DN calls.** The number of DN calls answered by agents of the ACD group. IN DN CALLS = DN Calls In
LCIQ	**Number of logical calls queued.** The current number of logical calls queued in the ACD group's logical call queue. LCIQ = Logically Queued
MAX ABD DEL	**Maximum abandoning delay.** The longest delay of all abandoned calls, excluding TOF calls. MAX ABD DEL = Max Abandon Delay
MAX ANS DEL	**Maximum answering delay.** The longest delay experienced by all answered calls, excluding calls that were time-overflowed into this ACD group. MAX ANS DEL = Max Answer Delay
MAX CQ SZE	**Maximum call queue size.** The current maximum call queue size defined for the group on the switch. MAX CQ SZE = Max CallQ Size

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
MAX DLY	**Longest time that a caller waited in the queue.** This is the number of seconds that the longest call in queue waited before being answered by agent. MAX DLY = Max Answer Delay > Max Abandoned Delay
MAX TOF DEL	**Maximum time overflow delay.** The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. MAX TOF DEL = Max TOF Delay
NUM CALL SUPV	**Number of call supervisor calls.** The number of times the call supervisor key feature was activated. NUM SUPV ACTS = NumSupvCalls
NUM EMRG ACTS	**Number of emergency activations.** The number of times the emergency key feature was activated. NUM EMRG ACTS = NumEmgCalls
NUM NTRDY ACTS	**Number of not ready activations.** The number of times the not ready key feature was activated. NUM NTRDY ACTS = NumNotRdyCalls
NUM RCV RAN	**Number of calls that received RAN.** The number of calls that were answered or abandoned that received a recorded announcement. NUM RCV RAN = Num Received RAN
NUM VAR WRAPS	**Number of variable wrapups.** The number of times the variable wrapup was invoked. NUM VAR WRAPS = NumVarWrapups
OTH XFER IN	**Non-ACD calls transferred in.** The number of calls transferred from non-ACD sources that were answered by agents in this ACD group, either on their INCALLS key or their DN key. This statistic includes all such calls transferred whether or not they were answered. OTH XFER IN = Non ACD Trans In

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
OTH XFER OUT	**Non-ACD calls transferred out.** The number of calls transferred by agents in this ACD group from their INCALLS key or their DN key to non-ACD destinations. This statistic includes all such calls transferred whether or not they were answered. OTH XFER = Non ACD Trans Out OUT
OUT DN CALLS	**Number of outgoing DN calls.** The number of DN calls originated by agents of this ACD group. OUT DN = DN Calls Out CALLS
POSNS ACD	**Number of positions in ACD state**. The number of positions currently active on an ACD call not including positions with held ACD calls. POSNS = Posns ACD ACD
POSNS ACDH	**Number of positions in ACDH state.** The number of positions that currently have an ACD call on hold. POSNS = Posns ACDH ACDH
POSNS ACD+H	**Positions in ACD and ACDH states.** The total number of positions currently handling an ACD call (includes active and calls on hold). POSNS = Posns ACD + Posns ACDH ACD+H
POSNS DNI	**Number of positions in DNI state.** The number of positions currently on an incoming DN call, not including those on hold. POSNS DNI = Posns DNI
POSNS DNIH	**Number of positions in DNIH state.** The number of positions that currently have an incoming DN call on hold. POSNS = Posns DNIH DNIH
POSNS DNI+H	**Number of positions in DNI and DNIH states.** This is the total number of positions that are currently handling an incoming DN call (active or on hold). POSNS = Posns DNI + Posns DNIH DNI+H
POSNS DN0	**Number of positions in DNO state.** The number of positions currently on an outgoing DN call, not including those on hold. POSNS DNO = Posns DNO

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
POSNS DNOH	**Number of positions in DNOH state.** The number of positions that currently have an outgoing DN call on hold. POSNS = Posns DNOH DNOH
POSNS DNO+H	**Number of positions in DNO and DNOH states.** This is the total number of positions that are currently handling an outgoing DN call (active or on hold). POSNS = Posns DNO + Posns DNOH DNO+H
POSNS FORCE	**Number of positions in FORCED state.** The number of positions that have been forced to logout by the switch due to the agent not answering the ringing ACD call within the ACD group's ringing threshold. POSNS = Posns FORCED FORCE
POSNS IDLE	**Number of positions idle.** The number of positions that are currently in the WAIT state on the INCALLS key and that do not have either an incoming or outgoing DN call active or held. POSNS = Posns Idle IDLE
POSNS NOT STFD	**Number of positions not staffed.** This is the total number of positions that do not have an agent logged in. The positions are either in the SPARE or FORCED states. POSNS NOT = Posns SPARE + Posns FORCED STFD
POSNS NRDY	**Number of positions in NRDY state**. The number of positions currently in the Not Ready state. POSNS = Posns NRDY NRDY
POSNS NRDY VWRP	**Positions in NRDY and VWRP states.** The number of positions currently in the Not Ready and Variable Wrapup states. POSNS = Posns NRDY + Posns VWRP NRDY
POSNS STFD	**Number of positions staffed.** The number of positions currently staffed by agents. POSNS = Posns Staffed STFD
POSNS SPARE	**Number of positions in SPARE state.** The number of positions not currently staffed by an agent. This is the number of positions that became spare due to a normal logout (does not include Posns FORCED). POSNS = Posns SPARE SPARE

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
POSNS WAIT	**Number of positions in WAIT state.** The number of positions currently waiting for an ACD call to be presented. POSNS = Posns WAIT WAIT
POSNS WALK	**Number of positions in WALK state.** The number of positions currently in a Walkaway state. POSNS = Posns WALK WALK
POSNS VWRP	**Number of positions in VWRP state.** The number of positions currently in variable wrap-up state. POSNS = Posns VWRP VWRP
QOF IN CALLS	**Number of calls which queue count overflowed in.** The number of calls reaching this ACD group by way of queue-count-overflow that were answered or abandoned in this queue. QOF IN = Num QOF In Calls CALLS
QOF OUT CALLS	**Number of calls which queue count overflowed out.** The number of calls originally destined for this ACD group that were queue-count-overflowed to another ACD group. QOF OUT = Num QOF Out Calls CALLS
SHFT ABD AFT RAN	**Shift - Number of calls abandoned after RAN.** The number of calls that were abandoned after receiving a recorded announcement. SHFT ABD AFT = ShftAbdAfterRAN RAN
SHFT ABD AFT THRSH	**Shift - Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. SHFT ABD AFT = Shft Abd Aft Thrsh THRSH
SHFT ABD BFR RAN	**Shift - Number of calls abandoned before RAN.** The number of calls that were abandoned before receiving a recorded announcement. SHFT ABD BFR = ShftCallsAbandoned+ShftCallsAbdLgcl RAN -ShftNumAbdAfterRAN

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
SHFT ANS AFT THRSH	**Shift - Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. SHFT ANS AFT THRSH = Shft Ans Aft Thrsh
SHFT AVG ANS DEL	**Shift - Average answering delay (also known as ASA).** This is the average delay experienced by a caller before the call was answered. SHFT AVG ANS DEL = ShftTotAnsDelay / ShftCallsAns
SHFT CALLS ABAND	**Shift - Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. SHIFT CALLS ABAND = Shft Calls Abnd
SHFT CLS ABD LGCLQ	**Shift - Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. SHIFT CLS ABD LGCLQ = Shft Calls Abnd LQ
SHFT CALLS ANSWD	**Shift - Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. SHFT CALLS ANSWD = Shft Calls Ans
SHFT CALLS OFFRD	**Shift- Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. SHFT CALLS OFFRD = Shft Calls Offrd
SHFT MAX TOF DELAY	**Shift - Maximum time overflow delay.** The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. SHFT MAX TOF DELAY = Shft Max TOF Delay

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
SHFT MAX ANS DELAY	**Shift - Maximum answering delay.** The longest delay of experienced by all answered calls, excluding calls that were time-overflowed into this ACD group. SHFT MAX ANS DELAY = Shft Max Ans Delay
SHFT MAX ABD DELAY	**Shift - Maximum abandoning delay.** The longest delay of all abandoned calls. SHFT MAX ABD DELAY = Shft Max Abd Delay
SHFT SRV LVL %	Shift - Telephone service level. This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. SHFT SRV LVL % = 100 - (ShftAnsAftThrsh+ShftAbdAftThrsh)x100 / ShftCallsAns + ShftCallsAbnd
SHFT TOT ANS DELAY	**Shift - Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. SHFT TOT ANS DELAY = Shft Tot Ans Delay
SHFT TOT TOF DELAY	**Shift - Total time overflow delay.** The answer delay for time overflow calls that time overflowed and were answered by agents in this group. SHFT TOT TOF DELAY = Shft Total TOF Delay
SHORT CALL TIME	**Total of all short call durations.** The total call durations of all short calls. A short call is a call handled by agents of this ACD group that had a direct call processing duration less than the short call threshold defined for this ACD group. SHORT CALL TIME = Short Call Time
SHORT CALLS	**Number of short calls.** The number of calls handled by agents of this ACD group that had a direct call processing duration less than the short call threshold defined for this ACD group. SHORT CALLS = Num Short Calls
SRV LVL %	**Telephone service level.** This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. SRV LVL % = 100 - (NumAnsAftThrsh+NumAbdAftThrsh)x100 / CallsAnswered + CallsAbandoned

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
TOF IN CALLS	**Number of calls which time overflowed in.** The number of calls that time-overflowed and were answered by agents in this ACD group. TOF IN CALLS = Num TOF In Calls
TOF OUT CALLS	**Number of calls which time overflowed out.** The number of calls that time-overflowed out of this ACD group. TOF OUT CALLS = Num TOF Out Calls
TOTAL ABAND DELAY	**Total abandoning delay.** The total delay of all abandoned calls, excluding calls that time overflowed into this ACD group. TOTAL ABAND DELAY = Total Abandon Delay
TOTAL ACD TALK	**Total ACD talk time.** The total time spent by all agents of the ACD group on an ACD call, including time that an ACD call is on hold. TOTAL ACD TALK = ACD Talk Time
TOTAL ANSWR DELAY	**Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. TOTAL ANSWR DELAY = Total Answer Delay
TOTAL BUSY TIME	**Total time agents were busy.** The total time spent by all agents handling ACD or DN calls and performing related processing. This time does not include waiting time. This includes Not Ready and Variable Wrapup times. TOTAL BUSY TIME = Busy Time
TOTAL DN IN	**Total incoming DN call time.** The total time spent by all agents of this ACD group handling incoming DN calls. This includes time that the DN calls were on hold. TOTAL DN IN = Incoming DN Time
TOTAL DN OUT	**Total outgoing DN call time.** The total time spent by all agents of this ACD group handling outgoing DN calls. This includes time that the DN calls were on hold. TOTAL DN OUT = Outgoing DN Time

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
TOTAL DN POSNS	**Total number of positions on DN calls.** The total number of positions on DN Calls including incoming and outgoing DN calls. TOTAL DN = PosnsDNI + PosnsDNIH + PosnsDNO POSNS + PosnsDNOH
TOTAL HOLD TIME	**Total time spent holding.** The total time that all agents of this ACD group had ACD calls on hold. TOTAL HOLD = Hold Time TIME
TOTAL STFD TIME	**Total staffed time of agent.** The total time spent by all agents in manning the ACD group. Staffed time for an individual agent is accumulated from the time they login to the time they logout. TOTAL STFD = Staffed Time TIME
TOTAL NOT READY	**Total not ready time.** The total time spent by all agents of this ACD group in post call processing. This includes all time that an agent had the NOT READY key active and no ACD calls were active. TOTAL NOT = Not Ready Time READY
TOTAL TOF DELAY	**Total time overflow delay.** The answer delay for time-overflow calls that time-overflowed and were answered by agents in this group. TOTAL TOF = Total TOF Delay DELAY
TOTAL WAIT TIME	**Total time spent waiting.** The total time spent by all agents of this ACD group waiting for an ACD call, not including time spent on DN calls while waiting. TOTAL WAIT = Wait Time TIME
TOTAL WALK TIME	**Total walk time of agent.** The total time spent by all agents of this ACD group in walkaway state. TOTAL WALK = Total Walk Time TIME
VAR WRAP TIME	**Total variable wrapup time.** The total time that an agent spent in the variable wrap-up state. VAR WRAP = VarWrapupTime TIME

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
24HR ABD AFT RAN	**24hr - Number of calls abandoned after RAN.** The number of calls that were abandoned after receiving a recorded announcement. 24HR ABD AFT = 24hrAbdAfterRAN RAN
24HR ABD BFR RAN	**24hr - Number of calls abandoned before RAN.** The number of calls that were abandoned before receiving a recorded announcement. 24HR ABD BFR = 24hrCallsAbnd+24hrCallsAbdLQ RAN -24hrAbdAftRAN
24HR ABD AFT THRSH	**24hr - Number of calls abandoned after threshold.** The number of abandoned calls, excluding TOF calls, that had a delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in the Threshold Definition screen. 24HR ABD AFT = 24hr Abd Aft Thrsh THRSH
24HR ANS AFT THRSH	**24hr - Number of calls answered after threshold.** The number of answered calls, including time overflowed calls answered by this ACD group, that experienced an answering delay greater than or equal to the Delay Objective threshold value for the destination ACD group as defined in Threshold Definition mode. 24HR ANS AFT = 24hr Ans Aft Thrsh THRSH
24HR AVG ANS DEL	**24hr - Average answering delay (also known as ASA).** This is the average delay experienced by a caller before the call was answered. 24HR AVG ANS = 24hrTotAnsDelay / 24hrCallsAns DEL
24HR CALLS ABAND	**24hr - Number of calls abandoned.** The number of calls abandoned by a caller while waiting to be answered by an agent in this ACD group. 24HR CALLS = 24hr Calls Abnd ABAND
24HR CLS ABD LGCLQ	**24hr - Calls abandoned and logically queued.** The number of abandoned calls that were in the logical queue of this ACD group. 24HR CLS ABD = 24hr Calls Abnd LQ LGCLQ

TABLE B-5. Standard formulas(Continued)

Statistics Field	Descriptions
24HR CALLS ANSWD	**24hr - Number of calls answered.** The number of calls answered by agents of the ACD group, including calls that overflowed into this group (both time and queue count overflow). This statistic is pegged when the call is answered rather than when it is released. 24HR CALLS = 24hr Calls Ans ANSWD
24HR CALLS OFFRD	**24hr - Total number of calls offered.** The number of calls offered to this group. Includes such calls as enqueued, presented directly to agents, deflected, and threshold. 24HR CALLS = 24hr Calls Offrd OFFRD
24HR MAX TOF DELAY	**24hr - Maximum time overflow delay.** The longest answering delay experienced by all time overflow calls that were answered by agents of this ACD group. 24HR MAX TOF = 24hrMax TOF Delay DELAY
24HR MAX ANS DELAY	**24hr - Maximum answering delay.** The longest delay of experienced by all answered calls, excluding calls that were time-overflowed into this ACD group. 24HR MAX ANS = 24hr Max Ans Delay DELAY
24HR MAX ABD DELAY	**24hr - Maximum abandoning delay.** The longest delay of all abandoned calls. 24HR MAX ABD = 24hr Max Abd Delay DELAY
24HR SRV LVL %	**24hr - Telephone service level.** This is the ratio of the number of calls handled that experienced a delay within the desired delay objective to the total number of calls handled, expressed as a percentage. 24HR (24hrAnsAftThrsh + SRV 24hrAbdAftThrsh) X100 LVL% = 100 - 24hrCallsAns + 24hrCallsAbnd
24HR TOT ANS DELAY	**24hr - Total answering delay.** The total delay experienced by all answered calls excluding calls that time-overflowed into this ACD group. 24HR TOT ANS = 24hr Tot Ans Delay DELAY
24HR TOT TOF DELAY	**24hr - Total time overflow delay.** The answer delay for time overflow calls that time overflowed and were answered by agents in this group. 24HR TOT TOF = 24hrTotal TOF Delay DELAY

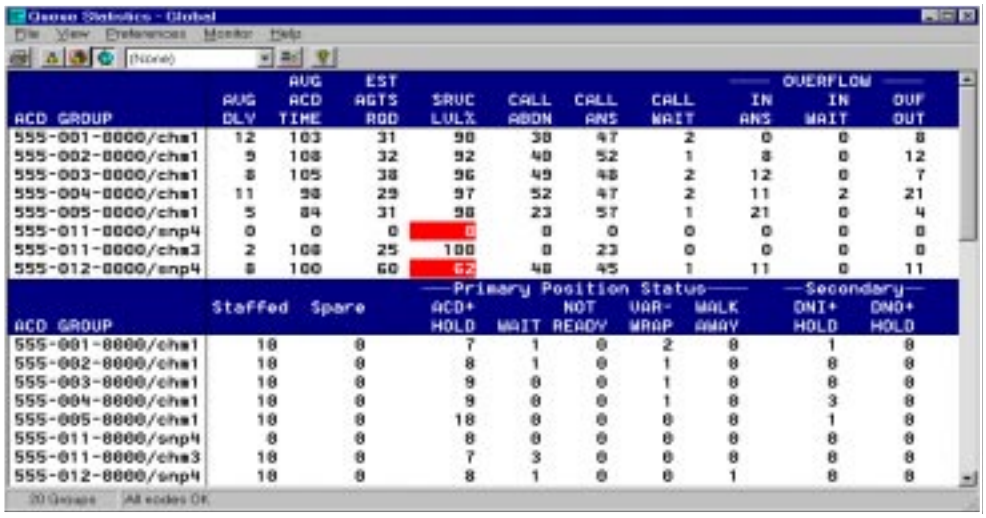
TABLE B-5. Standard formulas(Continued)

B.3 Standard Displays

There are four standard displays delivered with the CC MIS system. These displays are illustrated below with the corresponding formulas used.

B.3.1 Standard Tabular Queue Display

The following is an example of the Standard Tabular Queue Display:



ACD GROUP	AVG DLY	AVG ACD TIME	EST AGTS REQD	SRVC LVL%	CALL ABDN	CALL ANS	CALL WAIT	OVERFLOW IN ANS	OVERFLOW IN WAIT	OVERFLOW OVF OUT
555-001-0000/cha1	12	103	31	90	38	47	2	0	0	8
555-002-0000/cha1	5	108	32	92	40	52	1	8	0	12
555-003-0000/cha1	8	105	38	96	49	46	2	12	0	7
555-004-0000/cha1	11	98	29	97	52	47	2	11	2	21
555-005-0000/cha1	5	84	31	98	23	57	1	21	0	4
555-011-0000/snp4	0	0	0	0	0	0	0	0	0	0
555-011-0000/cha3	2	108	25	100	0	23	0	0	0	0
555-012-0000/snp4	8	100	60	62	48	45	1	11	0	11

ACD GROUP	Staffed	Spare	Primary Position Status: ACD+ HOLD	WAIT	NOT READY	VAR- WRAP	WALK AWAY	Secondary: DNI+ HOLD	DNO+ HOLD
555-001-0000/cha1	10	0	7	1	0	2	0	1	0
555-002-0000/cha1	10	0	8	1	0	1	0	0	0
555-003-0000/cha1	10	0	9	0	0	1	0	0	0
555-004-0000/cha1	10	0	9	0	0	1	0	3	0
555-005-0000/cha1	10	0	10	0	0	0	0	1	0
555-011-0000/snp4	0	0	0	0	0	0	0	0	0
555-011-0000/cha3	10	0	7	3	0	0	0	0	0
555-012-0000/snp4	10	0	8	1	0	0	1	0	0

FIGURE B-1. Standard Tabular Queue Display

The fields used in the screen utilize the following standard formulas or statistics.

Screen Heading	Standard Formula/statistic[a]
AVG DLY	average answer delay
AVG ACD TIME	average ACD call duration
NO. AGNT REQD	number of agent required
SRVC LVL%	telephone service level
CALL ABDN	Calls Abandoned
CALL ANS	Calls Answered
CALL WAIT	total number of calls waiting
OVERFLOW IN ANS	Num TOF In Calls
OVERFLOW IN WAIT	Logically Queued
OVERFLOW OVF OUT	Num TOF Out Calls
STAFFED	Posns Staffed
SPARE	Posns Spare
ACD + HOLD	Posns on ACD Calls and ACD Calls held
WAIT	Posns Waiting

TABLE B-6. Standard Formula & Statistics Fields

Screen Heading	Standard Formula/statistic[a]
NOT READY	number of positions in not ready and walk-away
VARWRAP	Posns in Variable Wrapup
WALK AWAY	Posns idle due to Walk Away
DNI + HOLD	total number of positions on incoming DN calls both active and held.
DNO + HOLD	total number of positions on outgoing DN calls both active and held.

TABLE B-6. Standard Formula & Statistics Fields

a. Fields which are computed using formulas are listed in lower case text with the formula name; fields which are based on raw statistical values are indicated by the statistic name with capitalized initial letters.

B.3.2 Standard Graphic Queue Display

The following is an example of the Standard Graphic Queue Display:

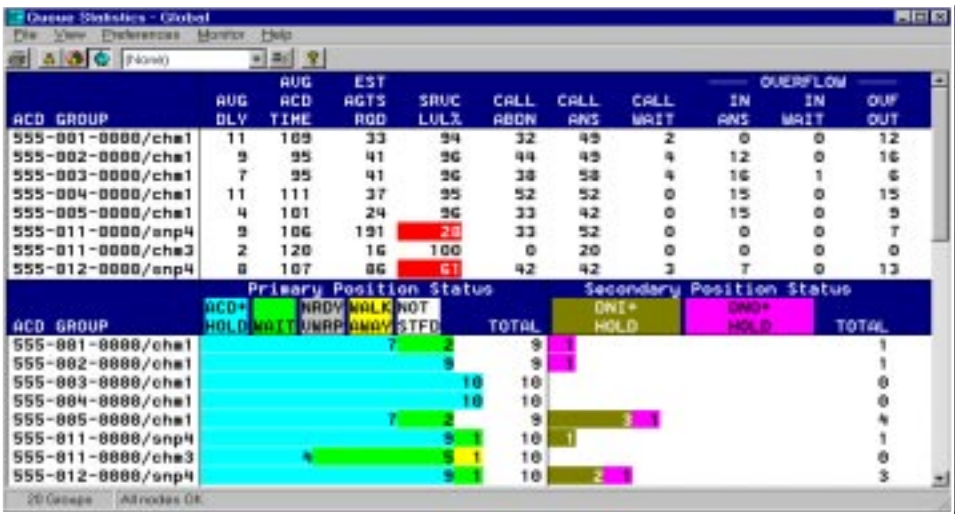


FIGURE B-2. Standard Graphic Queue Display

The fields used in the screen utilize the following standard formulas or statistics which are described in sections B.1 and B.2:

Screen Heading	Standard Formula/statistic[a]
AVG DLY	average answer delay
AVG ACD TIME	average ACD call duration
EST AGTS RQD	estimated number of agents required
SRVC LVL%	telephone service level
CALL ABDN	Calls Abandoned

TABLE B-7. Standard Graphic Queue Display fields

Screen Heading	Standard Formula/statistic[a]
CALL ANS	Calls Answered
CALL WAIT	total number of calls waiting
OVERFLOW IN ANS	Num TOF In Calls
OVERFLOW IN WAIT	Logically Queued
OVERFLOW OVF OUT	Num TOF Out Calls
ACD + HOLD	Posns on ACD Calls and ACD Calls held
WAIT	Posns Waiting
N RDY VWRP	Positions in not ready and variable wrapup states.
WALK AWAY	Posns in Walk Away state.
NOT STFD	Posns not logged in
DNI + HOLD	total number of positions on incoming DN calls both active and held.
DNO + HOLD	total number of positions on outgoing DN calls both active and held.

TABLE B-7. Standard Graphic Queue Display fields

a. Fields which are computed using formulas are listed in lower case text with the formula name; fields which are based on raw statistical values are indicated by the statistic name with capitalized initial letters.

B.3.3 Graphic Grade of Service Display

The Graphic Grade of Service Display illustrates the performance of the agents based on threshold values which have been set in the Threshold Definition screen of Parameter Administration. The following is an example of the Graphic Grade of Service Display:

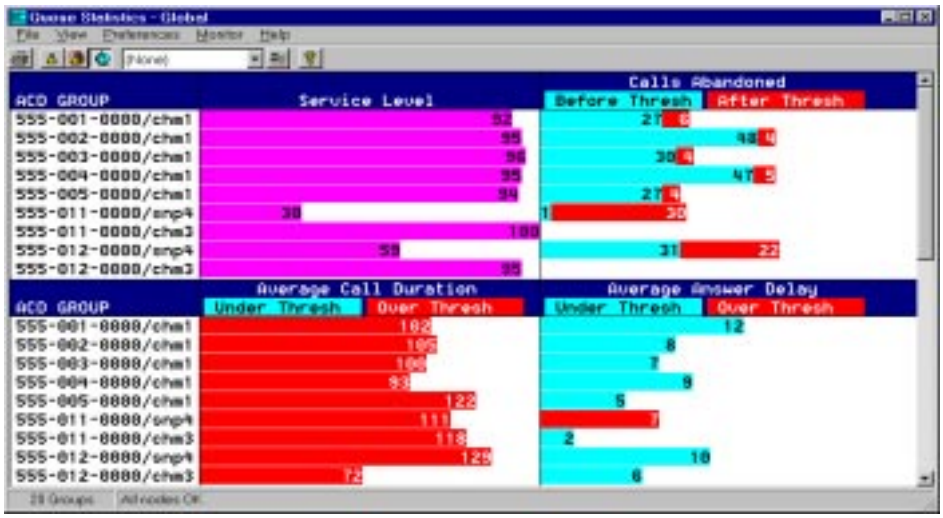


FIGURE B-3. Graphic Grade of Service Display

It should be noted that the bars in bottom two quadrants of this screen are drawn in one color (default green) if the statistic is under the threshold and are drawn in a different color (default red) if the statistic is over the threshold.

The fields used in the screen utilize the following standard formulas or statistics which are described in sections B.1 and B.2:

Screen Heading	Standard Formula/statistic[a]
Service Level	telephone service level
Calls Abandoned Before Thresh	number of calls abandoned before threshold
Calls Abandoned After Thresh	Num Abd After Thrsh
Average Call Duration Under Thresh	average ACD call time if less than or equal to ACD talk objective
Average Call Duration Over Thresh	average ACD call time if greater than the ACD talk objective
Average Answer Delay Under Thresh	average speed of answer if less than or equal to the delay objective
Average Answer Delay Over Thresh	average speed of answer if greater than the delay objective

TABLE B-8. Graphic Grade of Service Display Fields

a. Fields which are computed using formulas are listed in lower case text with the formula name; fields which are based on raw statistical values are indicated by the statistic name with capitalized initial letters.

B.3.4 ACD Group Summary Display

The following is an example of the ACD Group Summary Display:

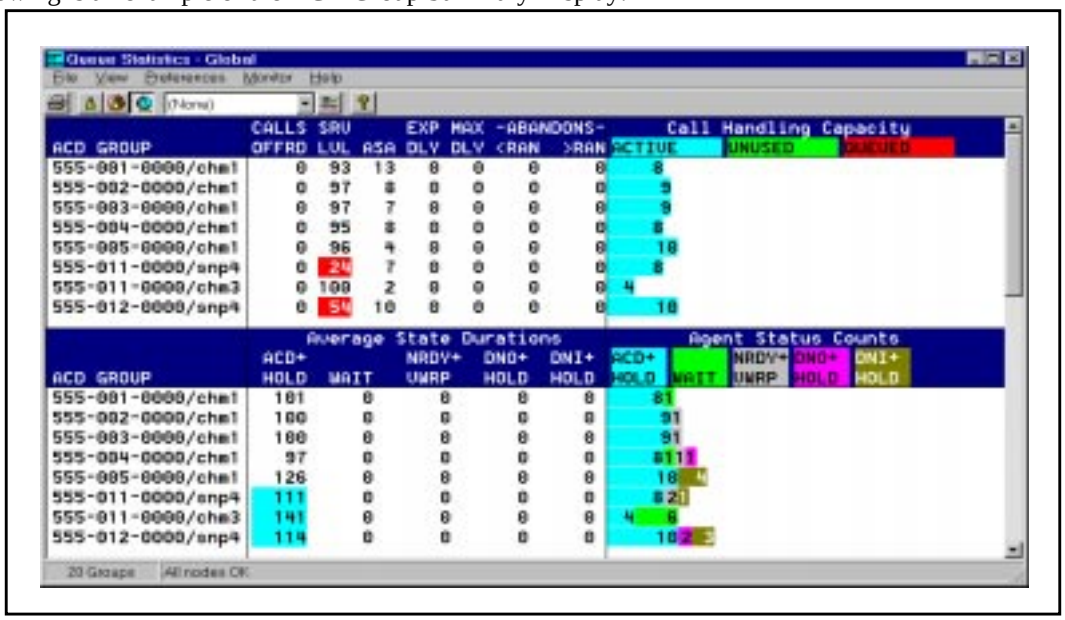


FIGURE B-4. ACD Group Summary Display

The fields used in the screen utilize the following standard formulas or statistics:

Screen Heading	Standard Formula/statistic[a]
CALLS OFFRD	Calls Offered
SRV LVL	telephone service level
ASA	average answer delay
EXP DLY	expected delay
MAX DLY	longest time that a caller waited in queue
ABANDONS<RAN	number of calls abandoned before RAN
ABANDONS>RAN	Num Abd After RAN
Call Handling Capacity-ACTIVE	Active ACD Calls
Call Handling Capacity-UNUSED	total available incoming ACD call capacity
Call Handling Capacity-QUEUED	total number of calls waiting
Average State Durations-ACD + HOLD	average ACD call duration both active and held.
Average State Durations-WAIT	average wait time
Average State Durations-NRDY + VWRP	average not ready and variable wrapup time
Average State Durations-DNO + HOLD	average outgoing DN call time both active and held.
Average State Durations-DNI + HOLD	average incoming DN call time both active and held.
Agent Status Counts-ACD + HOLD	Posns on ACD Calls both active and held.
Agent Status Counts-WAIT	Posns Waiting
NRDY + VWRP	Posns Not Ready or in variable wrapup.
DNO + HOLD	Posns DN Out both active and held.
DNI + HOLD	Posns DN In both active and held.

TABLE B-9. ACD Group Summary Display Fields

a. Fields which are computed using formulas are listed in lower case text with the formula name; fields which are based on raw statistical values are indicated by the statistic name with capitalized initial letters.

C

Appendix C: Standard Reports

Standard Reports

This appendix provides descriptions for all standard reports which may be generated by the CC MIS system. There are three types of reports which may be generated:

- Management Reports - These reports provide statistical information about the performance and activity of the ACD system. There are several pre-defined or standard report definitions which define how the reports look and their contents. These standard reports are described in this document. Supervisors may also generate custom report definitions which may be modifications of standard reports or may contain additional information not currently provided by a standard report. These custom reports consist of statistical data which may be combined using formulas through Formula Definition. The statistical values which are available, as well as the pre-defined formulas which are available are described in Appendix E of the CC MIS Product Specification. Custom reports are not described in this document since these are completely defined by the customer.

Note: When Interval Lengths is selected in the Reports Parameters Window, interval reports the time is appended by the interval length (for example, 12:05,05 where the ,05 is the interval).

- Log Event Reports - These reports contain information regarding the agent login or logout activity. These reports are not customizable.
- System Reports - These reports provide information regarding the configuration of the ACD switch or the CC MIS system. These reports are not customizable.
- Configuration Reports - These reports provide information regarding the configuration of the CC MIS node's partitions and the devices attached to those partitions. These reports are not customizable.

Note: When Networking is enabled, reports containing the agent ID field will also display the network identifer (partition code) along with the agent ID. (For example, agent 1001 who is on partition SANT is displayed as SANT-1001.)

Standard Tabular Management Reports

This section describes the standard tabular management reports available in CC MIS. These reports may be used as they are or may be customized by a supervisor. Example enhancements include customized headings, field width changes, field format changes, new fields, and field calculation changes. These changes are performed using the Report Definition capabilities available to a supervisor with report definition enabled in their profile. Additionally, such a supervisor may define new customized reports in tabular or graphical formats using available or customized statistics (see the Statistic Groups section of this document).

The data on the report is based on statistics which are kept in the database or are computed based on data which is in the database (see the Statistic Groups section of this document). This data is maintain by interval (half-hour), day, week, or month. Reports may be generated based on interval, daily, weekly, or monthly time frames.

Reports can also be generated on shift and period time frames which are defined in the Time Frames Definition mode of Parameter Administration. The shift reports are generated using interval data; the period reports are generated using daily data. The data on each of the standard reports are available for all time periods as restricted by the parameters specified in the database storage calculator.

Additionally, report parameters can be specified (via Report Parameter Definition) which limit the report to particular ACD groups or logical ACD groups. Data in the reports may be grouped by time frame, logical group, or destination ACD group (for agent based reports).

The description of each of the standard reports includes the available keys for that report. When specifying the parameters for the report, a supervisor can specify a value, a range of values, or all values. Keys are arranged on a report from left to right in order of importance; that is, the data will be sorted on the lifetimes key first, then on the next key, and so on.

A “total” line is generated whenever the first key value changes. A “grand-total” line is generated at the end of the report to summarize all selected data. Each raw data element which is used in the non-total lines is summed. The required computations are then performed based on the summed data. This allows columns which represent equations such as averages and percentages to contain true averages or percentages in the “total” and “grand-total” lines (in this sense, the “total” and “grand-total” lines are not actually totals for items which are based on equations). When values are too large to display in a column, the values are replaced by stars “*****”.

Included with each example report is a specification of the fields which are contained within the report listed in the order in which they appear within the report. The fields are shown with the name of the standard statistics fields as well as the default heading which is associated with the statistics fields. The appendix on historical statistics contains detail definitions for all standard statistics fields.

All example reports are shown with the custom headings and column sizes that are delivered with the system. The customer has the option of changing the report layout at any time and storing as a new public or personal format.

Note: The example reports shown in this appendix are screen captures of the report preview screens, therefore, some images may not contain all of the total fields that would appear on the printed report.

Report Summary

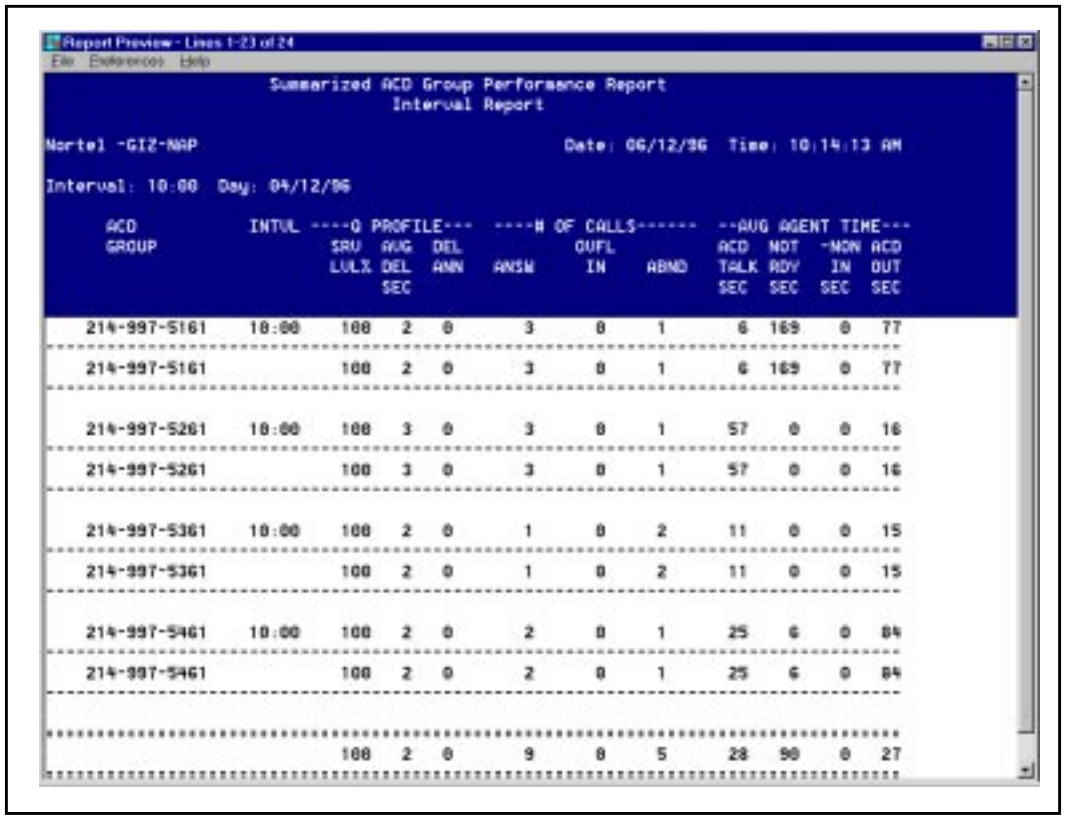
A report summary page can be displayed when viewing a generated report in the Report Preview by selecting the File / View Summary command.

Summarized ACD Group Performance Report

The Summarized ACD Group Performance Report shows the groups in the ACD system and summarizes group load and performance. It shows the actual number of calls each group answered and the average time it took to handle each call.

The report is used to determine current work schedules and to forecast the manpower that may be needed to handle anticipated workloads.

The key field for the Summarized ACD Group Performance Report is ACD Group. A preview of an interval report is shown below:



Report Preview - Lines 1-23 of 24

File Preferences Help

Summarized ACD Group Performance Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 10:14:13 AM

Interval: 10:00 Day: 04/12/96

ACD GROUP	INTVL	Q PROFILE SRV LVL%	AVG DEL SEC	DEL ANN	# OF CALLS ANSW	OVFL IN	ABND	AVG AGENT TIME ACD TALK SEC	NOT RDY SEC	NON IN SEC	ACD OUT SEC
214-997-5161	10:00	100	2	0	3	0	1	6	169	0	77
214-997-5161		100	2	0	3	0	1	6	169	0	77
214-997-5261	10:00	100	3	0	3	0	1	57	0	0	16
214-997-5261		100	3	0	3	0	1	57	0	0	16
214-997-5361	10:00	100	2	0	1	0	2	11	0	0	15
214-997-5361		100	2	0	1	0	2	11	0	0	15
214-997-5461	10:00	100	2	0	2	0	1	25	6	0	84
214-997-5461		100	2	0	2	0	1	25	6	0	84
		100	2	0	9	0	5	28	90	0	27

FIGURE C-1. Summarized ACD Group Performance Report

This report shows each group specified from the report parameter definition screen. All selected intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the Summarized ACD Group Performance Report are derived from the following ACD-GRP Statistics fields:

Q PROFILE -

SRV LVL % - .....Telephone Service Level (SRV LVL %)

AVG DEL SEC -.....Average Answering Delay (AVG ANS DEL)

DEL ANN - .....Number of Calls That Received RAN (NUM RCV RAN)

OF CALLS -

ANSW - .....Number of Calls Answered (CALLS ANSWD)

OVFL IN - .....Total Number of Calls Which Time Overflowed (TOF CALLS ANS)

ABND - .....Number of Calls Abandoned (CALLS ABAND)

AVG AGENT TIME -

ACD TALK SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

NOT RDY SEC - .....Average Post-Call Processing Time (AVG NOT RDY TIME)

NON ACD -

IN SEC - .....Average Incoming DN Call Time (AVG IN DN TIME)

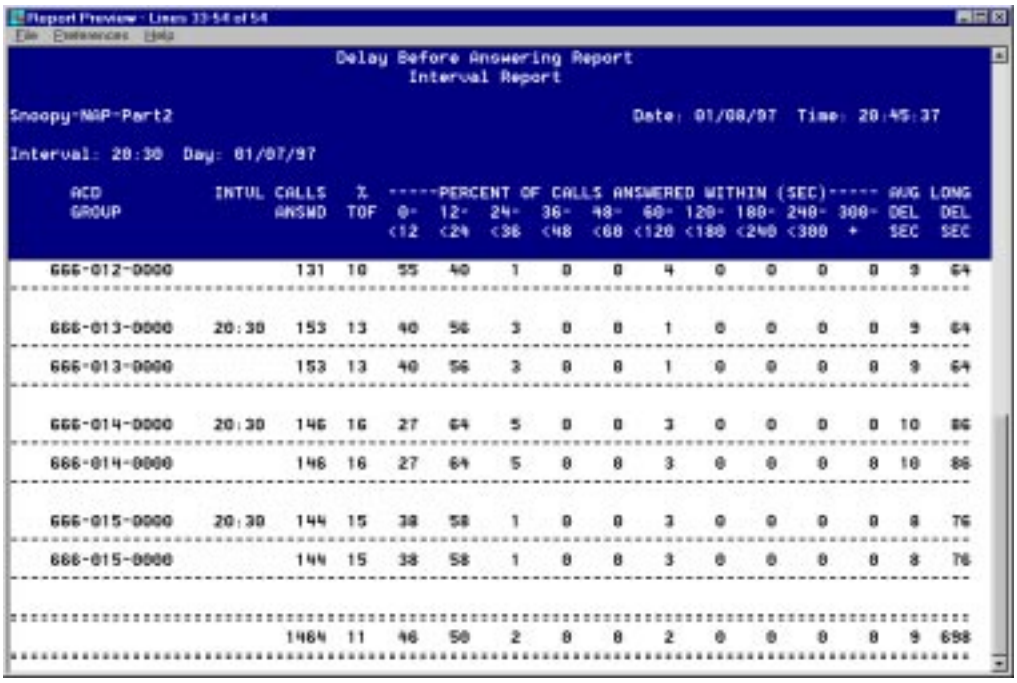
OUT SEC - .....Average Outgoing DN Call Time (AVG OUT DN TIME)

Delay Before Answering Report

The Delay Before Answering Report gives information about the service callers are getting. It shows how rapidly calls are being answered, and the lengths of delay that callers are experiencing.

The answering delays are broken up into time categories. The time categories are collectively called a “spectrum”. Each category represents a range of time such that all delays which fall within the range are included in the category. The supervisor has the capability of specifying the time ranges for up to 10 categories in the Spectrum Definition portion of Report Definition. Changing a spectrum will affect any report including the Delay Before Answering Report which is based on the “percentage answered in category n” statistic (see the Statistic Groups section of this document). Also, changing a spectrum automatically changes customized headings to reflect the new ranges.

This report could be used to decide when recorded announcements and music will play to encourage callers to wait. The report may also be used as a supplement to other management reports to help decide if staff adjustments are needed or to forecast traffic patterns. The key field for the Delay Before Answering Report is ACD Group. An interval report is shown below:



Delay Before Answering Report
Interval Report

Snoopy-NAP-Part2 Date: 01/08/97 Time: 20:45:37

Interval: 20:30 Day: 01/07/97

ACD GROUP	INTVL	CALLS ANSWD	% TOF	PERCENT OF CALLS ANSWERED WITHIN (SEC) 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
666-012-0000		131	10	55	40	1	0	0	4	0	0	0	0	3	64
666-013-0000	20:30	153	13	40	56	3	0	0	1	0	0	0	0	9	64
666-013-0000		153	13	40	56	3	0	0	1	0	0	0	0	9	64
666-014-0000	20:30	146	16	27	64	5	0	0	3	0	0	0	0	10	86
666-014-0000		146	16	27	64	5	0	0	3	0	0	0	0	10	86
666-015-0000	20:30	144	15	38	58	1	0	0	3	0	0	0	0	8	76
666-015-0000		144	15	38	58	1	0	0	3	0	0	0	0	8	76
		1464	11	46	50	2	0	0	2	0	0	0	0	9	698

FIGURE C-2. Delay Before Answering Report

This report shows each group specified from the report parameter definition screen. All selected intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the Delay Before Answering Report are derived from the following ACD-GRP statistics fields:

CALLS ANSWD - .....Number of Calls Answered (CALLS ANSWD)

% TOF - .....Percentage of Calls That Time Overflowed In (TOF ANS %)

PERCENT OF CALLS ANSWERED WITHIN (SEC) -

t1-<t2 -Percentage Answered in Category n (ANSW % CATn)

AVG DEL SEC - .....Average Answering Delay (AVG ANS DEL)

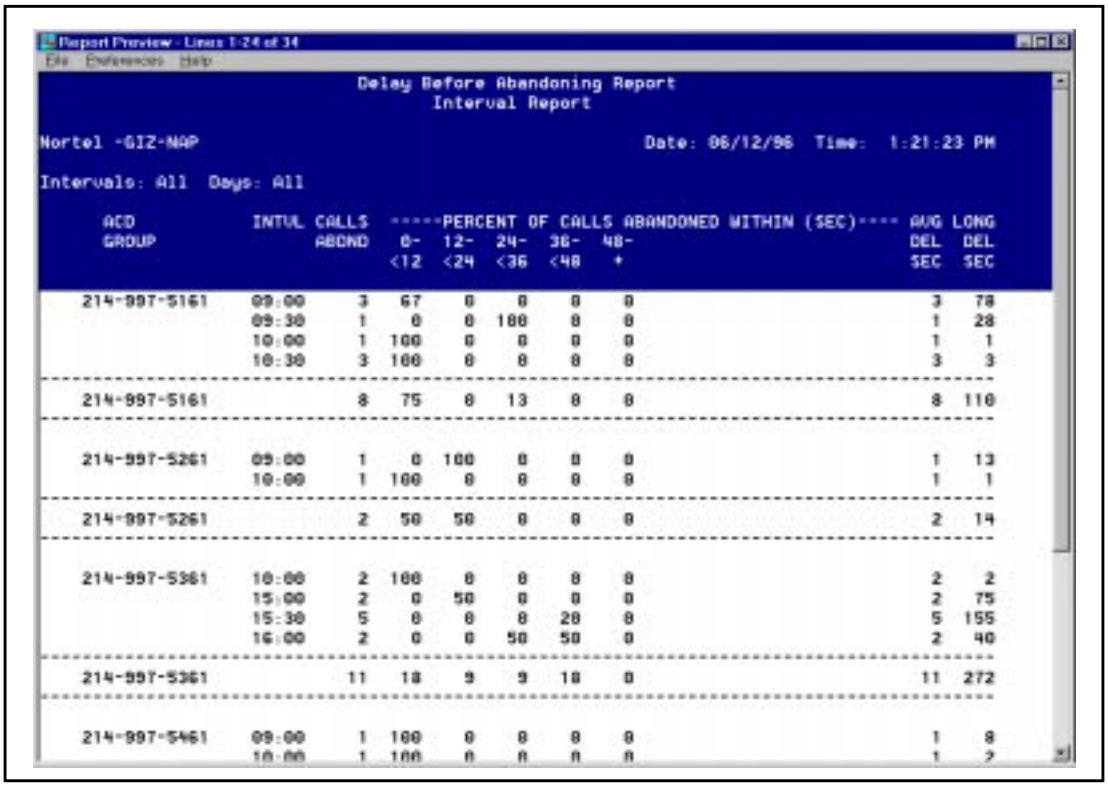
LONG DEL SEC - .....Maximum Answering Delay (MAX ANS DEL)

Delay Before Abandoning Report

The Delay Before Abandoning Report is similar in format to the Delay Before Answering Report. This report shows the tolerance level of the callers. It shows how many calls were abandoned and how long the callers waited before they hung up.

The abandoning delays are broken up into time categories. The time categories are collectively called a “spectrum”. Each category represents a range of time such that all delays which fall within the range are included in the category. The supervisor has the capability of specifying the time ranges for up to 10 categories in the Spectrum Definition portion of Report Definition. Changing a spectrum will affect any report including the Delay Before Answering Report which is based on the “percentage abandoned in category n” statistic (see the Statistic Groups section of this document). Also, changing a spectrum automatically changes customized headings to reflect the new ranges.

The key field for the Delay Before Abandoning Report is ACD Group. An interval report for several groups appears below:



Delay Before Abandoning Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 1:21:23 PM

Intervals: All Days: All

ACD GROUP	INTVL	CALLS ABOND	PERCENT OF CALLS ABANDONED WITHIN (SEC) 0- <12	12- <24	24- <36	36- <48	48- +	AVG DEL SEC	LONG DEL SEC
214-997-5161	09:00	3	67	0	0	0	0	3	78
	09:30	1	0	0	100	0	0	1	28
	10:00	1	100	0	0	0	0	1	1
	10:30	3	100	0	0	0	0	3	3
214-997-5161		8	75	0	13	0	0	8	110
214-997-5261	09:00	1	0	100	0	0	0	1	13
	10:00	1	100	0	0	0	0	1	1
214-997-5261		2	50	50	0	0	0	2	14
214-997-5361	10:00	2	100	0	0	0	0	2	2
	15:00	2	0	50	0	0	0	2	75
	15:30	5	0	0	0	20	0	5	155
	16:00	2	0	0	50	50	0	2	40
214-997-5361		11	18	9	9	18	0	11	272
214-997-5461	09:00	1	100	0	0	0	0	1	8
	10:00	1	100	0	0	0	0	1	2

FIGURE C-3. Delay Before Abandoning Report

This report shows each group specified from the report parameter definition screen. All selected intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the Delay Before Abandoning Report are derived from the following ACD-GRP statistics fields:

CALLS ABAND - .....Number of Calls Abandoned (CALLS ABAND)

PERCENT OF CALLS ABANDONED WITHIN (SEC) -

t1-<t2 - .....Percentage Abandoned in Category n (ABND % CATn)

AVG DEL SEC - .....Average Abandoning Delay (AVG ABD DEL)

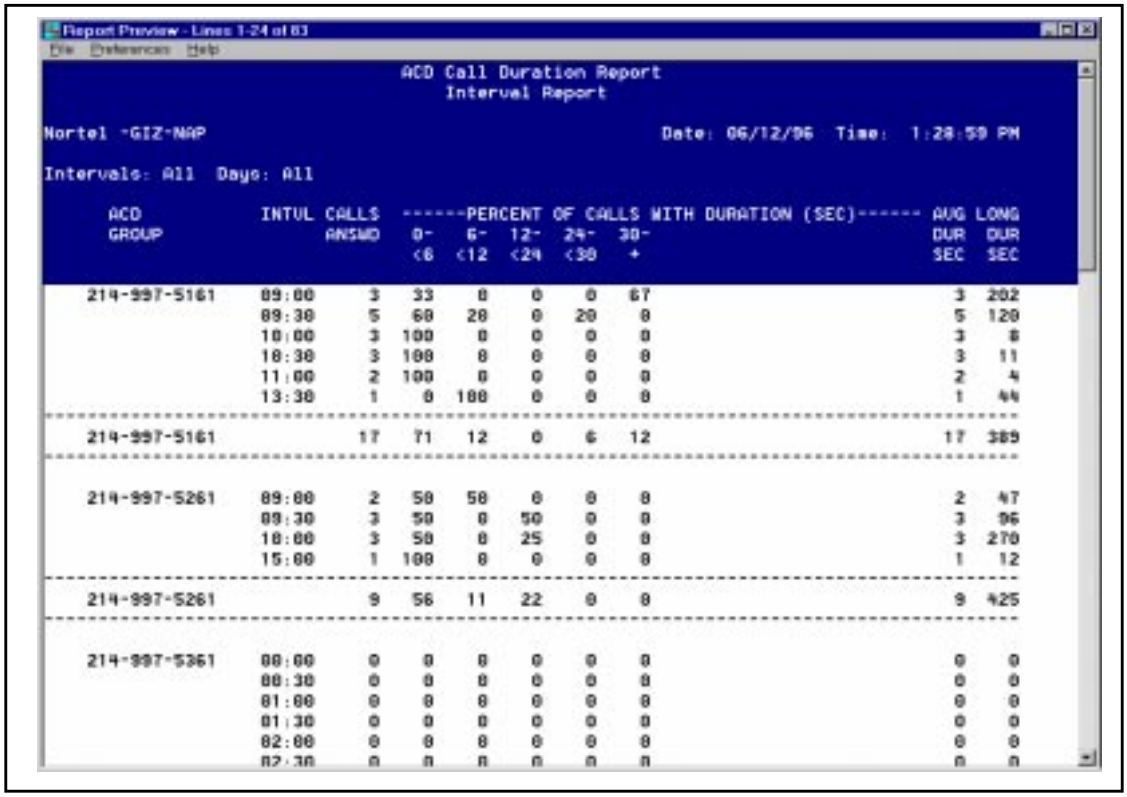
LONG DEL SEC - .....Maximum Abandoning Delay (MAX ABD DEL)

ACD Call Duration Report

The ACD Call Duration Report gives information about the amount of time that is required to handle ACD calls. The duration of a call is measured starting from when the call is answered by the agent until the call is released by the agent. Thus, this duration may include periods in which the call was placed on hold and the agent performed other activity. It does not include the amount of time that some other agent may have processed the same call in the case where the call is transferred between agents. Each portion of the transferred call is treated as separate calls for this report.

The call durations are broken up into time categories. The time categories are collectively called a “spectrum”. Each category represents a range of time such that all durations which fall within the range are included in the category. The supervisor has the capability of specifying the time ranges for up to 10 categories in the Spectrum Definition portion of Report Definition. Changing a spectrum will affect any report including the ACD Call Duration Report which is based on the “percentage duration in category n” statistic (see the Statistic Groups section of this document). Also, changing a spectrum automatically changes customized headings to reflect the new ranges.

The key field for the ACD Call Duration Report is ACD Group. An interval report for several groups is shown below:



ACD Call Duration Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 1:28:59 PM

Intervals: All Days: All

ACD GROUP	INTVL	CALLS ANSWD	0- <6	6- <12	12- <24	24- <30	30- +	AUG DUR SEC	LONG DUR SEC
214-997-5161	09:00	3	33	0	0	0	67	3	202
	09:30	5	60	20	0	20	0	5	120
	10:00	3	100	0	0	0	0	3	8
	10:30	3	100	0	0	0	0	3	11
	11:00	2	100	0	0	0	0	2	4
	13:30	1	0	100	0	0	0	1	44
214-997-5161		17	71	12	0	6	12	17	389
214-997-5261	09:00	2	50	50	0	0	0	2	47
	09:30	3	50	0	50	0	0	3	96
	10:00	3	50	0	25	0	0	3	270
	15:00	1	100	0	0	0	0	1	12
214-997-5261		9	56	11	22	0	0	9	425
214-997-5361	00:00	0	0	0	0	0	0	0	0
	00:30	0	0	0	0	0	0	0	0
	01:00	0	0	0	0	0	0	0	0
	01:30	0	0	0	0	0	0	0	0
	02:00	0	0	0	0	0	0	0	0
	02:30	0	0	0	0	0	0	0	0

FIGURE C-4. ACD Call Duration Report

This report shows each group specified from the report parameter definition screen. All selected intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the ACD Call Duration Report are derived from the following ACD-GRP statistics fields:

CALLS ANSWD - .....Number of Calls Answered (CALLS ANSWD)

PERCENT OF CALLS WITH DURATION (SEC) -

t1-<t2 - .....Percentage Duration in Category n (DUR % CATn)

AVG DUR SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

LONG DUR SEC - .....Maximum Call Duration (MAX CALL DUR)

ACD Group by Agent Performance Report

The ACD Group by Agent Performance Report shows the agent activities for each group. This report can tell if there is a problem with a particular agent or if all agents are experiencing the same difficulties.

The key fields for the ACD Group by Agent Performance Report are ACD GROUP and Agent ID. An interval report for a several groups is shown below:

Report Preview - Lines 1-21 of 452

ACD Group by Agent Performance Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 1:33:25 PM

Intervals: All Day: 05/12/96

ACD GROUP	INTVL	AGENT ID	----ACD Calls---- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS---- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	-TOTAL TIME- NOT RDY HH:MM	STFD HH:MM	ACD/ STFD %
214-997-5161	00:00	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	00:30	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	01:00	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	01:30	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	02:00	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	02:30	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
	03:00	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0

FIGURE C-5. ACD Group by Agent Performance Report

This report shows each group specified from the report parameter definition screen. All intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all group data for this report.

The fields in the ACD Group by Agent Performance Report are derived from the following agent statistics fields:

ACD CALLS -

NUM ANSWD - .....Number of Calls Answered (CALLS ANSWD)

AVG TALK SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

AVG WAIT SEC - .....Average Time Spent Waiting for Calls (AVG WAIT TIME)

NON ACD CALLS -

NUM IN- .....Number of Incoming DN Calls (IN DN CALLS)

NUM OUT- .....Number of Outgoing DN Calls (OUT DN CALLS)

TIME IN - .....Total Incoming DN Calls Time (TOTAL IN DN TIME)

TIME OUT - .....Total Outgoing DN Call Time (TOTAL OUT DN TIME)

TOTAL TIME -

NOT RDY -.....Total Not Ready Time (TOTAL NOT READY TIME)

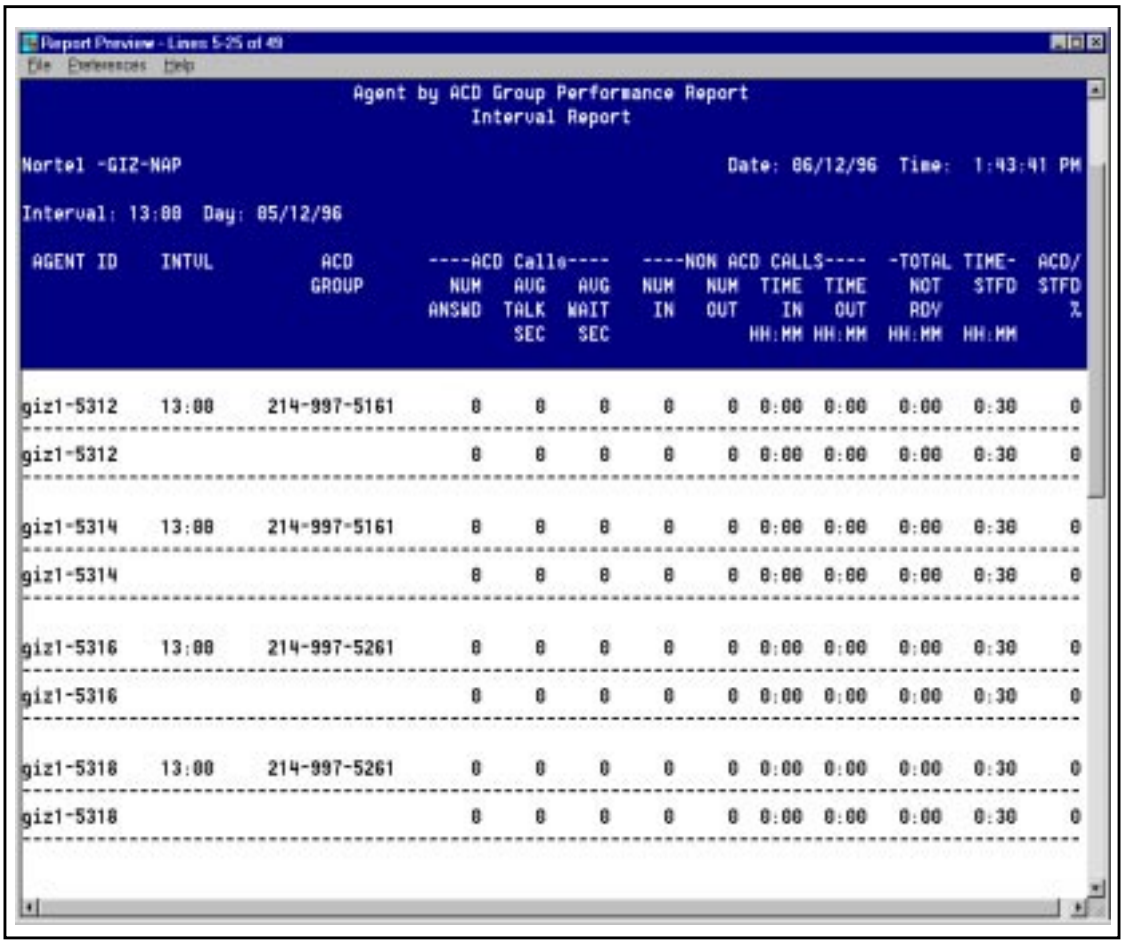
STFD - .....Total Staffed Time of Agent (TOTAL STFD TIME)

ACD STFD % - .....Percentage of Staffed Time Worked (WORK STFD %)

Agent by ACD Group Performance Report

The Agent by ACD Group Performance Report shows the activities of all agents in the ACD system.

The key fields for the Agent by ACD Group Performance Report are ACD GROUP and Agent ID. An interval report of several agents is shown below:



Agent by ACD Group Performance Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 1:43:41 PM

Interval: 13:00 Day: 05/12/96

AGENT ID	INTVL	ACD GROUP	----ACD Calls---- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS---- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	-TOTAL TIME- NOT RDY HH:MM	STFD HH:MM	ACD/ STFD %
giz1-5312	13:00	214-997-5161	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5312			0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5314	13:00	214-997-5161	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5314			0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5316	13:00	214-997-5261	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5316			0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5318	13:00	214-997-5261	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-5318			0	0	0	0	0	0:00	0:00	0:00	0:30	0

FIGURE C-6. Agent by ACD Group Performance Report

This report shows each agent specified from the report parameter definition screen. All selected intervals for the agent are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected agent data for this report.

The fields in the Agent by ACD Group Performance Report are derived from the following agent statistics fields:

ACD CALLS -

ANSWD - .....Number of Calls Answered (CALLS ANSWD).

AVG TALK SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

AVG WAIT SEC - .....Average Time Spent Waiting for Calls (AVG WAIT TIME)

NON ACD CALLS -

NUM IN - .....Number of Incoming DN Calls (IN DN CALLS)

NUM OUT - .....Number of Outgoing DN Calls (OUT DN CALLS)

TIME IN - .....Total Incoming DN Call Time (TOTAL IN DN TIME)

TIME OUT - .....Total Outgoing DN Call Time (TOTAL OUT DN TIME)

TOTAL TIME

NOT RDY - .....Total Not Ready Time (TOTAL NOT READY TIME)

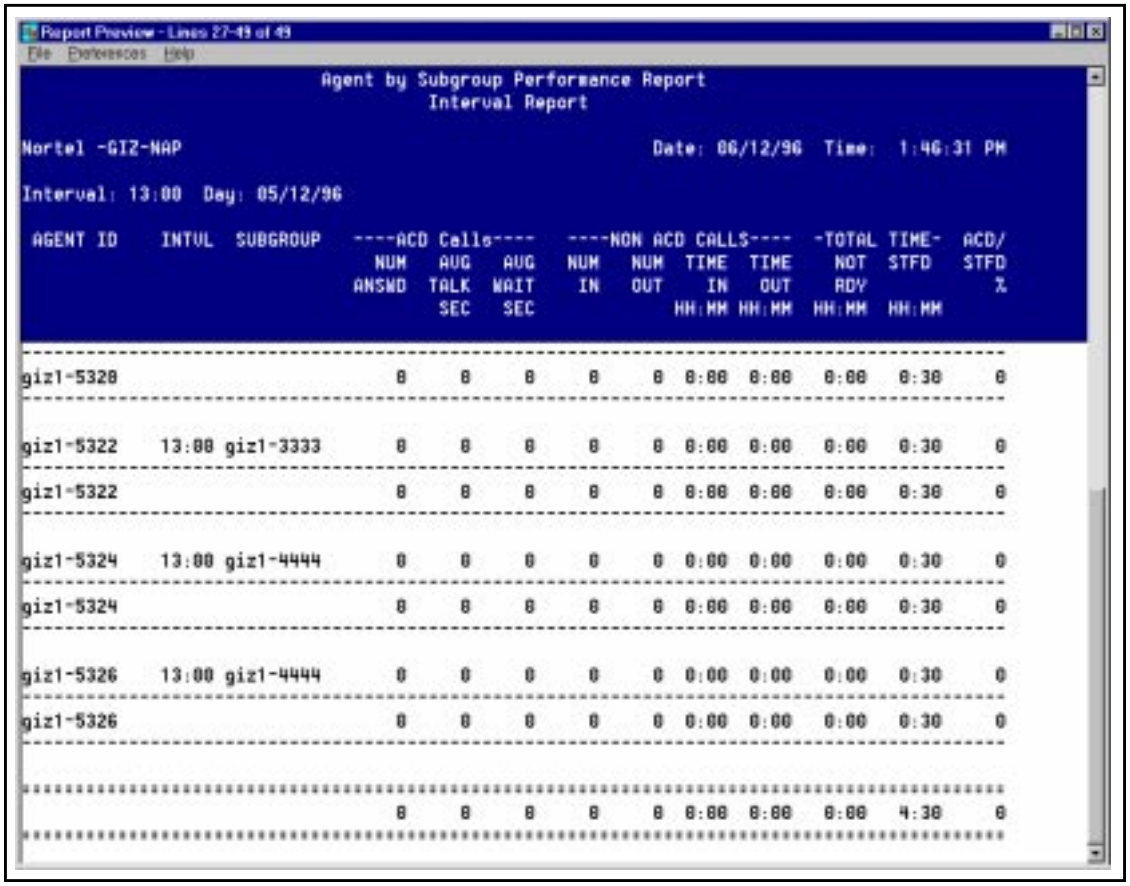
STFD - .....Total Staffed Time of Agent (TOTAL STFD TIME)

ACD STFD % - .....Percentage of Staffed Time Worked (WORK STFD %)

Agent by Subgroup Performance Report

The Agent by Subgroup Performance Report shows the performance of each agent under different supervisors.

The key fields for this report are Agent ID and Supervisor ID.



```
Report Preview - Lines 27-49 of 49
File  Preferences  Help

                    Agent by Subgroup Performance Report
                              Interval Report

Nortel -GIZ-NAP                                   Date: 06/12/96  Time:  1:46:31 PM

Interval: 13:00  Day: 05/12/96

 AGENT ID    INTVL  SUBGROUP   ----ACD Calls----   ----NON ACD CALLS----  -TOTAL TIME-  ACD/
                                NUM   AVG   AVG   NUM   NUM  TIME  TIME    NOT  STFD   STFD
                              ANSWD  TALK  WAIT    IN   OUT    IN   OUT    RDY            %
                                      SEC   SEC              HH:MM HH:MM  HH:MM  HH:MM
-----------------------------------------------------------------------------------------------
giz1-5328                        0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------

giz1-5322    13:00 giz1-3333     0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------
giz1-5322                        0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------

giz1-5324    13:00 giz1-4444     0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------
giz1-5324                        0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------

giz1-5326    13:00 giz1-4444     0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------
giz1-5326                        0     0     0     0     0  0:00  0:00   0:00   0:30     0
-----------------------------------------------------------------------------------------------

***********************************************************************************************
                                 0     0     0     0     0  0:00  0:00   0:00   4:30     0
***********************************************************************************************
```

FIGURE C-7. Agent by Subgroup Performance Report

This report shows each agent specified from the report parameter definition screen. All intervals for the agent are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all agent data for this report.

The fields in the Agent by Subgroup Performance Report are derived from the following agent statistics fields:

ACD CALLS -

ANSWD - .....Number of Calls Answered (CALLS ANSWD)

AVG TALK SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

AVG WAIT SEC - .....Average Time Spent Waiting for Calls (AVG WAIT TIME)

NON ACD CALLS -

NUM IN - .....Number of Incoming DN Calls (IN DN CALLS)

NUMOUT - .....Number of Outgoing DN Calls (OUT DN CALLS)

TIME IN - .....Total Incoming DN Call Time (TOTAL IN DN TIME)

TIME OUT - .....Total Outgoing DN Calls Time (TOTAL OUT DN TIME)

TOTAL TIME -

NOT RDY - .....Total Not Ready Time (TOTAL NOT READY TIME)

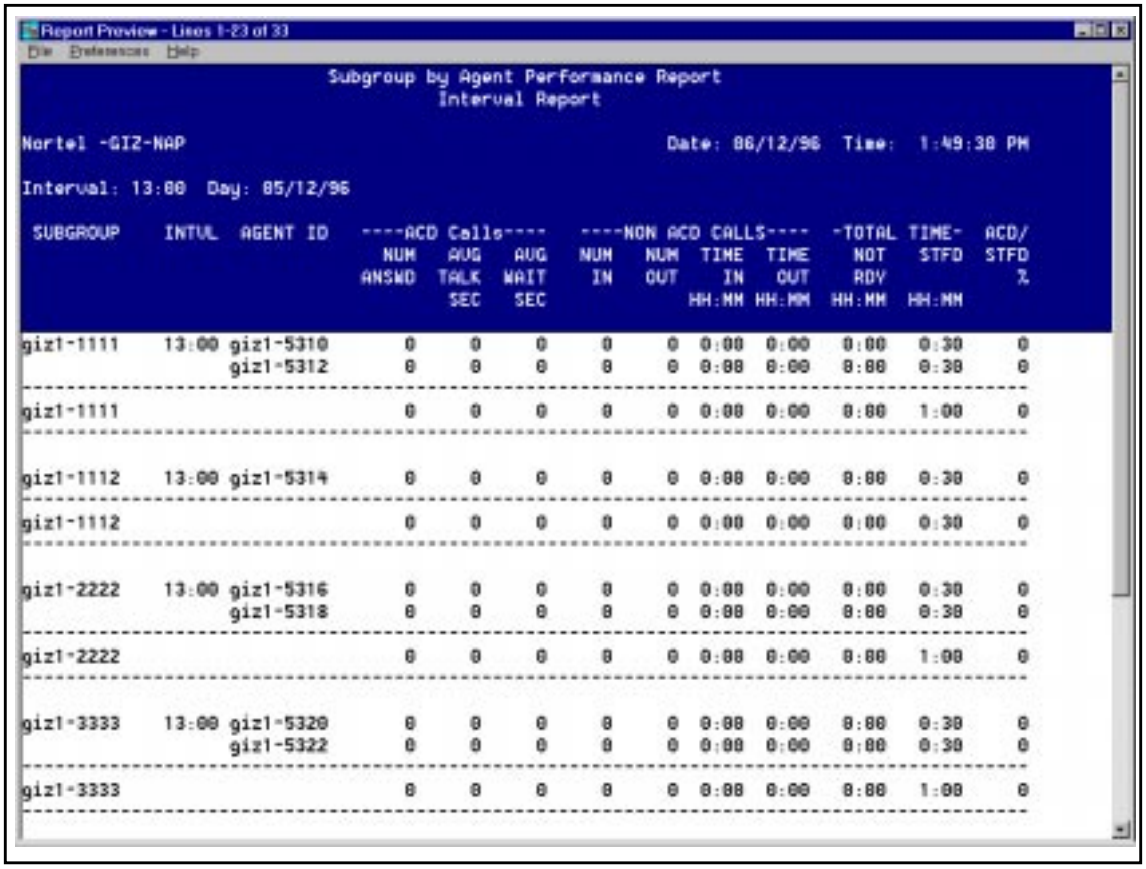
STFD - .....Total Staffed Time of Agent (TOTAL STFD TIME)

ACD STFD % - .....Percentage of Staffed Time Worked (WORK STFD %)

Subgroup by Agent Performance Report

The Subgroup by Agent Performance Report shows the performance of each agent under different supervisors.

The key fields for this report are Agent ID and Supervisor ID.



Report Preview - Lines 1-23 of 33

File Preferences Help

Subgroup by Agent Performance Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 1:49:38 PM

Interval: 13:00 Day: 05/12/96

SUBGROUP	INTVL	AGENT ID	----ACD Calls---- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS---- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	-TOTAL TIME- NOT RDY HH:MM	STFD HH:MM	ACD/ STFD %
giz1-1111	13:00	giz1-5310	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5312	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-1111			0	0	0	0	0	0:00	0:00	0:00	1:00	0
giz1-1112	13:00	giz1-5314	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-1112			0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-2222	13:00	giz1-5316	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5318	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-2222			0	0	0	0	0	0:00	0:00	0:00	1:00	0
giz1-3333	13:00	giz1-5320	0	0	0	0	0	0:00	0:00	0:00	0:30	0
		giz1-5322	0	0	0	0	0	0:00	0:00	0:00	0:30	0
giz1-3333			0	0	0	0	0	0:00	0:00	0:00	1:00	0

FIGURE C-8. Subgroup by Agent Performance Report

This report shows each agent specified from the report parameter definition screen. All intervals for the agent are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all agent data for this report.

The fields in the Subgroup by Agent Performance Report are derived from the following agent statistics fields:

ACD CALLS -

ANSWD - .....Number of Calls Answered (CALLS ANSWD)

AVG TALK SEC - .....Average ACD Talk Time (AVG ACD TALK TIME)

AVG WAIT SEC - .....Average Time Spent Waiting for Calls (AVG WAIT TIME)

NON ACD CALLS -

NUM IN - .....Number of Incoming DN Calls (IN DN CALLS)

NUMOUT - .....Number of Outgoing DN Calls (OUT DN CALLS)

TIME IN - .....Total Incoming DN Call Time (TOTAL IN DN TIME)

TIME OUT - .....Total Outgoing DN Calls Time (TOTAL OUT DN TIME)

TOTAL TIME -

NOT RDY - .....Total Not Ready Time (TOTAL NOT READY TIME)

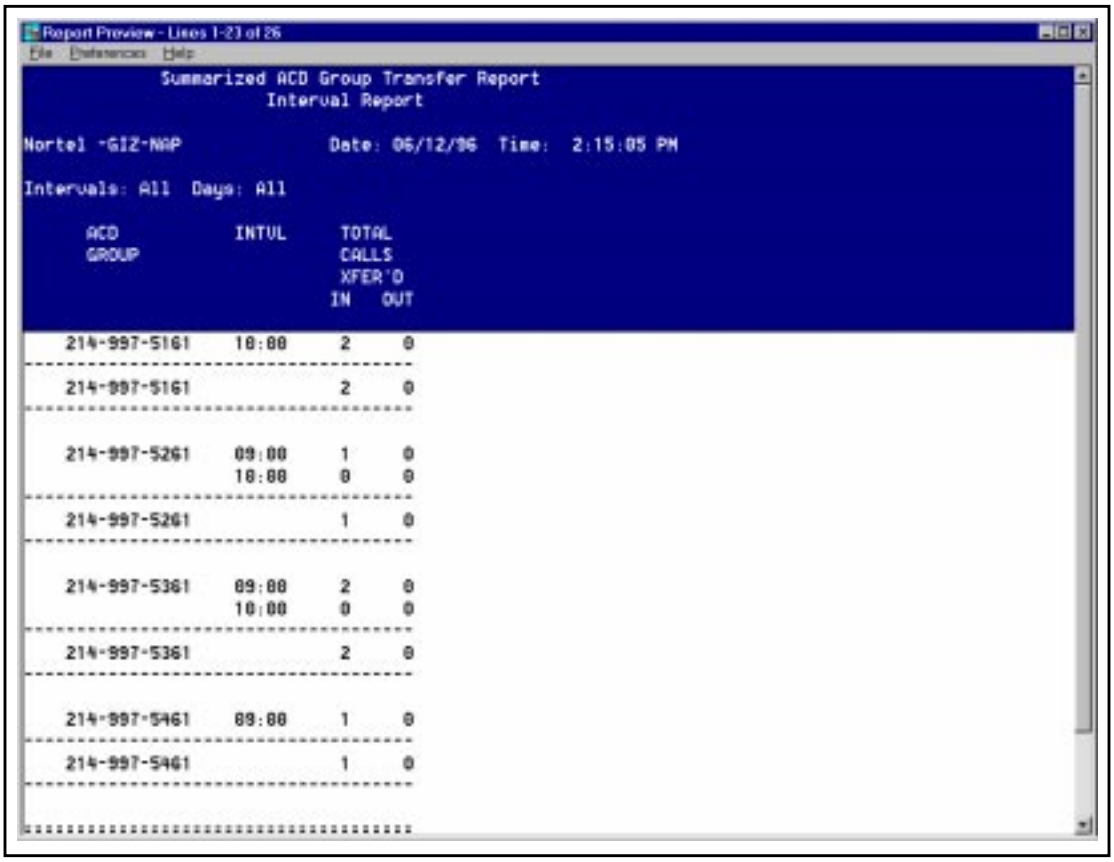
STFD - .....Total Staffed Time of Agent (TOTAL STFD TIME)

ACD STFD % - .....Percentage of Staffed Time Worked (WORK STFD %)

Summarized ACD Group Transfer Report

The Summarized ACD Group Transfer Report shows the groups in the ACD system and summarizes transfer information for the groups. It shows the actual number of calls each group transferred and the number of transferred calls the group answered.

The key field for the Summarized ACD Group Transfer Report is ACD GROUP. An interval report is shown below:



```
Report Preview - Lines 1-23 of 26
File  Preferences  Help

              Summarized ACD Group Transfer Report
                        Interval Report

Nortel -GIZ-NAP              Date: 06/12/96  Time:  2:15:05 PM

Intervals: All  Days: All

      ACD            INTVL      TOTAL
      GROUP                     CALLS
                                XFER'D
                               IN   OUT

   214-997-5161    10:00      2     0
-----------------------------------------
   214-997-5161               2     0
-----------------------------------------

   214-997-5261    09:00      1     0
                   10:00      0     0
-----------------------------------------
   214-997-5261               1     0
-----------------------------------------

   214-997-5361    09:00      2     0
                   10:00      0     0
-----------------------------------------
   214-997-5361               2     0
-----------------------------------------

   214-997-5461    09:00      1     0
-----------------------------------------
   214-997-5461               1     0
-----------------------------------------

=========================================
```

FIGURE C-9. Summarized ACD Group Transfer Report

This report shows each group specified from the report parameter definition screen. All selected intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the Summarized ACD Group Transfer Report are derived from the following ACD-GRP statistics fields:

TOTAL CALLS XFER'D -

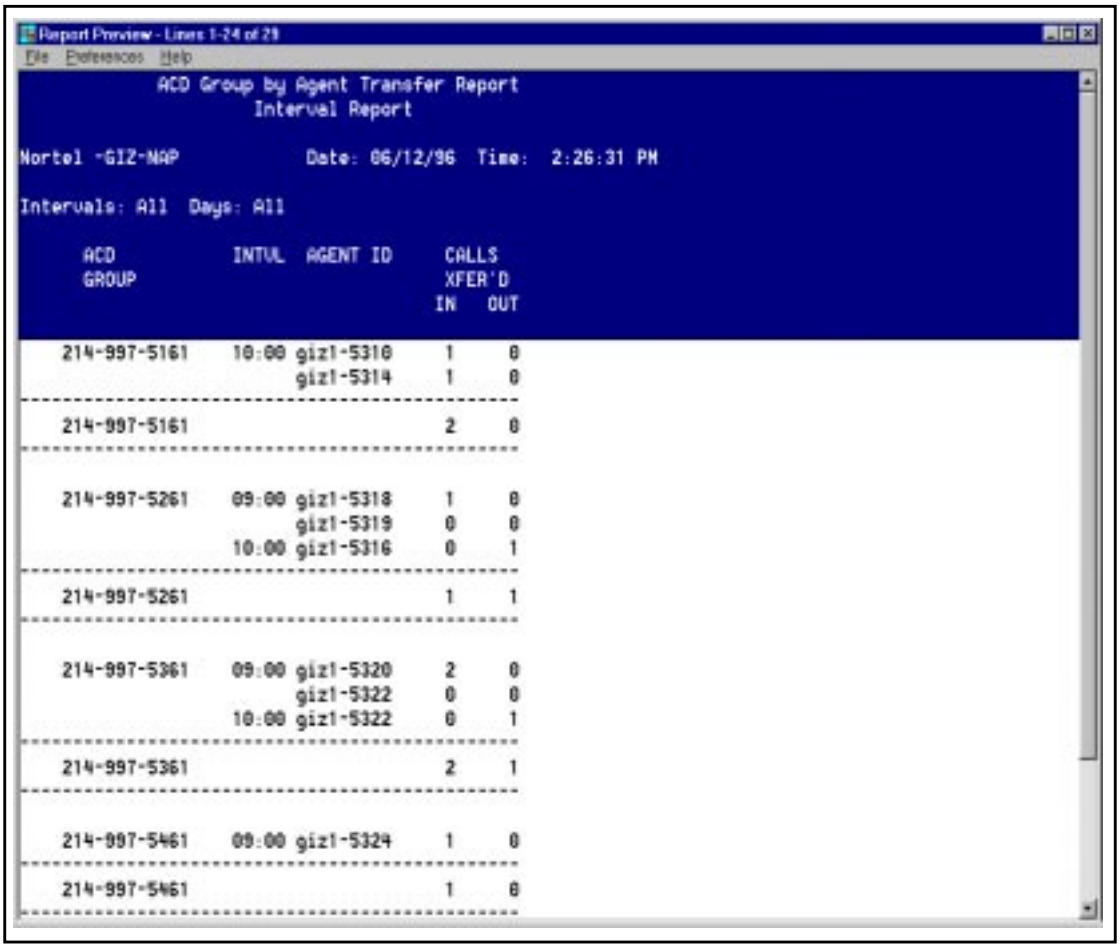
IN - .....Number of Calls Transferred In (TOTAL XFER IN)

OUT - .....Number of Calls Transferred Out (TOTAL XFER OUT)

ACD Group by Agent Transfer Report

The ACD Group by Agent Transfer Report shows the agent transfer activities for each group.

The key fields for the ACD Group by Agent Transfer Report are ACD GROUP and Agent ID. An interval report for several groups is shown below:



```
Report Preview - Lines 1-24 of 29
File  Preferences  Help
              ACD Group by Agent Transfer Report
                      Interval Report

Nortel -GIZ-NAP            Date: 06/12/96  Time:  2:26:31 PM

Intervals: All  Days: All

     ACD            INTVL  AGENT ID     CALLS
     GROUP                             XFER'D
                                      IN   OUT

   214-997-5161    10:00 giz1-5310     1     0
                         giz1-5314     1     0
-------------------------------------------
   214-997-5161                        2     0
-------------------------------------------

   214-997-5261    09:00 giz1-5318     1     0
                         giz1-5319     0     0
                   10:00 giz1-5316     0     1
-------------------------------------------
   214-997-5261                        1     1
-------------------------------------------

   214-997-5361    09:00 giz1-5320     2     0
                         giz1-5322     0     0
                   10:00 giz1-5322     0     1
-------------------------------------------
   214-997-5361                        2     1
-------------------------------------------

   214-997-5461    09:00 giz1-5324     1     0
-------------------------------------------
   214-997-5461                        1     0
-------------------------------------------
```

FIGURE C-10. ACD Group by Agent Transfer Report

This report shows each group specified from the report parameter definition screen. All intervals for the group are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected group data for this report.

The fields in the ACD Group by Agent Transfer Report are derived from the following agent statistics fields:

CALLS XFER'D

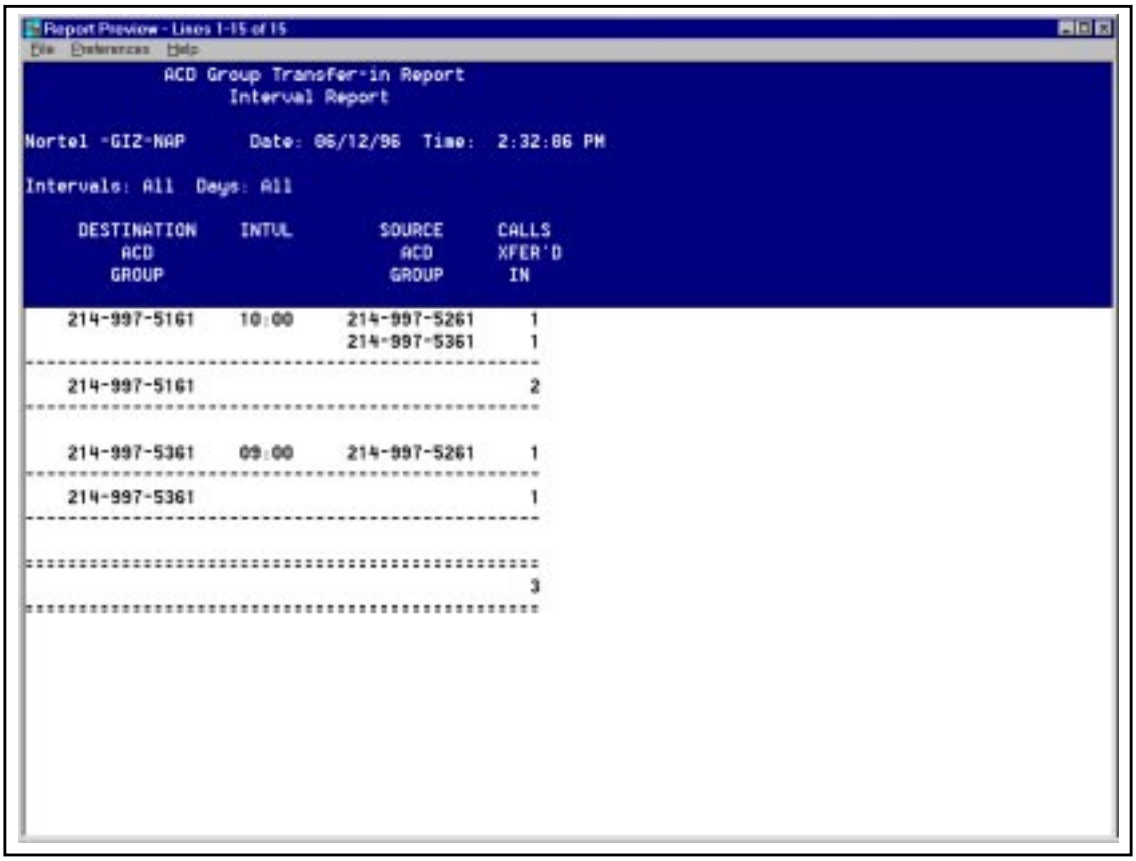
IN - .....Number of Calls Transferred In (XFER IN)

OUT - .....Number of Calls Transferred Out (XFER OUT)

ACD Group Transfer-in Report

The ACD Group Transfer-in Report shows the number of calls which were transferred into a group. The source group is identified.

The keys for this report are the destination ACD GROUP and the source ACD GROUP. An interval report for several groups is shown below:



```
Report Preview - Lines 1-15 of 15
File  Preferences  Help
              ACD Group Transfer-in Report
                    Interval Report

Nortel -GIZ-NAP      Date: 06/12/96  Time:  2:32:06 PM

Intervals: All  Days: All

     DESTINATION    INTVL        SOURCE     CALLS
        ACD                       ACD      XFER'D
       GROUP                     GROUP       IN

    214-997-5161    10:00     214-997-5261     1
                              214-997-5361     1
-----------------------------------------------
    214-997-5161                               2
-----------------------------------------------

    214-997-5361    09:00     214-997-5261     1
-----------------------------------------------
    214-997-5361                               1
-----------------------------------------------

===============================================
                                               3
===============================================
```

FIGURE C-11. ACD Group Transfer-in Report

This report shows each destination group specified from the report parameter definition screen. All selected intervals and source groups are printed followed by a total line which summarizes all the intervals for the destination groups. At the bottom of the report is a grand-total line which summarizes all data for this report.

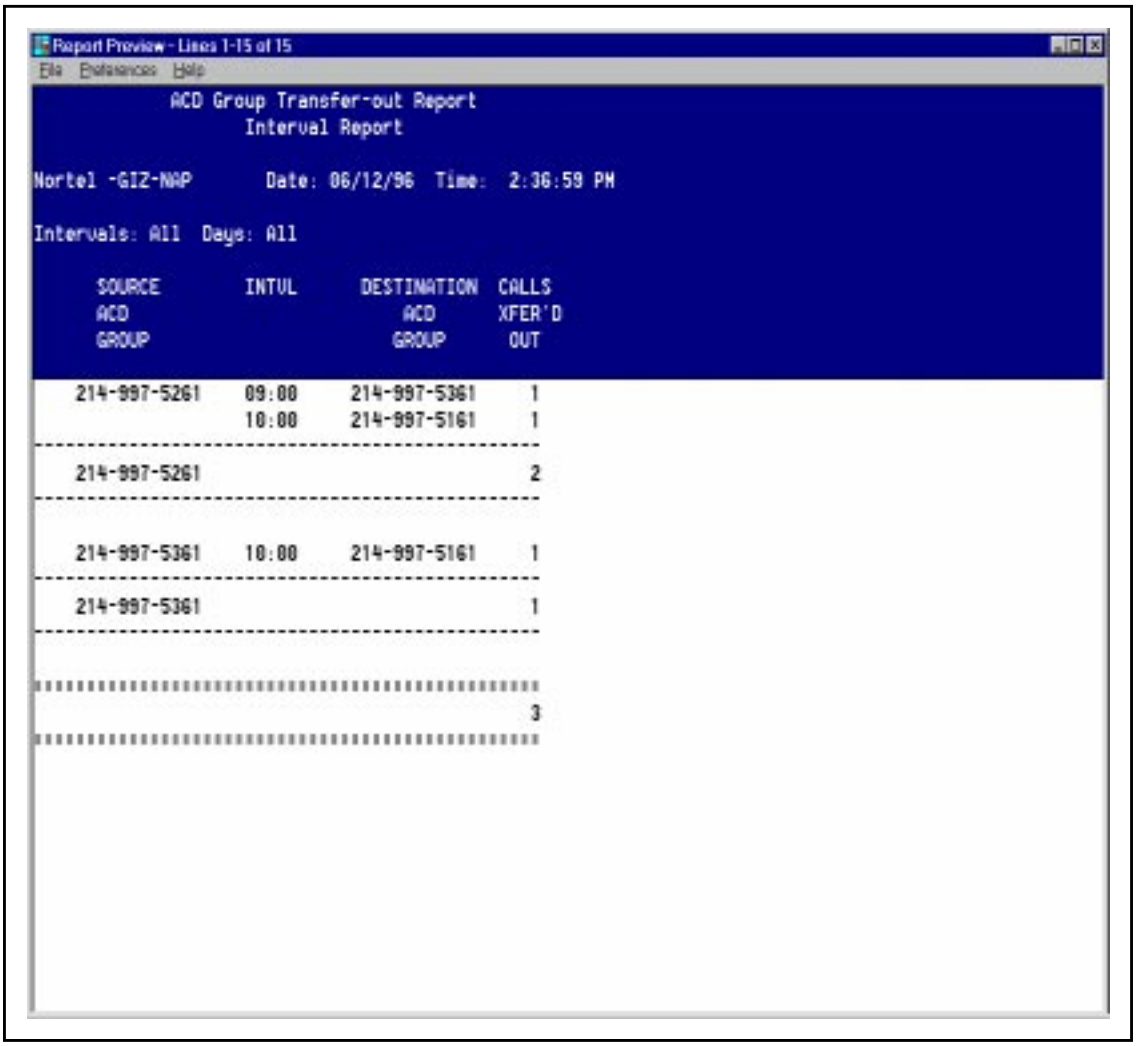
The fields in the ACD Group Transfer-in Report are derived from the following overflow statistics fields:

CALLS XFER'D IN - .....Calls Transferred (CALLS XFERD)

ACD Group Transfer-out Report

The ACD Group Transfer-out Report shows the number of calls which were transferred out of a group. The destination group is identified to assist in determining the types of calls which were transferred.

The keys for this report are the source ACD Group and the destination ACD GROUP. An interval report for several groups is shown below:



```
ACD Group Transfer-out Report
        Interval Report

Nortel -GIZ-NAP      Date: 06/12/96  Time:  2:36:59 PM

Intervals: All  Days: All

     SOURCE        INTVL      DESTINATION  CALLS
     ACD                          ACD     XFER'D
     GROUP                       GROUP     OUT

   214-997-5261    09:00     214-997-5361     1
                   10:00     214-997-5161     1
-----------------------------------------------
   214-997-5261                               2
-----------------------------------------------

   214-997-5361    10:00     214-997-5161     1
-----------------------------------------------
   214-997-5361                               1
-----------------------------------------------

===============================================
                                              3
===============================================
```

FIGURE C-12. ACD Group Transfer-out Report

This report shows each destination group specified from the report parameter definition screen. All selected intervals and source groups are printed followed by a total line which totals all the intervals for the source groups. At the bottom of the report is a grand-total line which totals all data for this report.

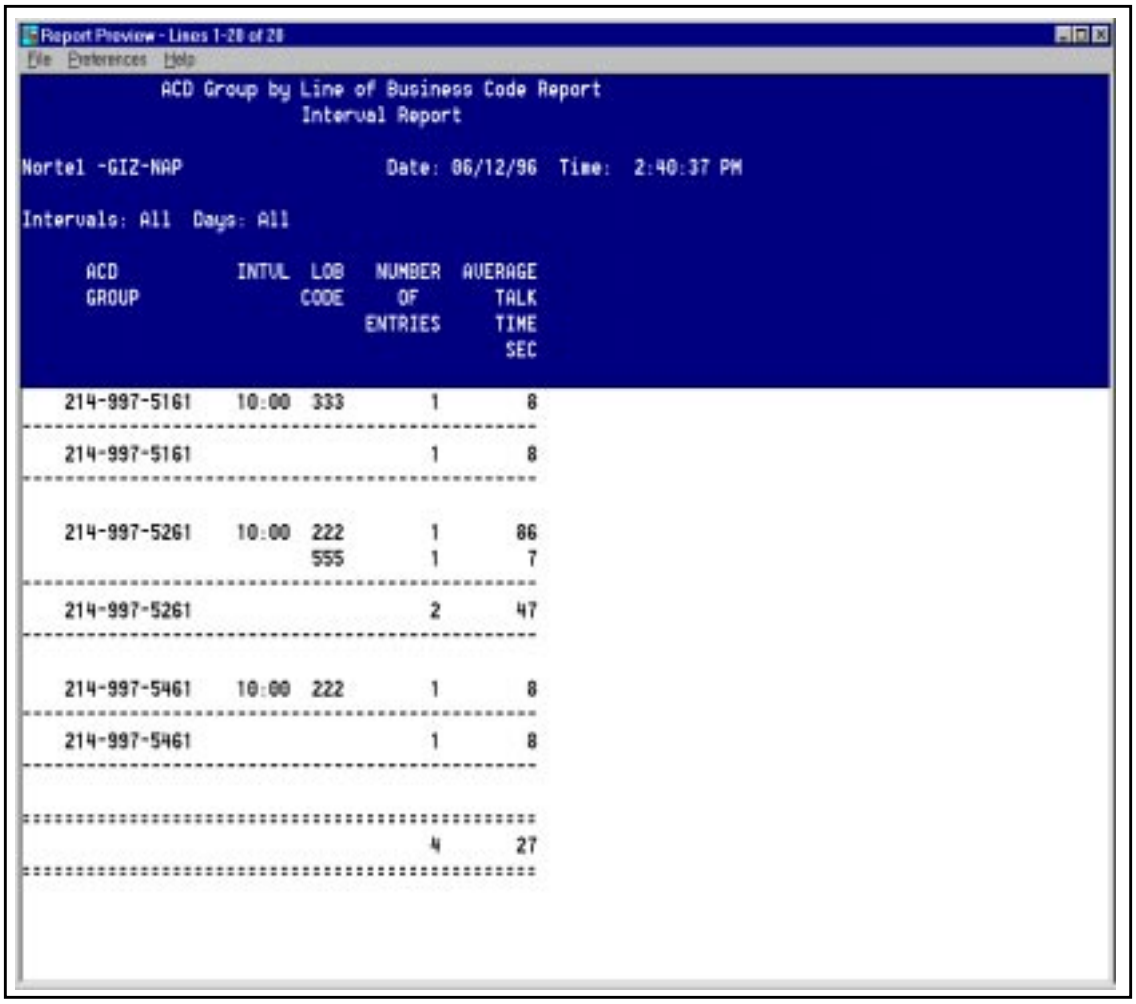
The fields in the ACD Group Transfer-out Report are derived from the following overflow statistics fields:

CALLS XFER'D OUT - .....Calls Transferred (CALLS XFERD)

ACD Group by Line of Business Code Report

The ACD Group by Line of Business Code Report shows the number and duration of calls by Line of Business (LOB) code for each group.

The keys for this report are the destination ACD GROUP and the LOB code. An interval report for several groups is shown below:



```
Report Preview - Lines 1-28 of 28
File  Preferences  Help
            ACD Group by Line of Business Code Report
                          Interval Report

Nortel -GIZ-NAP                  Date: 06/12/96  Time:  2:40:37 PM

Intervals: All  Days: All

      ACD           INTVL  LOB   NUMBER  AVERAGE
      GROUP               CODE    OF      TALK
                               ENTRIES    TIME
                                           SEC

    214-997-5161    10:00  333       1       8
-----------------------------------------------
    214-997-5161                     1       8
-----------------------------------------------

    214-997-5261    10:00  222       1      86
                           555       1       7
-----------------------------------------------
    214-997-5261                     2      47
-----------------------------------------------

    214-997-5461    10:00  222       1       8
-----------------------------------------------
    214-997-5461                     1       8
-----------------------------------------------

===============================================
                                     4      27
===============================================
```

FIGURE C-13. ACD Group by Line of Business Code Report

This report shows each destination group specified from the report parameter definition screen. All selected intervals and groups are printed followed by a total line which totals all the intervals for the groups. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the ACD Group by Line of Business Code Report are derived from the following LOB statistics fields:

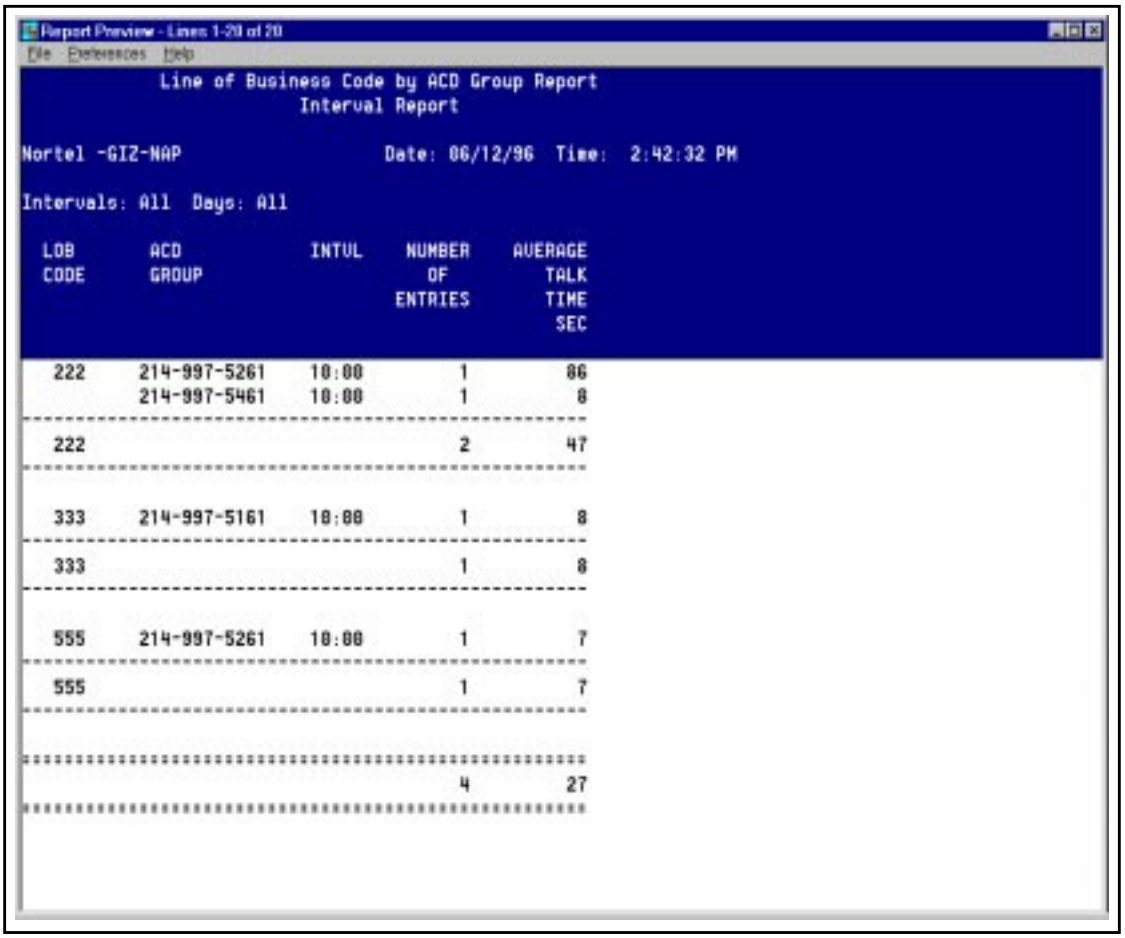
NUMBER OF CALLS - .....Number of LOB Occurrences (NUM ENTRIES)

AVERAGE TALK TIME - .....Average Duration of a LOB Period (AVG TIME)

Line of Business Code by ACD Group Report

The Line of Business Code by ACD Group Report shows call processing time for each line of business (LOB) code. This is further broken down by the ACD Groups which received the calls associated with the LOB codes.

The keys for this report are the LOB code and the destination ACD GROUP. An interval report for several LOB codes is shown below:



```
Report Preview - Lines 1-20 of 20
File  Preferences  Help
              Line of Business Code by ACD Group Report
                          Interval Report

Nortel -GIZ-NAP                  Date: 06/12/96  Time:  2:42:32 PM

Intervals: All  Days: All

  LOB       ACD            INTVL    NUMBER    AVERAGE
  CODE      GROUP                     OF        TALK
                                  ENTRIES       TIME
                                                 SEC

   222     214-997-5261    10:00        1         86
           214-997-5461    10:00        1          8
-------------------------------------------------------
   222                                  2         47
-------------------------------------------------------

   333     214-997-5161    10:00        1          8
-------------------------------------------------------
   333                                  1          8
-------------------------------------------------------

   555     214-997-5261    10:00        1          7
-------------------------------------------------------
   555                                  1          7
-------------------------------------------------------

=======================================================
                                        4         27
=======================================================
```

FIGURE C-14. Line of Business Code by ACD Group Report

This report shows each destination group specified from the report parameter definition screen. All selected intervals and groups are printed followed by a total line which totals all the intervals for the groups. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Line of Business Code by ACD Group Report are derived from the following LOB statistics fields:

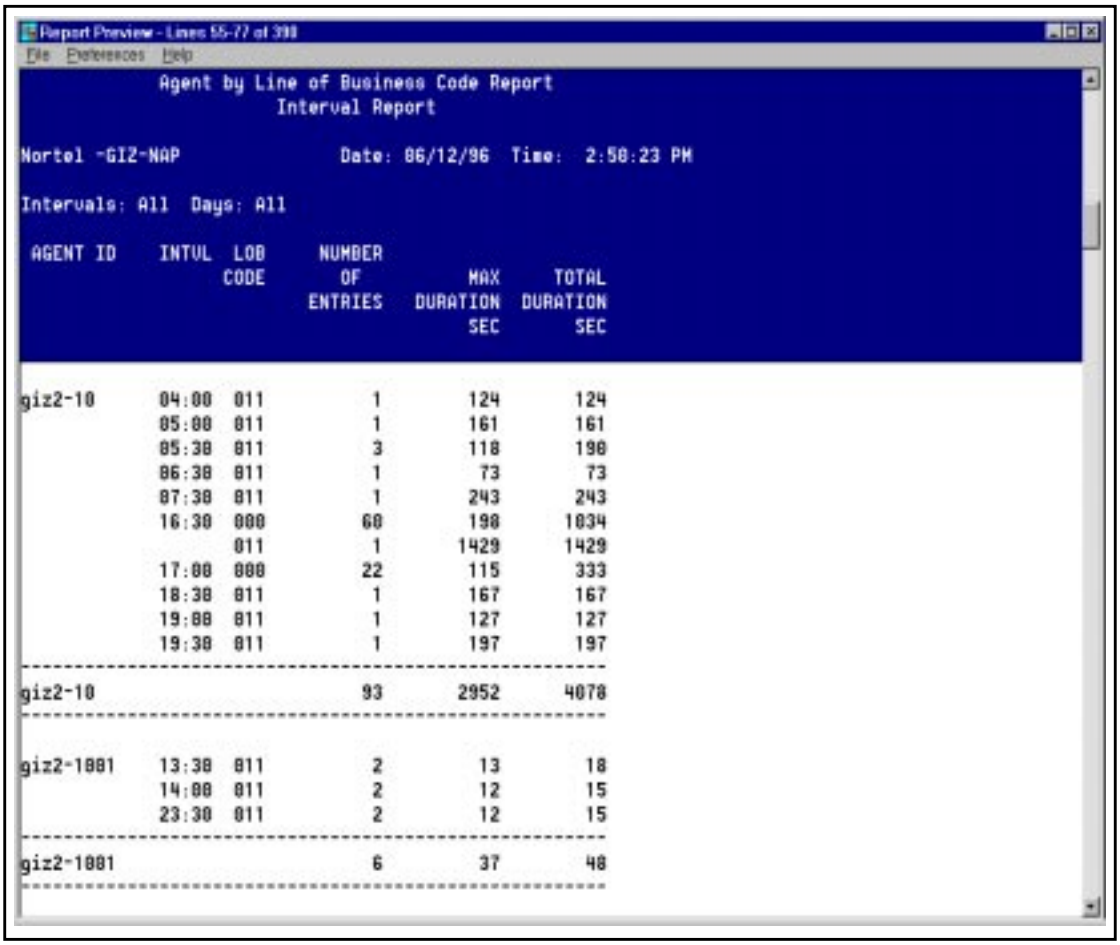
NUMBER OF CALLS - .....Number of LOB Entries (NUM ENTRIES)

AVERAGE TALK TIME - .....Average Duration of a LOB Period (AVG TIME)

Agent by Line of Business Code Report

The Agent by Line of Business Code Report shows call processing time for each line of business (LOB) code for each agent selected

The keys for this report are the AGENT-ID and the LOB code. An interval report for several agent IDs and LOB codes is shown below:



Report Preview - Lines 55-77 of 398

File Preferences Help

Agent by Line of Business Code Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 2:50:23 PM

Intervals: All Days: All

AGENT ID	INTVL	LOB CODE	NUMBER OF ENTRIES	MAX DURATION SEC	TOTAL DURATION SEC
giz2-10	04:00	011	1	124	124
	05:00	011	1	161	161
	05:30	011	3	118	190
	06:30	011	1	73	73
	07:30	011	1	243	243
	16:30	000	60	198	1034
		011	1	1429	1429
	17:00	000	22	115	333
	18:30	011	1	167	167
	19:00	011	1	127	127
	19:30	011	1	197	197
giz2-10			93	2952	4078
giz2-1001	13:30	011	2	13	18
	14:00	011	2	12	15
	23:30	011	2	12	15
giz2-1001			6	37	48

FIGURE C-15. Agent by Line of Business Code Report

This report shows each agent specified from the report parameter definition screen. All selected intervals and agents are printed followed by a total line which totals all the intervals for the agents. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Agent by Line of Business Code Report are derived from the following LOB statistics fields:

NUMBER OF CALLS - .....Number of LOB Entries (NUM ENTRIES)

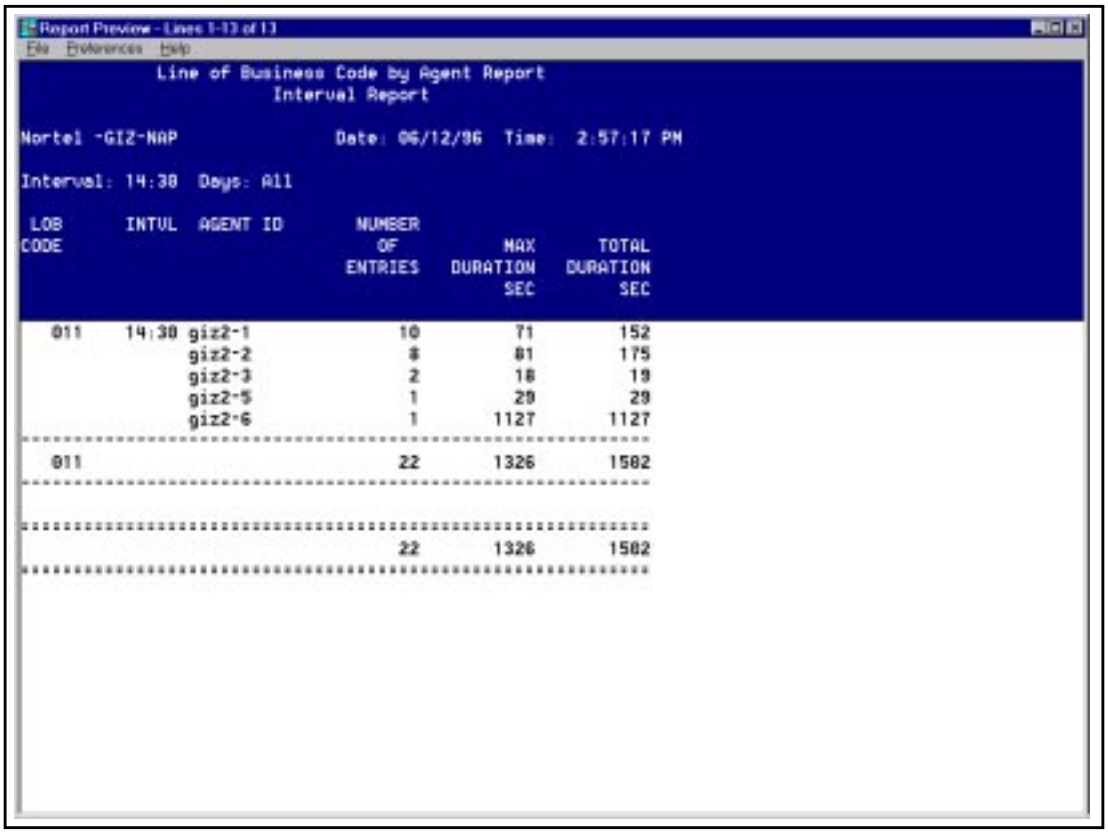
MAX DURATION - .....Maximum LOB Call Duration (MAX LOB DUR)

TOTAL DURATION - .....Total Time Charged to LOB (TOTAL TIME)

Line of Business Code by Agent Report

The Line of Business Code by Agent Report shows call processing time for each line of business (LOB) code selected. This is further broken down by the agents which handled the LOB calls.

The keys for this report are the LOB code and the AGENT-ID. An interval report for several LOB codes and agent IDs is shown below:



```
Report Preview - Lines 1-13 of 13
File  Preferences  Help
              Line of Business Code by Agent Report
                        Interval Report

Nortel -GIZ-NAP                Date: 06/12/96  Time:  2:57:17 PM

Interval: 14:30  Days: All

 LOB      INTVL  AGENT ID       NUMBER
CODE                             OF          MAX      TOTAL
                              ENTRIES   DURATION   DURATION
                                            SEC        SEC

  011    14:30 giz2-1             10         71        152
               giz2-2              8         81        175
               giz2-3              2         18         19
               giz2-5              1         29         29
               giz2-6              1       1127       1127
-------------------------------------------------------------
  011                             22       1326       1582
-------------------------------------------------------------

=============================================================
                                 22       1326       1582
=============================================================
```

FIGURE C-16. Line of Business Code by Agent Report

This report shows each agent specified from the report parameter definition screen. All selected intervals and LOB Codes are printed followed by a total line which totals all the intervals for the LOB codes. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Line of Business Code by Agent Report are derived from the following LOB statistics fields:

NUMBER OF CALLS - .....Number of LOB Occurrences (NUM CHARGES)

MAX DURATION - .....Maximum LOB Call Duration (MAX LOB DUR)

TOTAL DURATION - .....Total Time Charged to LOB (TOTAL TIME)

Summarized ACD-DN Call Analysis Report

The Summarized ACD-DN Call Analysis Report shows statistics associated with calls made to ACD DNs. The ACD DNs may be primary or secondary DNs.

The key for this report is the ACD-DN. An interval report for several ACD-DNs is shown below:

Report Preview - Lines 1-21 of 2809

File Preferences Help

Summarized ACD DN Call Analysis Report
Interval Report

el -GIZ-NAP Date: 06/12/96 Time: 3:11:42 PM

rval: 15:00 Days: All

ACD DN	INTVL	# OF CALLS OFFRD	ANSWD	ABAND	DFLCT	BLCKD	NIGHT SVC	AVG ACD TALK TIME SEC	MAX CALL DUR SEC	AVG ANS DEL SEC	MAX ANS DEL SEC	AVG ABD DEL SEC	MAX ABD DEL SEC
214-997-5161	15:00	6	1	0	0	0	1	12	12	1	0	0	******
214-997-5161		6	1	0	0	0	1	12	12	1	0	0	0
214-997-5361	15:00	2	1	1	0	0	0	1929	129	1	5	20	******
214-997-5361		2	1	1	0	0	0	1929	129	1	5	20	1
214-997-5362	15:00	3	1	1	0	0	1	154	154	1	2	75	******
214-997-5362		3	1	1	0	0	1	154	154	1	2	75	1
214-997-5461	15:00	8	1	2	3	0	1	48	48	1	4	37	******
214-997-5461		8	1	2	3	0	1	48	48	1	4	37	2
214-997-5462	15:00	5	2	1	2	0	0	152	55	2	58	39	******

FIGURE C-17. Summarized ACD-DN Call Analysis Report

This report shows each ACD-DN specified from the report parameter definition screen. All selected intervals are printed followed by a total line which totals all the intervals for the ACD-DNs. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Summarized ACD-DN Call Analysis Report are derived from the following ACD-DN statistics fields:

OF CALLS

OFFRD - .....Number of Calls Offered (CALLS OFFRD)

ANSWD -.....Number of Calls Answered (CALLS ANSWD)

ABAND - .....Number of Calls Abandoned (CALLS ABAND)

DFLCT - .....Number of Calls Deflected (CALLS DFLCT)

BLCKD - .....Number of Calls Blocked (CALLS BLCKD)

NIGHT SVC - .....Number of Night Service Calls (NUM NS CALLS)

AVG ACD TALK TIME - .....Average ACD Talk Time (AVG ACD TALK TIME)

MAX CALL DUR - .....Maximum Call Duration (MAX CALL DUR)

AVG ANS DEL - .....Average Answering Delay (AVG ANS DEL)

MAX ANS DEL -.....Maximum Answering Delay (MAX ANS DEL)

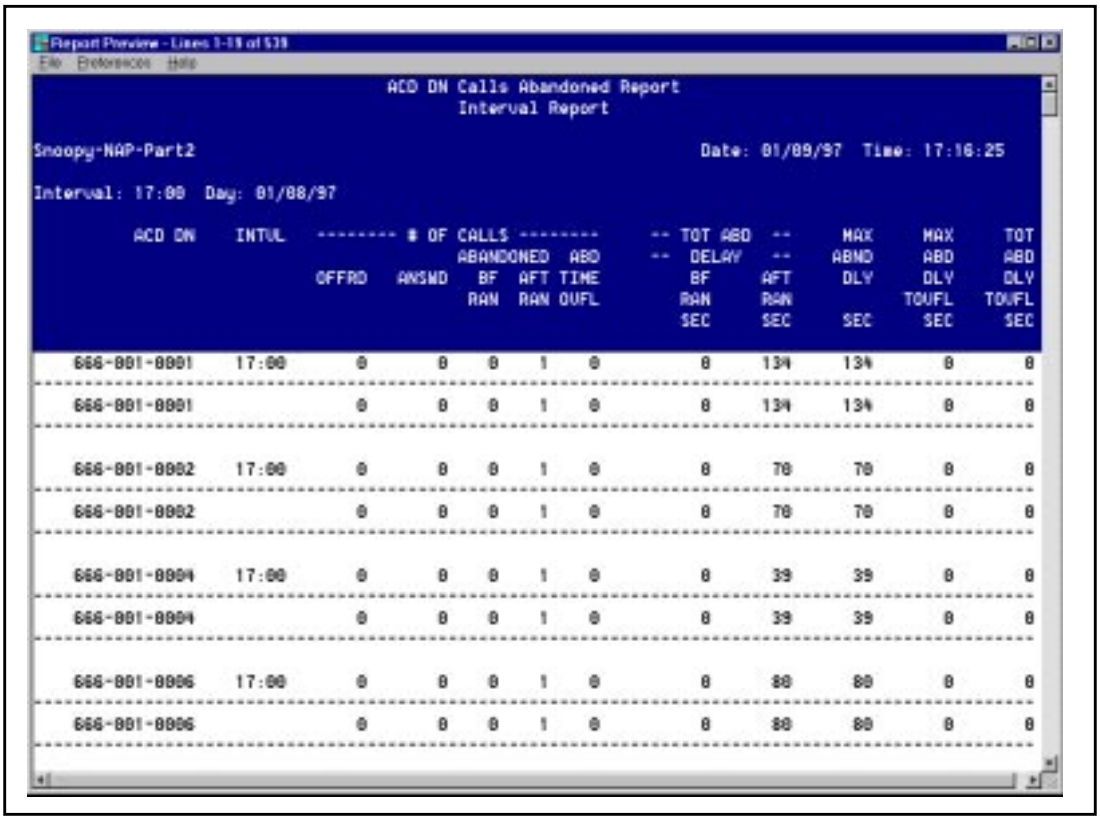
AVG ABD DEL - .....Average Abandoning Delay (AVG ABD DEL)

MAX ABD DEL - .....Maximum Abandoning Delay (MAX ABD DEL)

ACD-DN Calls Abandoned Report

The ACD-DN Calls Abandoned Report shows statistics associated with calls made to specific DNs which were abandoned by the caller. The DNs may be primary or secondary DNs.

The key for this report is the ACD-DN. An interval report for several ACD-DNs is shown below:



ACD DN Calls Abandoned Report
Interval Report

Snoopy-NAP-Part2 Date: 01/09/97 Time: 17:16:25

Interval: 17:00 Day: 01/08/97

ACD DN	INTVL	# OF CALLS OFFRD	# OF CALLS ANSWD	# OF CALLS ABANDONED BF RAN	# OF CALLS ABANDONED AFT RAN	# OF CALLS ABANDONED ABD TIME OVFL	TOT ABD DELAY BF RAN SEC	TOT ABD DELAY AFT RAN SEC	MAX ABND DLY SEC	MAX ABD DLY TOVFL SEC	TOT ABD DLY TOVFL SEC
666-001-0001	17:00	0	0	0	1	0	0	134	134	0	0
666-001-0001		0	0	0	1	0	0	134	134	0	0
666-001-0002	17:00	0	0	0	1	0	0	70	70	0	0
666-001-0002		0	0	0	1	0	0	70	70	0	0
666-001-0004	17:00	0	0	0	1	0	0	39	39	0	0
666-001-0004		0	0	0	1	0	0	39	39	0	0
666-001-0006	17:00	0	0	0	1	0	0	80	80	0	0
666-001-0006		0	0	0	1	0	0	80	80	0	0

FIGURE C-18. ACD-DN Calls Abandoned Report

This report shows each ACD-DN specified from the report parameter definition screen. All selected intervals are printed followed by a total line which totals all the intervals for the ACD-DNs. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the ACD-DN Calls Abandoned Report are derived from the following ACD-DN statistics fields:

OF CALLS

OFFRD - .....Number of Calls Offered (CALLS OFFRD)

ANSWD -.....Number of Calls Answered (CALLS ANSWD)

ABANDONED

BF RAN - .....Number of Calls Which were Abandoned Before Receiving RAN (NUM ABD BF RAN)

AFT RAN - .....Number of Abd Calls Received RAN (NUM ABD RCVD RAN)

ABD TIME OVFL - .....Number of Logically Queued Abandoned Calls (NUM ABD TOF)

TOT ABD DELAY

BF RAN - .....Total Time to Abandon for Calls That Did Not Receive a RAN (TOTAL ABD TIME NORAN)

AFT RAN - .....Total Time to Abandon for Calls Receiving RAN (TOTAL ABD RCVD RAN)

MAX ABND DLY - .....Maximum Abandoning Delay (MAX ABD DEL)

MAX ABD DLY TOVFL - .....Maximum Abandoning Delay (MAX ABD DLY TOF)

TOT ABD DLY TOVFL - .....Total Abandoning Delay TOF (TOTAL ABD DLY TOF)

ACD-DN Calls Answered Report

The ACD-DN Calls Answered Report shows statistics associated with calls made to specific DNs which were answered by an agent. The DNs may be primary or secondary DNs.

The key for this report is the ACD-DN. An interval report for several ACD-DNs is shown below:

Report Preview - Lines 411-429 of 429

File Preferences Help

```
                    ACD DN Calls Answered Report
                           Interval Report

Snoopy-NAP-Part2                          Date: 01/09/97  Time: 17:21:00

Interval: 17:00  Day: 01/08/97

          ACD DN    INTVL   ---------- # OF CALLS ----------    AVG   MAX   TOT
                            OFFRD   ANSWD     ANSWD    ANSWD    ANS   ANS   ANS
                                               BFOR    AFTER    DLY   DLY   DLY
                                            DLY OBJ  DLY OBJ
                                                                 SEC   SEC   SEC
   666-015-0014    17:00      32       6         6        0      9    25    53
-------------------------------------------------------------------------------
   666-015-0014               32       6         6        0      9    25    53
-------------------------------------------------------------------------------

   666-015-0015    17:00      29       8         8        0     11    27    85
-------------------------------------------------------------------------------
   666-015-0015               29       8         8        0     11    27    85
-------------------------------------------------------------------------------

   666-015-0016    17:00      22       6         6        0      6    16    35
-------------------------------------------------------------------------------
   666-015-0016               22       6         6        0      6    16    35
-------------------------------------------------------------------------------

===============================================================================
                            2123     743       724       19      9  1796  6430
===============================================================================
```

FIGURE C-19. ACD-DN Calls Answered Report

This report shows each ACD-DN specified from the report parameter definition screen. All selected intervals are printed followed by a total line which totals all the intervals for the ACD-DNs. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the ACD-DN Calls Abandoned Report are derived from the following ACD-DN statistics fields:

OF CALLS

OFFRD - .....Number of Calls Offered (CALLS OFFRD)

ANSWD -.....Number of Calls Answered (CALLS ANSWD)

ANSWRD BFOR DLY OBJ - ....Number of Calls Which Were Answered Within the Delay Objective (ANS IN DLY OBJ)

ANSWRD AFTER DLY OBJ - ...Number of Calls Which Were Answered After the Delay Objective (ANS AFT DLY OBJ)

AVG ANS DLY - .....Average Answering Delay (AVG ANS DEL)

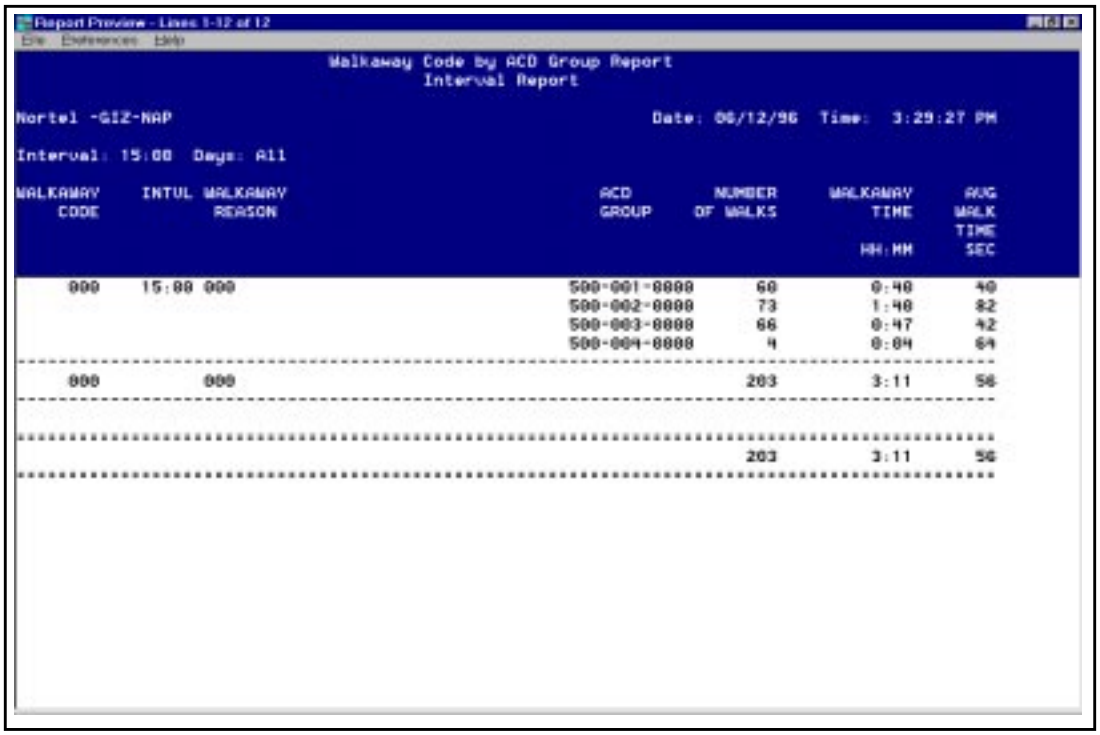
MAX ANS DLY - .....Maximum Answering Delay (MAX ANS DEL)

TOT ANS DLY - .....Total Answering Delay (TOT ANS DEL)

Walkaway Code by ACD Group Report

The Walkaway Code by ACD Group Report shows agent “walkaway” activity for each walkaway code selected. A walkaway occurs when an agent presses the walkaway activation key and enters a 3-digit walkaway code which normally correlates to the type of activity which the agent will be performing while no longer accepting ACD calls.

The keys for this report are the WALKAWAY code and the ACD GROUP. An interval report for several walkaway codes and ACD groups is shown below:



```
Walkaway Code by ACD Group Report
Interval Report

Nortel -GIZ-NAP                                   Date: 06/12/96  Time:  3:29:27 PM

Interval: 15:00  Days: All

WALKAWAY    INTVL WALKAWAY                    ACD        NUMBER     WALKAWAY     AVG
   CODE          REASON                      GROUP    OF WALKS        TIME    WALK
                                                                              TIME
                                                                     HH:MM     SEC

    000    15:00 000                     500-001-0000       60        0:40      40
                                         500-002-0000       73        1:40      82
                                         500-003-0000       66        0:47      42
                                         500-004-0000        4        0:04      64
-----------------------------------------------------------------------------------
    000          000                                      203        3:11      56
-----------------------------------------------------------------------------------

***********************************************************************************
                                                          203        3:11      56
***********************************************************************************
```

FIGURE C-20. Walkaway Code by ACD Group Report

This report shows each ACD group and walkaway code specified from the report parameter definition screen. All selected intervals and walkaway codes are printed followed by a total line which totals all the intervals for the walkaway codes. At the bottom of the report is a grand-total line which totals all data for this report.

The walkaway reason is defined in the walkaway code definition screen of Parameter Administration.

The fields in the Walkaway Code by ACD Group Report are derived from the following walkaway statistics fields:

NUMBER OF WALKS - .....Number of Walkaways (NUM WALKS)

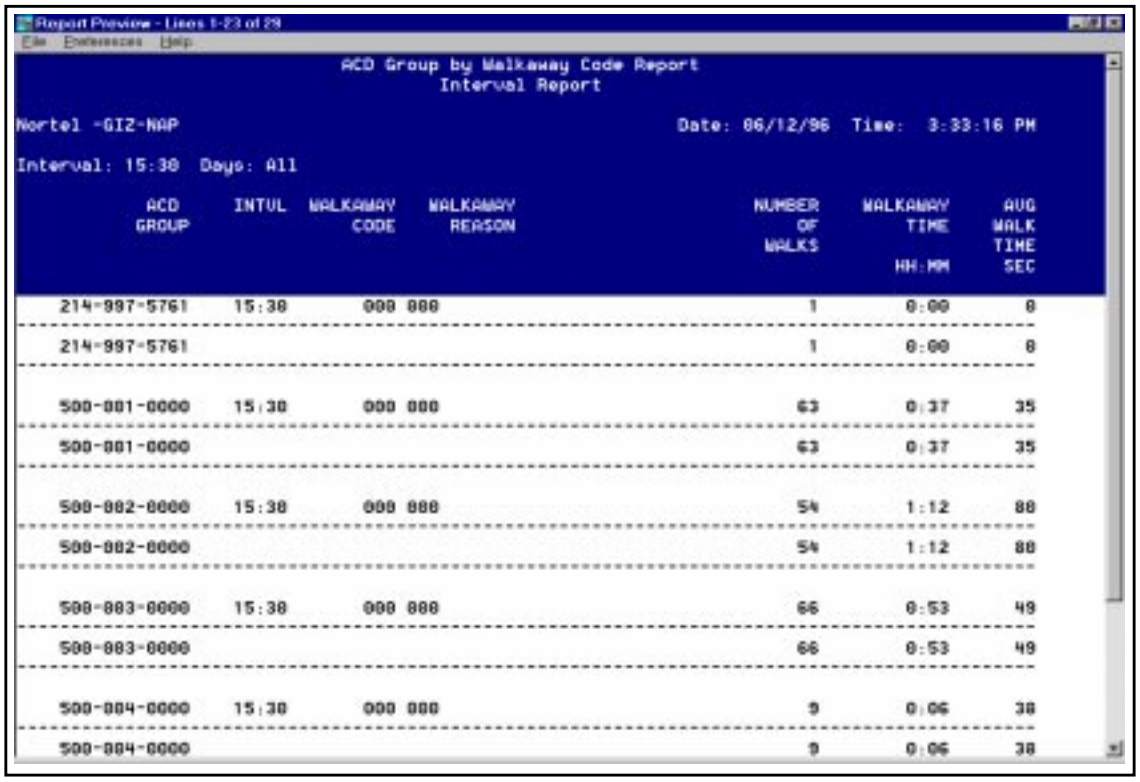
WALKAWAY TIME -.....Total Walkaway Duration (TOT WALK DUR)

AVG WALK TIME - .....Average Walk Time (AVG WALK TIME)

ACD Group by Walkaway Code Report

The ACD Group by Walkaway Code Report shows agent “walkaway” activity for each ACD group selected. A walkaway occurs when an agent presses the walkaway activation key and enters a 3-digit walkaway code which normally correlates to the type of activity which the agent will be performing while no longer accepting ACD calls.

The keys for this report are the WALKAWAY code and the ACD GROUP. An interval report for several walkaway codes and ACD groups is shown below:



Report Preview - Lines 1-23 of 29

File Preferences Help

ACD Group by Walkaway Code Report
Interval Report

Nortel -GIZ-NAP Date: 06/12/96 Time: 3:33:16 PM

Interval: 15:30 Days: All

ACD GROUP	INTVL	WALKAWAY CODE	WALKAWAY REASON	NUMBER OF WALKS	WALKAWAY TIME HH:MM	AVG WALK TIME SEC
214-997-5761	15:30	000 000		1	0:00	0
214-997-5761				1	0:00	0
500-001-0000	15:30	000 000		63	0:37	35
500-001-0000				63	0:37	35
500-002-0000	15:30	000 000		54	1:12	80
500-002-0000				54	1:12	80
500-003-0000	15:30	000 000		66	0:53	49
500-003-0000				66	0:53	49
500-004-0000	15:30	000 000		9	0:06	38
500-004-0000				9	0:06	38

FIGURE C-21. ACD Group by Walkaway Code Report

This report shows each ACD group and walkaway code specified from the report parameter definition screen. All selected intervals and walkaway codes are printed followed by a total line which totals all the intervals for the walkaway codes. At the bottom of the report is a grand-total line which totals all data for this report.

The walkaway reason is defined in the walkaway code definition screen of Parameter Administration.

The fields in the ACD Group by Walkaway Code Report are derived from the following walkaway statistics fields:

NUMBER OF WALKS - .....Number of Walkaways (NUM WALKS)

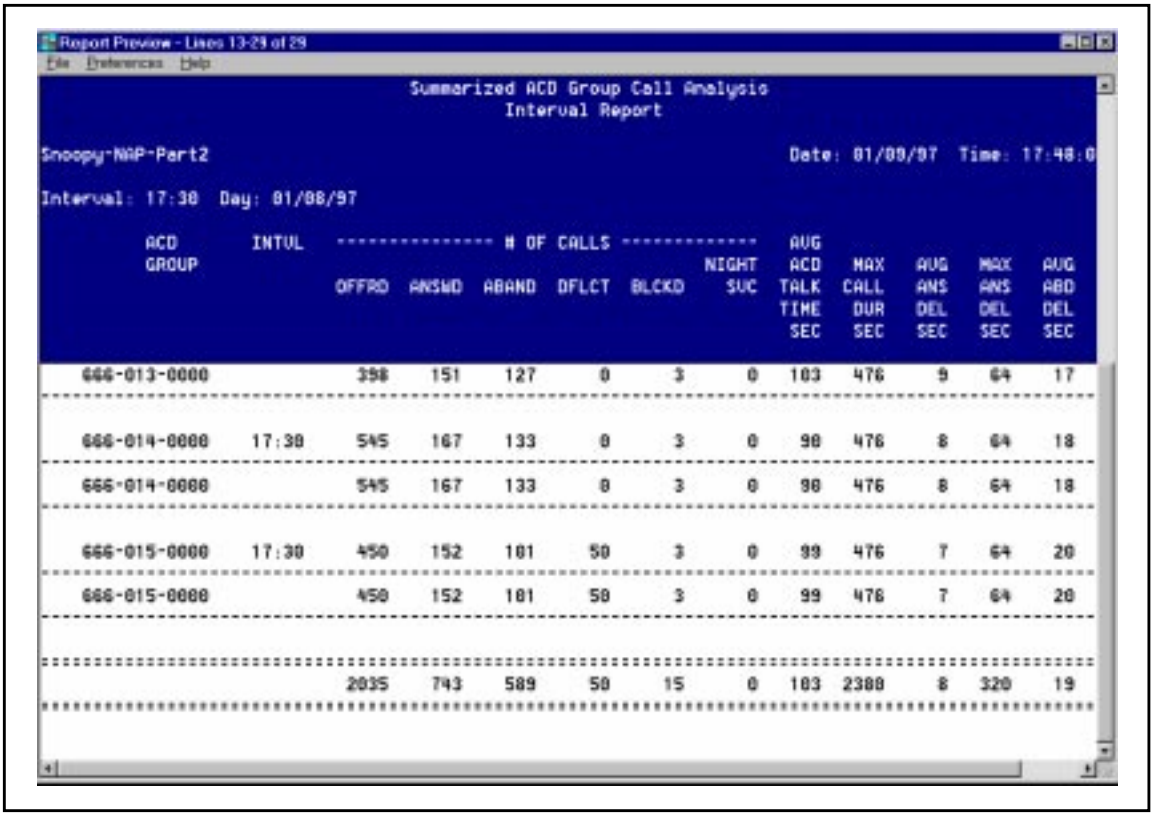
WALKAWAY TIME - .....Total Walkaway Duration (TOT WALK DUR)

AVG WALK TIME - .....Average Walk Time (AVG WALK TIME)

Summarized ACD Group Call Analysis Report

The Summarized ACD Group Call Analysis Report shows statistics associated with calls made to ACD groups.

The key for this report is the ACD GROUP. An interval report for several ACD groups is shown below:



Summarized ACD Group Call Analysis
Interval Report

Snoopy-NAP-Part2 Date: 01/09/97 Time: 17:48:0

Interval: 17:30 Day: 01/08/97

ACD GROUP	INTVL	# OF CALLS OFFRD	ANSWD	ABAND	DFLCT	BLCKD	NIGHT SVC	AVG ACD TALK TIME SEC	MAX CALL DUR SEC	AVG ANS DEL SEC	MAX ANS DEL SEC	AVG ABD DEL SEC
666-013-0000		398	151	127	0	3	0	103	476	9	64	17
666-014-0000	17:30	545	167	133	0	3	0	98	476	8	64	18
666-014-0000		545	167	133	0	3	0	98	476	8	64	18
666-015-0000	17:30	450	152	101	50	3	0	99	476	7	64	20
666-015-0000		450	152	101	50	3	0	99	476	7	64	20
		2035	743	589	50	15	0	103	2380	8	320	19

FIGURE C-22. Summarized ACD Group Call Analysis Report

This report shows each ACD group specified from the report parameter definition screen. All selected intervals are printed followed by a total line which totals all the intervals for the ACD groups. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Summarized ACD Group Call Analysis Report are derived from the following ACD-GRP statistics fields:

OF CALLS

OFFRD - .....Number of Calls Offered (CALLS OFFRD)

ANSWD -.....Number of Calls Answered (CALLS ANSWD)

ABAND - .....Number of Calls Abandoned (CALLS ABAND)

DFLCT - .....Number of Calls Deflected (CALLS DFLCT)

BLCKD - .....Number of Calls Blocked (CALLS BLCKD)

NIGHT SVC - .....Number of Night Service Calls (NUM NS CALLS)

AVG ACD TALK TIME - .....Average ACD Talk Time (AVG ACD TALK TIME)

MAX CALL DUR - .....Maximum Call Duration (MAX CALL DUR)

AVG ANS DEL - .....Average Answering Delay (AVG ANS DEL)

MAX ANS DEL -.....Maximum Answering Delay (MAX AND DEL)

AVG ABD DEL - .....Average Abandoning Delay (AVG ABD DEL)

MAX ABD DEL - .....Maximum Abandoning Delay (MAX ABD DEL)

ACD Group Overflow Report

The ACD Group Overflow Report shows statistics associated with calls which overflowed from one group to another.

The keys for this report are the SOURCE ACD GROUP and DESTINATION ACD GROUP. An interval report for several source and destination ACD groups is shown below:

Report Preview - Lines 35-58 of 61

```
                    ACD Group Overflow Report
                         Interval Report

Snoopy-NAP-Part2                        Date: 01/09/97  Time: 17:54:01

Interval: 17:30  Day: 01/08/97

   DESTINATION     INTVL     SOURCE        NUM   QOF QOF   TOF TOF   MAX   TOT
    ACD GROUP               ACD GROUP    CALL CALLS   % CALLS   %   TOF   TOF
                                          ANS                        DLY   DLY

   666-014-0000    17:30     666-001-0000    0     0   0     0   0     0     0
                             666-003-0000    0     0   0     0   0     0     0
                             666-005-0000    0     0   0     0   0     0     0
                             666-011-0000    0     0   0     0   0     0     0
                             666-012-0000    0     0   0     0   0     0     0
                             666-013-0000   25     0   0    25 100    21   391
                             666-014-0000  111     0   0     0   0    23    23
                             666-015-0000   31    40  65    20  32    19   299
-----------------------------------------------------------------------------
   666-014-0000                             167    40  13    45  15    63   713
-----------------------------------------------------------------------------

   666-015-0000    17:30     666-001-0000    0     0   0     0   0     0     0
                             666-003-0000    0     0   0     0   0     0     0
                             666-004-0000    0     0   0     0   0     0     0
                             666-011-0000    0     0   0     0   0     0     0
                             666-014-0000   51     0   0    51  96    24   809
                             666-015-0000  101     0   0     0   0    25   184
-----------------------------------------------------------------------------
   666-015-0000                             152     0   0    51  20    49   993
-----------------------------------------------------------------------------
```

FIGURE C-23. ACD Group Overflow Report

This report shows each source ACD group specified from the report parameter definition screen. All selected intervals are printed followed by a total line which totals all the intervals for the source ACD groups. At the bottom of the report is a grand-total line which totals all data for this report.

The fields in the Summarized ACD Group Overflow Report are derived from the following overflow statistics fields:

NUM CALLS ANS - .....Number of Calls Answered (CALLS ANSWD)

QOF CALLS -.....Number of Calls Which Queue Count Overflowed (QOF CALLS)

QOF % - .....Percentage of Calls That Queue Count Overflowed (QOF %)

TOF CALLS - .....Total Number of Calls That Time Overflowed (TOTAL TOF CALLS)

TOF % - .....Percentage of Calls That Time Overflowed (TOF ANS %)

MAX TOF DLY - .....Maximum Time Overflow Answer Delay (MAX TOF DLY)

TOT TOF DLY - .....Answer Delay for Time Overflow Calls (TOT TOF DLY)

Agent Summary Report

The Agent Summary Report summarizes the activity of each agent.

The key field for this report is Agent ID. An interval report for one agent is shown below:

Report Preview - Lines 18580-18599 of 18604

File Preferences Help

Agent Summary Report
Interval Report

Snoopy-NAP-Part2 Date: 97/03/14 Time: 6:17:22 PM

Intervals: All Days: All

AGENT ID	INTVL	------# OF CALLS-----				---AVG DURATION----				TIME ALLOCATION			
		ANS	DN IN	DN OUT	TOTAL CALLS	TALK TIME SEC	NOT RDY SEC	DN IN SEC	DN OUT SEC	WORK %	DN IN %	DN OUT %	NOT RDY %
	21:55,5	4	0	0	4	66	0	0	0	98	0	0	100
	22:00,10	9	0	0	9	58	0	0	0	90	0	0	100
	22:00,30	103	18	10	131	185	0	86	44	92	12	0	100
	22:10,10	6	1	0	7	67	0	0	0	73	0	0	100
	22:20,10	4	1	0	5	130	0	0	0	92	0	0	100
	22:30,10	4	3	1	8	116	0	57	60	77	28	0	100
	22:30,30	113	17	9	139	95	23	55	45	92	7	0	100
	22:40,10	3	0	0	3	177	0	0	0	98	0	0	100
	22:50,10	4	2	0	6	99	0	0	0	76	0	0	100
	23:00,10	7	1	0	8	75	0	84	0	98	14	0	100
	23:00,30	102	21	8	131	104	0	47	42	90	8	0	100
	23:10,10	4	0	1	5	130	0	0	26	92	0	0	100
	23:20,10	2	0	1	3	283	0	0	35	99	0	0	100
	23:30,10	3	1	1	5	177	0	0	35	99	0	0	100
	23:30,30	107	17	10	134	100	23	40	37	92	5	0	100
	23:40,10	8	1	1	10	63	0	0	35	93	0	0	100
	23:50,10	6	0	0	6	91	0	0	0	98	0	0	100
snp4-1049		6190	1087	527	7804	104	343	50	41	91	7	0	100

FIGURE C-24. Agent Summary Report

This report shows each agent specified from the report parameter definition screen. All selected intervals for the agent are printed followed by a total line which summarizes all the intervals. At the bottom of the report is a grand-total line which summarizes all selected agent data for this report.

The fields in the Agent Summary Report are derived from the following agent statistics fields:

OF CALLS -

ANS - .....Number of Calls Answered (CALLS ANSWD)

DN IN - .....Number of Incoming DN Calls (IN DN CALLS)

DN OUT - .....Number of Outgoing DN Calls (OUT DN CALLS)

TOTAL CALLS .....Total Calls (TOTAL CALLS)

AVG DURATION -

TALK TIME - .....Average ACD Talk Time (AVG ACD TALK TIME)

NOT RDY - .....Average Not Ready Time (AVG NOT RDY TIME)

DN IN - .....Average Incoming DN Call Time (AVG DN IN TIME)

DN OUT - .....Average Outgoing DN Call Time (AVG DN OUT TIME)

TIME ALLOCATION -

WORK % - .....Percentage of Staffed Time Worked (WORK STFD %)

DN IN % - .....Percentage of Staffed Time on Incoming DN Calls (DN IN %)

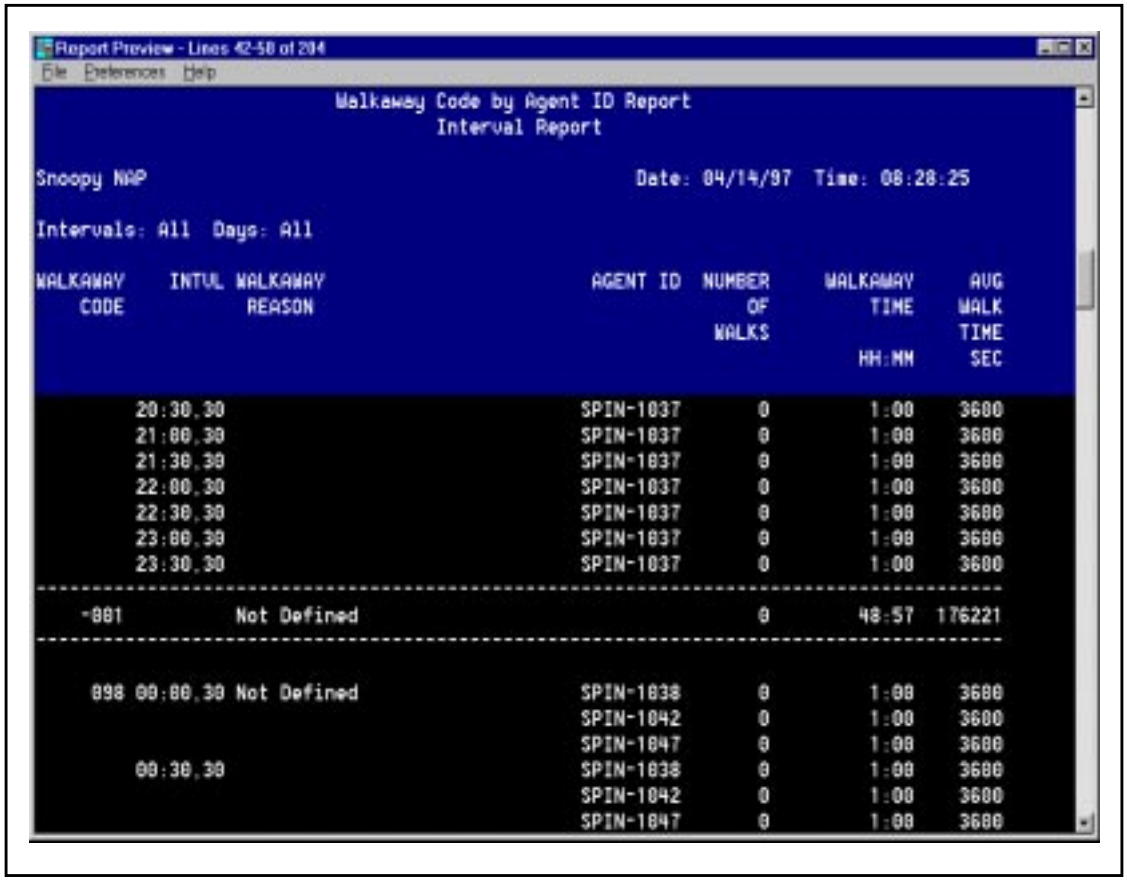
DN OUT % - .....Percentage of Staffed Time on Outgoing DN Calls (DN OUT %)

NOT RDY % - .....Percentage of Staffed Time Spent Not Ready (NOT RDY %)

Walkaway by Agent ID Report

The Walkaway by Agent ID Report summarizes the walkaway activity by agent ID.

An interval report is shown below:



Report Preview - Lines 42-58 of 204

File Preferences Help

Walkaway Code by Agent ID Report
Interval Report

Snoopy NAP Date: 04/14/97 Time: 08:28:25

Intervals: All Days: All

WALKAWAY CODE	INTVL	WALKAWAY REASON	AGENT ID	NUMBER OF WALKS	WALKAWAY TIME HH:MM	AVG WALK TIME SEC
	20:30,30		SPIN-1037	0	1:00	3600
	21:00,30		SPIN-1037	0	1:00	3600
	21:30,30		SPIN-1037	0	1:00	3600
	22:00,30		SPIN-1037	0	1:00	3600
	22:30,30		SPIN-1037	0	1:00	3600
	23:00,30		SPIN-1037	0	1:00	3600
	23:30,30		SPIN-1037	0	1:00	3600
-001		Not Defined		0	48:57	176221
098	00:00,30	Not Defined	SPIN-1038	0	1:00	3600
			SPIN-1042	0	1:00	3600
			SPIN-1047	0	1:00	3600
	00:30,30		SPIN-1038	0	1:00	3600
			SPIN-1042	0	1:00	3600
			SPIN-1047	0	1:00	3600

FIGURE C-25. Agent Summary Report

Standard Graphical Management Reports

This section describes the standard graphical management reports available in CC MIS. These reports may be used as they are or may be customized by a supervisor. Example enhancements include graphic format changes, new fields, and field calculation changes. These changes are performed using the Report Definition capabilities available to a supervisor with report definition enabled in their profile. Additionally, such a supervisor may define new customized reports in graphical formats using available or customized statistics (see the Statistic Groups section of this document).

The data on the report is based on statistics which are kept in the database or are computed based on data which is in the database (see the Statistic Groups section of this document). This data is maintain by interval (half-hour), day, week, or month. Reports may be generated based on interval, daily, weekly, or monthly time frames. Reports can also be generated on shift and period time frames which are defined in the Time Frames Definition mode of Parameter Administration. The shift reports are generated using interval data; the period reports are generated using daily data. The data on each of the standard reports are available for all time periods as restricted by the parameters specified in the database storage calculator.

Additionally, report parameters can be specified (via Report Parameter Definition) which limit the report to particular ACD groups or logical ACD groups.

The description of each of the standard reports includes the available keys for that report. When specifying the parameters for the report, a supervisor can specify a value, a range of values, or all values.

Included with each example report is a specification of the fields which are contained within the report. The fields are shown with the name of the standard statistics fields as well as the default heading which is associated with the statistics fields. The default heading is not used in graphic format but is provided to ease look-up of the field definition in the historical statistics appendix.

All example reports are shown with the formats that are delivered with the system. The customer has the option of changing the report layout at any time and storing as a new public or personal format.

ACD-DN Calls Answered Delay Report - Graphic

The ACD-DN Calls Answered Delay Report graphically presents calls which were answered before the delay objective versus calls which were answered after the delay objective. In addition, abandoned calls are also shown.

The key for this report is the ACD-DN. An interval report is shown below:

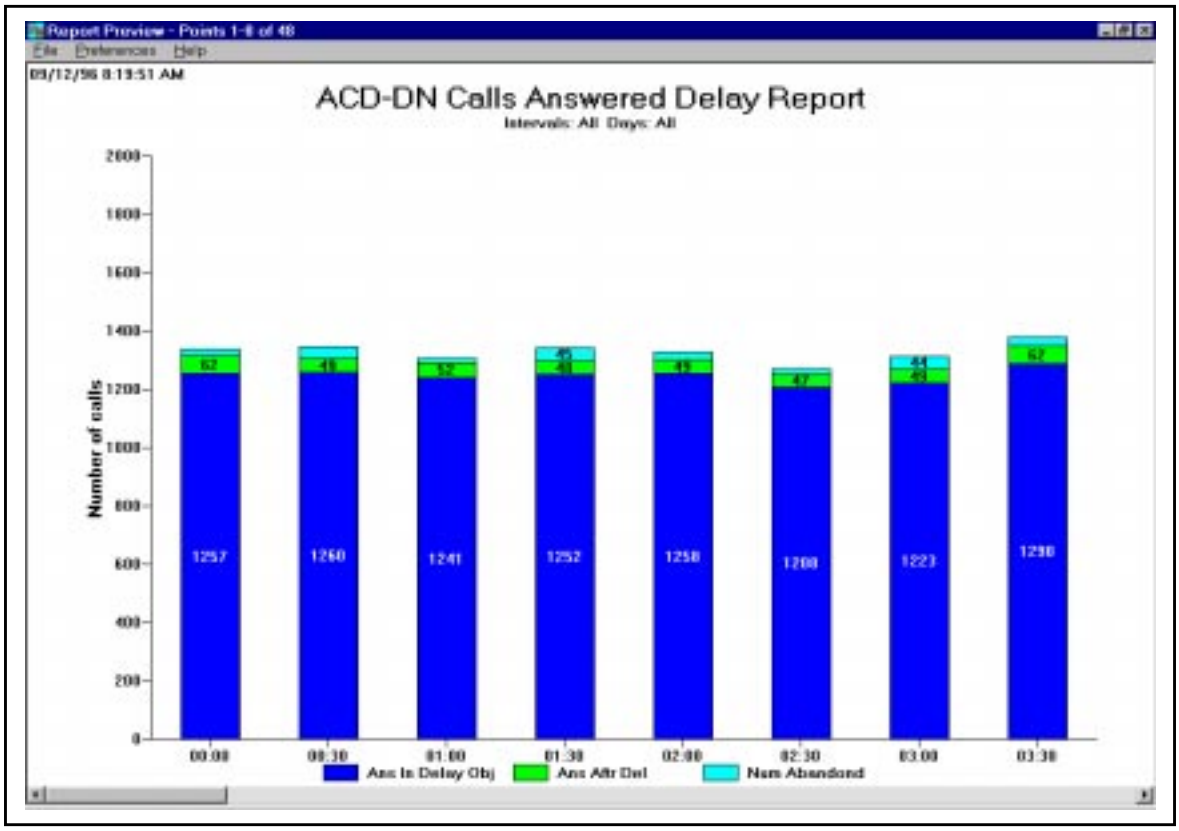


FIGURE C-26. ACD-DN Calls Answered Delay Report - Graphic

This report shows each ACD-DN specified from the report parameter definition screen.

The fields in the ACD-DN Calls Answered Delay Report are derived from the following ACD-DN statistics fields:

ANS BFR DEL - .....Number of Calls Which Were Answered Within the Delay Objective (ANS IN DLY OBJ)

ANS AFTR DEL - .....Number of Calls Which Were Answered After the Delay Objective (ANS AFT DLY OBJ)

NUM ABANDOND - .....Number of Calls Abandoned (CALLS ABAND)

ACD-DN Calls Abandoned Report - Graphic

The ACD-DN Calls Answered Report graphically presents calls which were abandoned before receiving the recorded announcement versus calls which were abandon after receiving the recorded announcement.

The key for this report is the ACD-DN. An interval report is shown below:

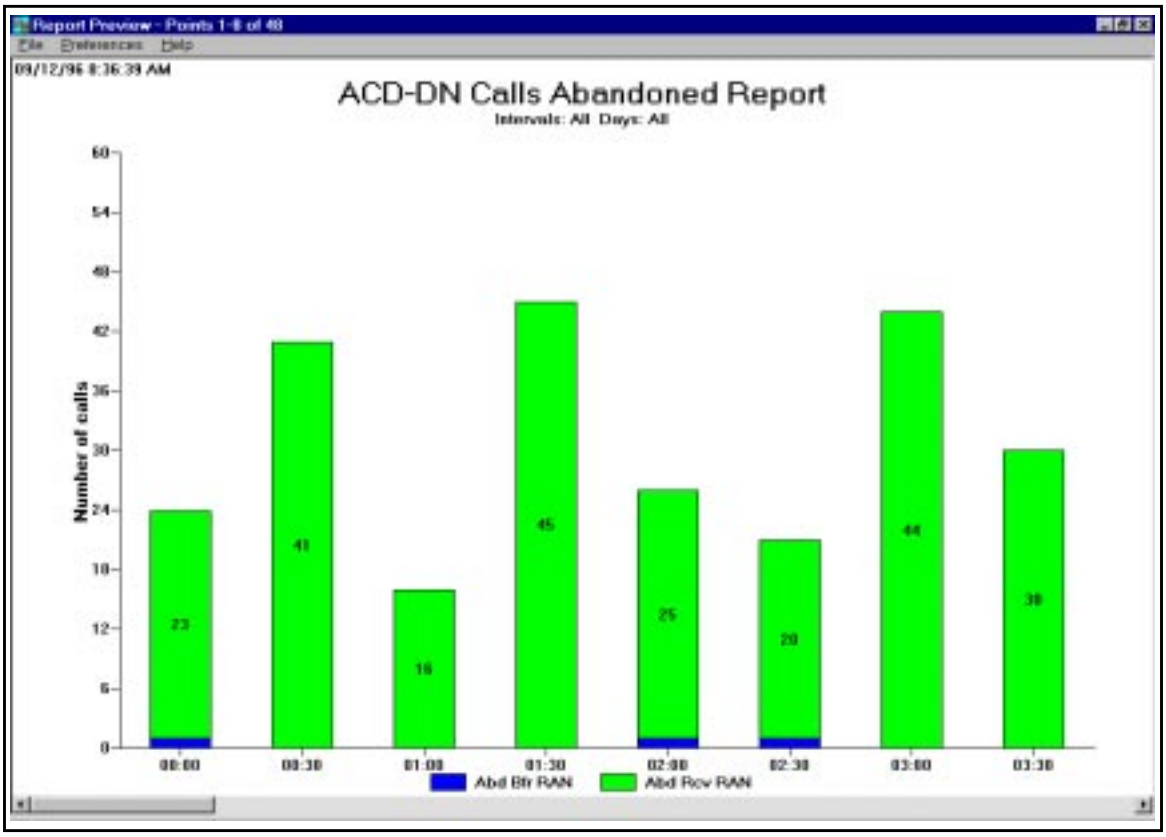


FIGURE C-27. ACD-DN Calls Abandoned Report - Graphic

This report shows each ACD-DN specified from the report parameter definition screen.

The fields in the ACD-DN Calls Abandoned Report are derived from the following ACD-DN statistics fields:

ABD BFR RAN - .....Number of Calls Which Were Abandoned Before Receiving RAN (NUM ABD BF RAN)

ABD RCV RAN - .....Number of Abandoned Calls Which Received RAN (NUM ABD RCV RAN)

ACD Group Calls Answered Delay Report - Graphic

The ACD Group Calls Answered Delay Report graphically presents calls which were answered before the delay objective versus calls which were answered after the delay objective. In addition, abandoned calls are also shown.

The key for this report is the ACD GROUP. An interval report is shown below:

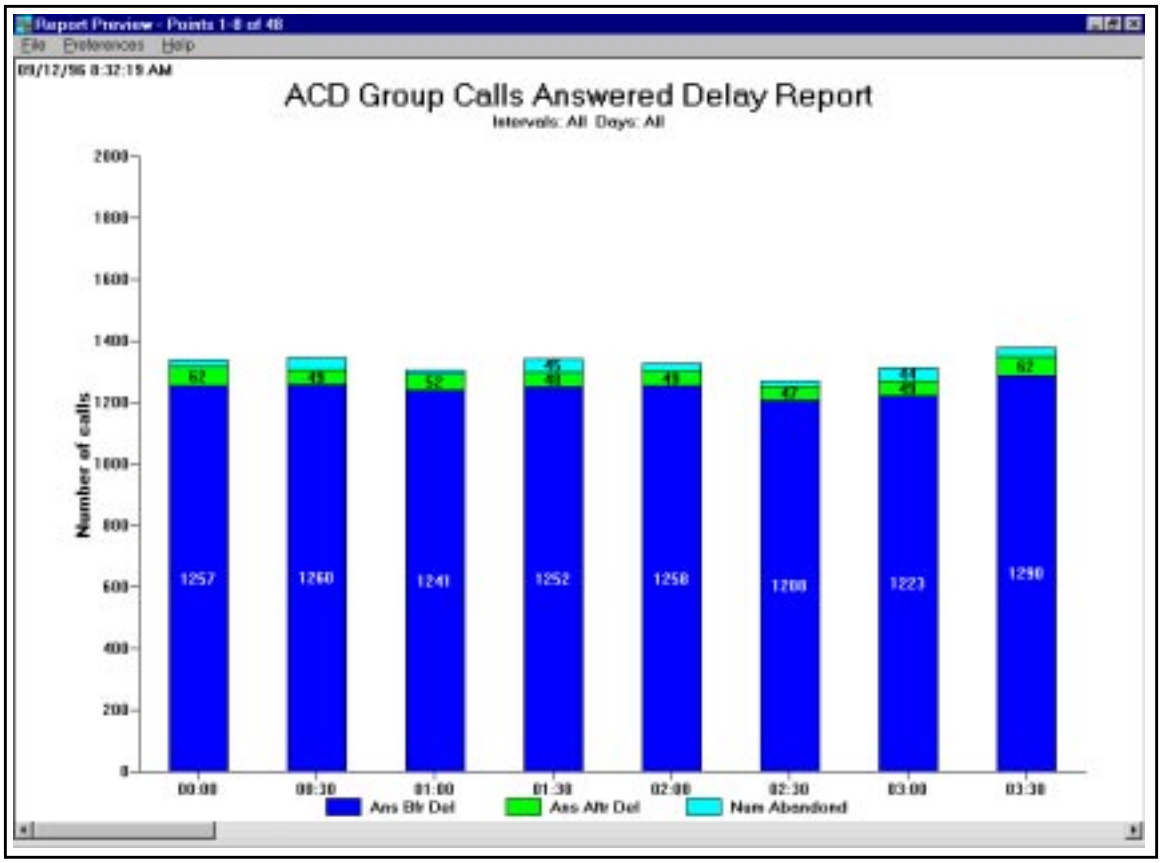


FIGURE C-28. ACD Group Calls Answered Delay Report - Graphic

This report shows each ACD Group specified from the report parameter definition screen.

The fields in the ACD Group Calls Answered Delay Report are derived from the following ACD Group statistics fields:

ANS BFR DEL - .....Number of Calls Which Were Answered Within the Delay Objective (ANS IN DLY OBJ)

ANS AFTR DEL - .....Number of Calls Which Were Answered After the Delay Objective (ANS AFT DLY OBJ)

NUM ABANDOND - .....Number of Calls Abandoned (CALLS ABAND)

ACD Group Calls Abandoned Report - Graphic

The ACD Group Calls Answered Report graphically presents calls which were abandoned before receiving the recorded announcement versus calls which were abandon after receiving the recorded announcement.

The key for this report is the ACD Group. An interval report is shown below:

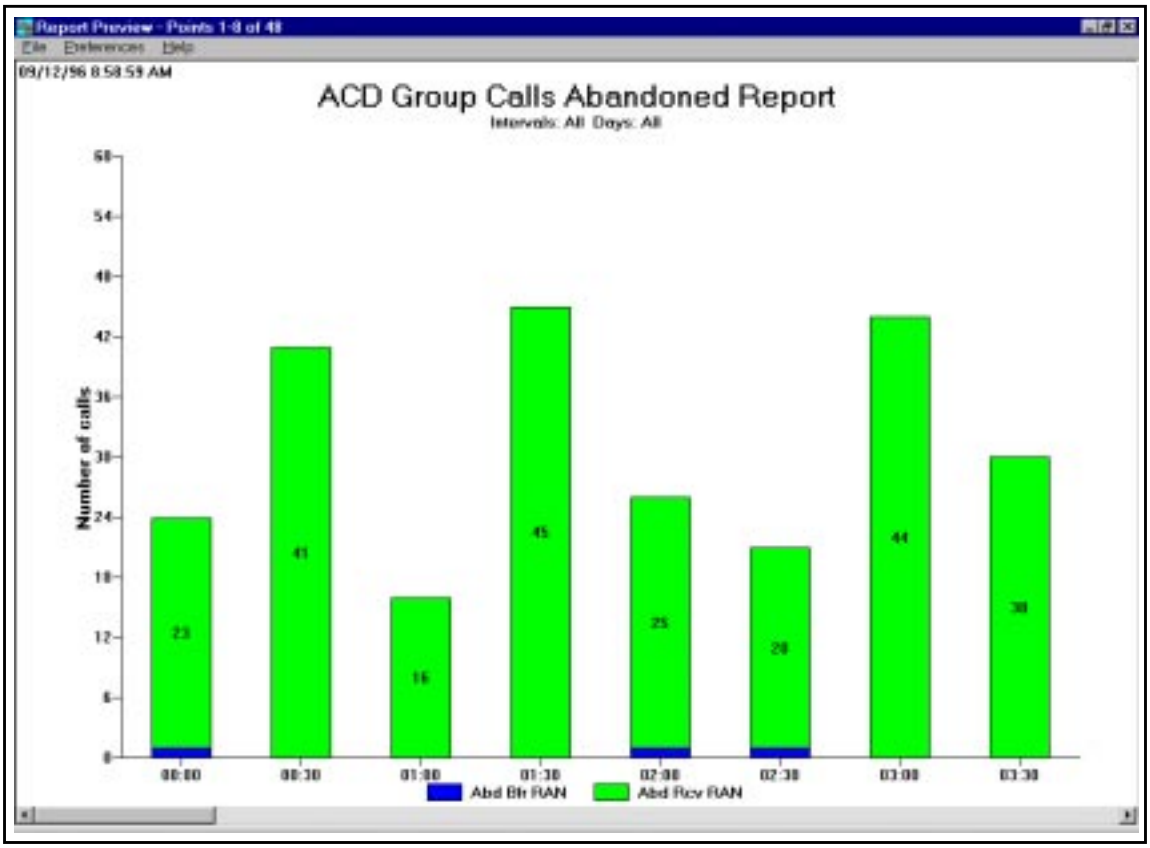


FIGURE C-29. ACD Group Calls Abandoned Report - Graphic

This report shows each ACD Group specified from the report parameter definition screen.

The fields in the ACD Group Calls Abandoned Report are derived from the following ACD Group statistics fields:

ABD BFR RAN - .....Number of Calls Which Were Abandoned Before Receiving RAN (NUM ABD BF RAN)

ABD RCV RAN - .....Number of Abandoned Calls Which Received RAN (NUM ABD RCV RAN)

Log Event Reports

Event log reports provide various levels of detail about an agent's workday. They show login and logout times and the hours an agent worked. The information contained in these reports does not come from the Statistic Groups and are, therefore, **not available for custom reports**.

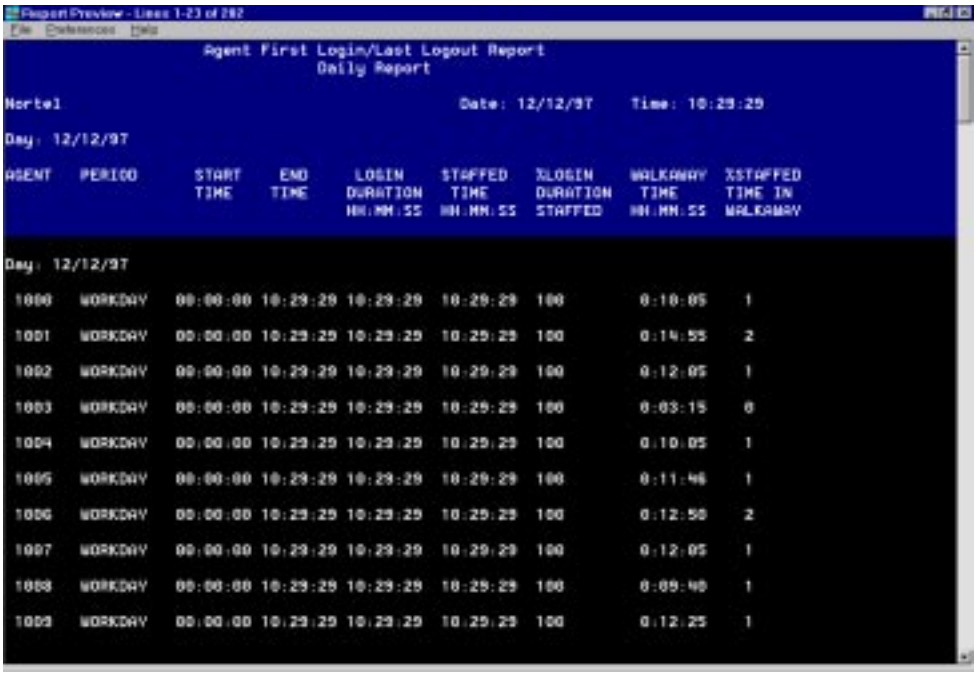
The data on the event logs is available as defined by the parameters specified in the database storage calculator.

The key field on each of the event logs is agent ID. A report can be generated for a single agent, a range of agents, or all agents.

Agent First Login/Last Logout Report

The Agent First Login/Last Logout Report shows when an agent started and ended the day, and how much time was spent in staffed status.It may be used as a summary for payroll and administration, and to show variations in the overall efficiency of individual agents.

An example report follows:



Agent First Login/Last Logout Report
Daily Report

Nortel Date: 12/12/97 Time: 10:29:29

Day: 12/12/97

AGENT	PERIOD	START TIME	END TIME	LOGIN DURATION HH:MM:SS	STAFFED TIME HH.MM.SS	%LOGIN DURATION STAFFED	WALKAWAY TIME HH.MM.SS	%STAFFED TIME IN WALKAWAY
Day: 12/12/97								
1000	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:10:05	1
1001	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:14:55	2
1002	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:12:05	1
1003	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:03:15	0
1004	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:10:05	1
1005	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:11:46	1
1006	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:12:50	2
1007	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:12:05	1
1008	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:09:40	1
1009	WORKDAY	00:00:00	10:29:29	10:29:29	10:29:29	100	0:12:25	1

FIGURE C-30. Agent First Login/Last Logout Report

The fields in the Agent First Login/Last Logout Report are:

START TIME -.....The time of the first login of the day.

END TIME - .....The time of the last logout of the day.

LOGIN DURATN - .....The time between the first login and the last logout of the day.

STAFFED TIME - .....The time spent logged into the system.

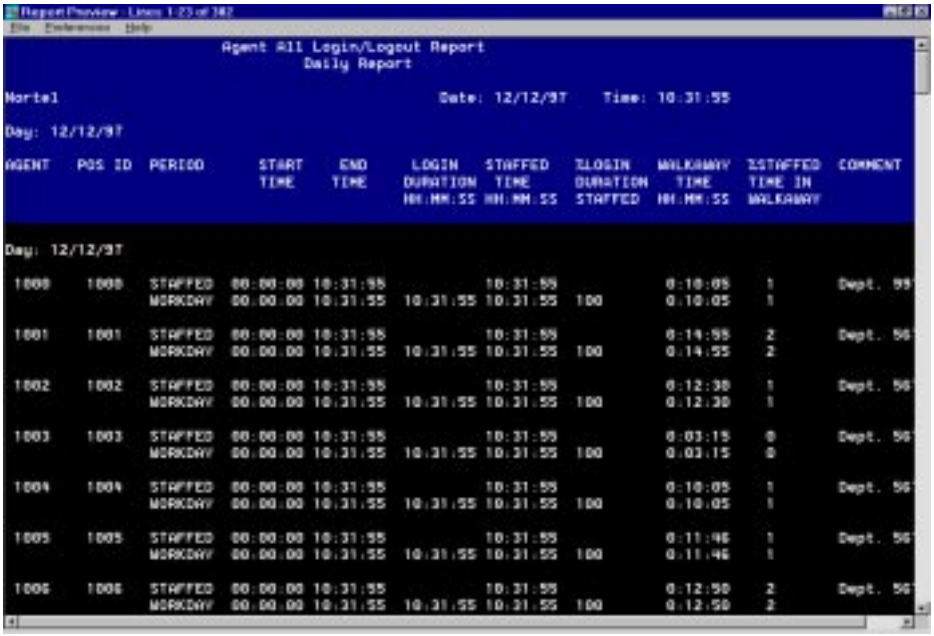
% LOGIN DURATN STAFFED - The percentage of the login duration time that the position was staffed.

WALKAWAY TIME -..... The total time the agent spent in all walkaway states

% STAFFED TIME IN WALKAWAY - The percentage of the total staffed time that the agent spent in walkaway states.

Agent All Login/Logout Report

The Agent All Login/Logout Report shows the time and length of each agent's login and logout activities during the day. This report may be used to verify shift and break times. An example report follows:



Agent All Login/Logout Report
Daily Report

Nortel Date: 12/12/97 Time: 10:31:55

Day: 12/12/97

AGENT	POS ID	PERIOD	START TIME	END TIME	LOGIN DURATION HH:MM:SS	STAFFED TIME HH:MM:SS	%LOGIN DURATION STAFFED	WALKAWAY TIME HH:MM:SS	%STAFFED TIME IN WALKAWAY	COMMENT
Day: 12/12/97										
1000	1000	STAFFED	00:00:00	10:31:55		10:31:55		0:10:05	1	Dept. 99
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:10:05	1	
1001	1001	STAFFED	00:00:00	10:31:55		10:31:55		0:14:55	2	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:14:55	2	
1002	1002	STAFFED	00:00:00	10:31:55		10:31:55		0:12:30	1	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:12:30	1	
1003	1003	STAFFED	00:00:00	10:31:55		10:31:55		0:03:15	0	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:03:15	0	
1004	1004	STAFFED	00:00:00	10:31:55		10:31:55		0:10:05	1	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:10:05	1	
1005	1005	STAFFED	00:00:00	10:31:55		10:31:55		0:11:46	1	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:11:46	1	
1006	1006	STAFFED	00:00:00	10:31:55		10:31:55		0:12:50	2	Dept. 56
		WORKDAY	00:00:00	10:31:55	10:31:55	10:31:55	100	0:12:50	2	

FIGURE C-31. Agent All Login/Logout Report

For each agent, there are "staffed" periods and "workday" periods. There may be multiple staffed periods if the agent has logged in and logged out multiple times. The workday period is a summary line for all the staffed periods during the day. The following are the field descriptions for the staffed periods:

START TIME - .....The time of each login throughout the day.

END TIME - .....The time of each logout throughout the day.

STAFFED TIME - .....The time spent logged into the system.

The following are the field descriptions for the workday periods:

START TIME - .....The time of the first login of the day.

END TIME - .....The time of the last logout of the day.

LOGIN DURATN - .....The time between the first login and the last logout of the day.

STAFFED TIME - .....The sum of all the logged-in times during the day.

% LOGIN DURATN STAFFED - The staffed time as a percentage of the login duration time.

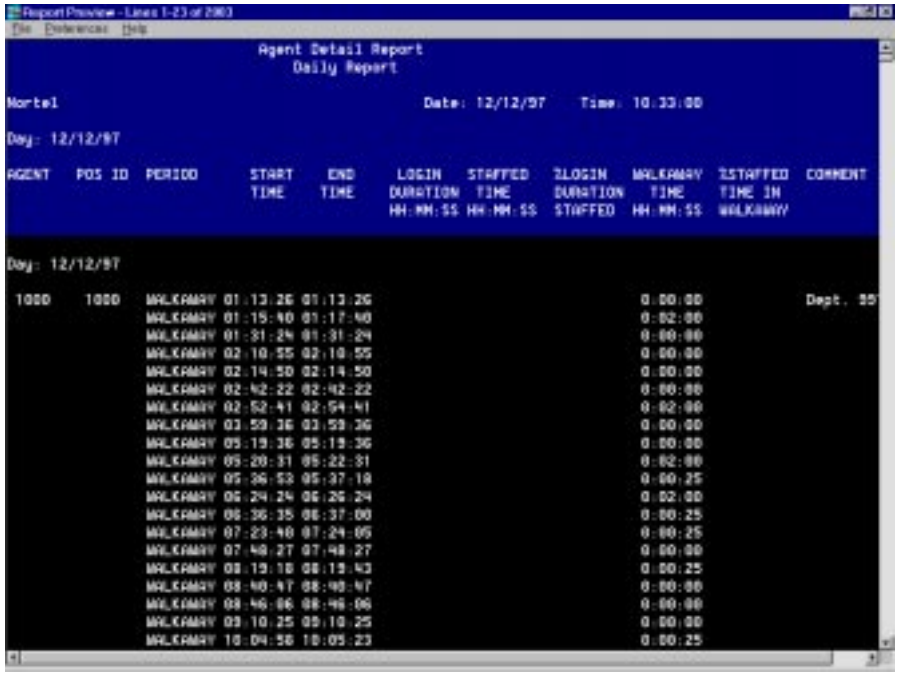
WALKAWAY TIME - .....The time spent by the agent in walkaway states.

% STAFFED TIME IN WALKAWAY - The percentage of the total staffed time that the agent spent in walkaway states.

Agent Detail Report

The Agent Detail Report shows the time and length of each agent's login, logout, and walkaway activities during the day. This report may be used to verify shift and break times and walkaway times.

An example report is shown below:



Agent Detail Report
Daily Report

Nortel Date: 12/12/97 Time: 10:33:00

Day: 12/12/97

AGENT	POS ID	PERIOD	START TIME	END TIME	LOGIN DURATION HH:MM:SS	STAFFED TIME HH:MM:SS	%LOGIN DURATION STAFFED	WALKAWAY TIME HH:MM:SS	%STAFFED TIME IN WALKAWAY	COMMENT
Day: 12/12/97										
1000	1000	WALKAWAY	01:13:26	01:13:26				0:00:00		Dept. 55
		WALKAWAY	01:15:40	01:17:40				0:02:00		
		WALKAWAY	01:31:24	01:31:24				0:00:00		
		WALKAWAY	02:10:55	02:10:55				0:00:00		
		WALKAWAY	02:14:50	02:14:50				0:00:00		
		WALKAWAY	02:42:22	02:42:22				0:00:00		
		WALKAWAY	02:52:41	02:54:41				0:02:00		
		WALKAWAY	03:53:36	03:53:36				0:00:00		
		WALKAWAY	05:13:36	05:13:36				0:00:00		
		WALKAWAY	05:20:31	05:22:31				0:02:00		
		WALKAWAY	05:36:53	05:37:18				0:00:25		
		WALKAWAY	06:24:24	06:26:24				0:02:00		
		WALKAWAY	06:36:35	06:37:00				0:00:25		
		WALKAWAY	07:23:40	07:24:05				0:00:25		
		WALKAWAY	07:40:27	07:40:27				0:00:00		
		WALKAWAY	08:13:18	08:13:43				0:00:25		
		WALKAWAY	08:40:47	08:40:47				0:00:00		
		WALKAWAY	08:46:06	08:46:06				0:00:00		
		WALKAWAY	09:10:25	09:10:25				0:00:00		
		WALKAWAY	10:04:58	10:05:23				0:00:25		

FIGURE C-32. Agent Detail Report (Network)

For each agent, there are "staffed" periods, "walkaway" periods, and "workday" periods. There may be multiple staffed periods if the agent has logged in and logged out multiple times. There will be multiple walkaway periods if the agent has entered walkaway states multiple times. The workday period is a summary line for all the staffed periods during the day.

The following are the field descriptions for the walkaway periods:

START TIME - .....The time that the agent entered the walkaway state.

END TIME - .....The time that the agent returned from the walkaway state.

The following are the field descriptions for the staffed periods:

START TIME - .....The time that the agent logged-in.

END TIME - .....The time that the agent logged-out.

STAFFED TIME - .....The time spent logged into the system.

The following are the field descriptions for the workday periods:

START TIME - .....The time of the first login of the day.

END TIME - .....The time of the last logout of the day.

LOGIN DURATN - .....The time between the first login and the last logout of the day.

STAFFED TIME - .....The sum of all the logged-in times during the day.

% LOGIN DURATN STAFFED - The staffed time as a percentage of the login duration time.

WALKAWAY TIME - .....The time spent by the agent in walkaway states.

% STAFFED TIME IN WALKAWAY - The percentage of the total staffed time that the agent spent in walkaway states.

Agent Walkaway Report

The Agent Detail Report shows the time and length of each agent's login, logout, and walkaway activities during the day. This report may be used to verify shift and break times and walkaway times. An example report (with Networking enabled) is shown below:

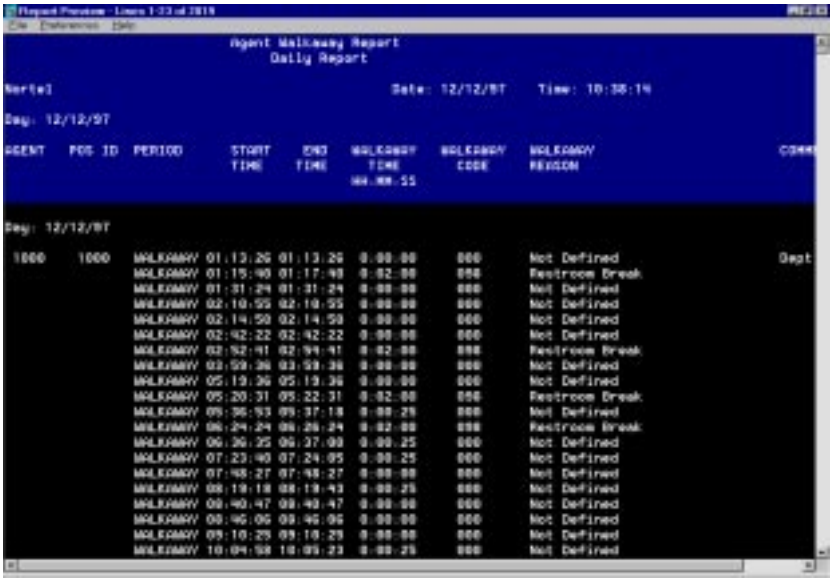


FIGURE C-33. Agent Walkaway Report

For each agent, there are "staffed" periods, "walkaway" periods, and "workday" periods. There may be multiple staffed periods if the agent has logged in and logged out multiple times. There will be multiple walkaway periods if the agent has entered walkaway states multiple times. The workday period is a summary line for all the staffed periods during the day.

The following are the field descriptions for the staffed periods:

START TIME - .....The time that the agent entered the walkaway state.

END TIME - .....The time that the agent returned from the walkaway state.

WALKAWAY CODE - .....The walkaway code that was entered by the agent.

WALKAWAY REASON - .....The walkaway reason that is assigned to the walkaway code.

The following are the field descriptions for the staffed periods:

START TIME - .....The time that the agent logged into the system.

END TIME - .....The time that the agent logged out of the system.

STAFFED TIME - .....The time spent logged into the system.

The following are the field descriptions for the workday periods:

START TIME - .....The time of the first login of the day.

END TIME - .....The time of the last logout of the day.

System Reports

System Reports provide information describing the current state of the CC MIS customer configuration including information defined through Parameter Administration and Customer Configuration.

In general, a report containing Parameter Administration or Customer Configuration data is a replica of the corresponding screen on which the data is entered.

The Configuration Report also contains configuration data received from the switch as well as configuration data modified through Configuration Control. Further detail on this data may be obtained from the MSL-100 ACD-MIS Interface Specification.

These reports are available at any time through the System Reports menu item on the supervisors main menu screen. They can be printed but not previewed, and they cannot be modified through Report Definition.

Configuration Report

This report provides load management information which is obtained from the switch as well as load management information modified through the Configuration Control facility. There are four components of this report. The first component contains information regarding ACD groups and the agent positions and supervisors within the group including an indication as to whether the position is currently staffed or unstaffed (spare). The information is obtained from the switch and may be modified through the “Change Position Assignments” command of Configuration Control. An example report follows:

```
                         CONFIGURATION REPORT                          PAGE 1
                   GROUP/SUPERVISOR/POSITION ASSIGNMENTS

Northern Telecom                                   Date: 11/02/89  Time: 17:38

ACD GROUP         SPV-ID    AGENT POSN   STATUS      AGENT VARIABLE
                                                     WRAP-UP TIME

Service             3702        3702   SPARE             0
                    3702        3703   SPARE             0

Sales               3700        3701   STAFFED           *

Reservations        3700        3700   SPARE           100
                    3710        3710   SPARE           100

Inquiries           3710        3709   STAFFED          20
```

FIGURE C-34. Configuration Report - Group/Supervisor/Position assignments

The second component of the Configuration Report contains load management information regarding the ACD groups including primary and supplementary DNs, group names, and trunk and line priorities. This information is obtained from the switch and may be modified through the “Change ACD-DN Assignments & Priorities” command of Configuration Control. An example report follows:

```
                         CONFIGURATION REPORT                          PAGE 1
                         ACD DIRECTORY NUMBERS

Northern Telecom                                   Date: 11/02/89  Time: 17:38

ACD GROUP         ACD-DN           -PRIORITY--        ACD-DN
                                  LINE TRUNK          NAME

Sales             214-997-1000       0     0         Main Sales
                  214-997-1001       0               Special Sales

Service           214-997-2000       1     1         Service
```

FIGURE C-35. Configuration Report - ACD Directory Numbers

The first line for each group shows the primary DN, line/trunk priorities, and ACD-DN name for the group. Subsequent lines for the same group provide information for the supplementary DNs.The third component of the Configuration Report contains load management information for each group regarding queue sizes, thresholds, routing information, and other miscellaneous parameters. This information is obtained from the switch and may be modified through Configuration Control.

An example report follows:

```
                              CONFIGURATION REPORT                          PAGE 1
                              ACD GROUP PARAMETERS

Northern Telecom                                        Date: 11/02/89  Time: 17:38

ACD GROUP          GROUP PARAMETERS

Sales              Overflow Targets:  1. SERVICE       2: INQUIRIES
                                      3. RESERVATIONS  4. PROMOTIONS

                   Maximum Call Queue Limit............  300 calls
                   Maximum Call Queue Size.............  200 calls
                   Maximum Call Transfer Queue Size....   20 calls
                   Maximum Overflow In Queue Limit.....  300 calls
                   Maximum Overflow In Size............   50 calls
                   Maximum Wait Threshold..............  120 seconds
                   Recorded Announcement Threshold.....    0 seconds
                   Priority Promotion Timer............   60 seconds
                   Service Rate........................   50 seconds
                   Variable Wrap-Up Time...............   15 seconds
                   Time Delay Threshold................  600 seconds
                   Time Delay Threshold Time...........   60 seconds
                   Audio Group.........................    1
                   Night Service Audio Group...........    1
                   Number of display digits............    7
                   Consider Source Group...............  yes
                   Forced Incoming Audio Group.........    2
                   Forced Overflow Audio Group.........    2
                   Original Group Provides Announcement   no
                   Preference Weighting Factor.........  200
                   Resource Index......................  200
                   Time Delay Threshold Route..........  OFRT      0
                   Threshold Route.....................  OFRT      0
                   Night Service Route.................  OFRT      0
                   Controlled Interflow Route..........  OFRT      0
                   Multi-Stage Queue Threshold Type....  Queue Size
                   Multi-Stage Queue Thresholds........    20    30    40
                   Overflow Type.......................  Priority 0 only
                   Start Timer.........................  At Priority 0
                   Call Service Order: Outflow, call queues, inflow
```

FIGURE C-36. Configuration Report - ACD Group Parameters

Meanings for each of the above data items may be found in: *MDC Customer Data Schema* (NTP 297-2001-451), *Meridian SL-100 ACD General Description* (NTP 555-4101-100), *Meridian SL-100 ACD Load Management* (NTP 555-4101-102), and *Meridian SL-100 Network ACD General Description* (NTP 555-8101-100).

The fourth component of the report contains load management information regarding the networking targets used for Network ACD. This information is obtained from the switch and may be modified through Configuration Control. An example report follows:

```
                          CONFIGURATION REPORT                          PAGE 1
                           ACD NETWORK TARGETS

Northern Telecom                                   Date: 11/02/89  Time: 17:38

ACD GROUP       ACD NETWORK TARGETS

                Destination ACD-DN   PWF   RI      Destination ACD-DN   PWF   RI

Sales           214-498-7276         20    40      214-907-7030          25   30
                214-517-6032         20    40      214-907-7031          25   30
                214-517-6033         20    40      214-907-7032          25   30
                214-517-6034         20    40      214-907-7033          25   30
                214-517-6035         20    40      214-907-7034          25   30
                214-517-6036         20    40      214-907-7035          25   30
                214-517-6037         20    40      214-907-7036          25   30
                214-517-6038         20    40      214-907-7037          25   30
                214-517-6039         20    40      214-907-7038          25   30
                214-517-6040         20    40      214-907-7039          25   30
                214-517-6041         20    40      214-907-7040          25   30
                214-517-6042         20    40      214-907-7041          25   30
                214-517-6043         20    40      214-907-7042          25   30
                214-517-6044         20    40      214-907-7043          25   30
                214-517-6045         20    40      214-907-7044          25   30
                214-517-6046         20    40      214-907-7045          25   30
                214-517-6047         20    40      214-907-7046          25   30
                214-517-6048         20    40      214-907-7047          25   30
                214-517-6049         20    40      214-907-7048          25   30
                214-517-6050         20    40      214-907-7049          25   30
                214-517-6051         20    40      214-907-7050          25   30
                214-517-6052         20    40      214-907-7051          25   30
                214-517-6053         20    40      214-907-7052          25   30
                214-517-6054         20    40      214-907-7053          25   30

                Destination ACD-DN   PWF   RI      Destination ACD-DN   PWF   RI

Service         214-498-7276         20    50      214-907-7030          25   30
                214-517-6032         20    40      214-907-7031          25   30
                214-517-6033         20    40      214-907-7032          25   30
                214-517-6034         20    40      214-907-7033          25   30
                214-517-6035         20    40      214-907-7034          25   30
```

FIGURE C-37. Configuration Report - ACD Network Targets

Supervisor Database Report

The Supervisor Database Report provides information which has been entered through the Supervisor Definition portion of Parameter Administration. An example report follows:

```
                          SUPERVISOR DATABASE REPORT                    Page  1

Northern Telecom                                     Date: 12/02/92  Time: 11:27

================================================================================
LOGIN ID:   11       NAME: Steve Crossley
--------------------------------------------------------------------------------
PRIVILEGE LEVEL       : System Administrator
SCOPE RESTRICTION     : Global
SUBGROUP ID           : 0100

ACD GROUP NAMES       : YES            TABULAR PRINTER : RuggedWriter
EMERGENCY INDICATOR   : YES            GRAPHIC PRINTER : LaserJet
AUDIBLE ALARM         : NO             LOCAL PRINTER OVERRIDE : YES

DEFAULT QUEUE DISPLAY : Standard Tabular Queue Display
DEFAULT VIEW          : LIMITED
UPDATE RATE           : 10


================================================================================
LOGIN ID:   14       NAME: John Doe
--------------------------------------------------------------------------------
PRIVILEGE LEVEL       : Level 1 Supervisor
SCOPE RESTRICTION     : Sales Dept
SUBGROUP ID           : 0100

ACD GROUP NAMES       : YES            TABULAR PRINTER : RuggedWriter
EMERGENCY INDICATOR   : NO             GRAPHIC PRINTER : LaserJet
AUDIBLE ALARM         : NO             LOCAL PRINTER OVERRIDE : YES

DEFAULT QUEUE DISPLAY : Standard Tabular Queue Display
DEFAULT VIEW          : LIMITED
UPDATE RATE           : 10

     etc...
```

FIGURE C-38. Supervisor Database Report

Privilege Level Database Report

The Privilege Level Database Report provides information which has been entered through the Privilege Level Definition portion of Parameter Administration. An example report follows:

```
                        PRIVILEGE LEVEL DATABASE REPORT                 Page  1

Northern Telecom                                     Date: 12/02/92  Time: 11:27

================================================================================
Level 1 Supervisor
--------------------------------------------------------------------------------
DISPLAY OPTIONS           CONFIG CONTROL OPTIONS        ADMINISTRATION OPTIONS
  DISPLAYS..........YES     BASIC................YES     SUPERVISORS/PRIVS..NO
  PERSONAL FORMATS..YES     POSITION REASSIGNS....YES     SCOPES.............NO
  PUBLIC FORMATS....NO      AGENT SET PARAMS......NO      DEFAULT COLORS.....NO
  FORMULAS..........NO      QUEUE SIZES...........NO      TIME FRAMES........NO
  WALLBOARDS........NO      TIME OVERFLOW.........NO      THRESHOLDS.........NO
  ALARMS....... . ..NO      OVERFLOW TARGETS......NO      ACD GROUPS.........NO
  GLOBAL VIEW.......NO      ANNOUNCEMENTS.........NO      AGENTS.............NO
  MONITOR...........YES     SPECIAL ROUTING.......NO      WALKAWAY CODES.....NO
                            NETWORK PARAMS........NO      LOB CODES..........NO
REPORT OPTIONS              ACD-DN REASSIGNS......NO      SCHEDULES..........NO
  PERSONAL REPORTS..YES     NETWORK TARGETS.......NO      LISTS..............NO
  PUBLIC REPORTS....NO      CHANGE ORDERS.........NO      CUSTOMER OPTIONS...NO
  PERSONAL FORMATS..YES
  PUBLIC FORMATS....NO
  FORMULAS..........NO
  SPECTRUMS.........NO    SUPERVISOR OPTIONS
  SYSTEM REPORTS....NO      PROFILE..............YES
  GLOBAL VIEW.......NO      COLORS...............YES
  MONITOR...........YES

================================================================================
System Administrator
--------------------------------------------------------------------------------
DISPLAY OPTIONS           CONFIG CONTROL OPTIONS        ADMINISTRATION OPTIONS
  DISPLAYS..........YES     BASIC................YES     SUPERVISORS/PRIVS..YES
  PERSONAL FORMATS..YES     POSITION REASSIGNS....YES     SCOPES.............YES
  PUBLIC FORMATS....YES     AGENT SET PARAMS......YES     DEFAULT COLORS.....YES
  FORMULAS..........YES     QUEUE SIZES...........YES     TIME FRAMES........YES
  WALLBOARDS........YES     TIME OVERFLOW.........YES     THRESHOLDS.........YES
  GLOBAL VIEW.......YES     OVERFLOW TARGETS......YES     ACD GROUPS.........YES
  MONITOR...........YES     ANNOUNCEMENTS.........YES     AGENTS.............YES
                            SPECIAL ROUTING.......YES     WALKAWAY CODES.....YES
REPORT OPTIONS              NETWORK PARAMS........YES     LOB CODES..........YES
  PERSONAL REPORTS..YES     ACD-DN REASSIGNS......YES     SCHEDULES..........YES
  PUBLIC REPORTS....YES     NETWORK TARGETS.......YES     LISTS..............YES
  PERSONAL FORMATS..YES     CHANGE ORDERS.........YES     CUSTOMER OPTIONS...YES
  PUBLIC FORMATS....YES
  FORMULAS..........YES
  SPECTRUMS.........YES    SUPERVISOR OPTIONS
  SYSTEM REPORTS....YES     PROFILE..............YES
  GLOBAL VIEW.......YES     COLORS...............YES
  MONITOR...........YES
```

FIGURE C-39. Privilege Level Database Report

Scope Database Report

The Scope Database Report provides information which has been entered through the Scope Definition portion of Parameter Administration.

An example report follows:

```
                              SCOPE DATABASE REPORT                        Page  1

Northern Telecom                                     Date: 12/02/92  Time: 11:27

==============================================================================
Sales Dept
------------------------------------------------------------------------------
ACD GROUPS: nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn
            nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn
            nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn
            nnn-nnn-nnnn  nnn-nnn-nnnn

SUBGROUPS : nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn
            nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn
            nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn


==============================================================================
Service Dept
------------------------------------------------------------------------------
ACD GROUPS: nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn
            nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn  nnn-nnn-nnnn
            nnn-nnn-nnnn

SUBGROUPS : nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn
            nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn nnnn


     etc...
```

FIGURE C-40. Scope Database Report

Agent Database Report

The Agent Database Report provides information which has been entered through the Agent Definition portion of Parameter Administration. This report will vary depending on whether the user partition has APR enabled or disabled. The following is an example report with APR disabled:

```
                        AGENT DATABASE REPORT                    PAGE 1

 Northern Telecom                            Date: 11/02/89  Time: 17:38

 AGENT    AGENT NAME       EMPLOYEE ID         COMMENTS

     1    Smith            12345678901234      John Q. Smith
     2    Bush                                 George
     3    Jones                                Joyce Jones
     4    White                                Mark
     5    Doe                                  Jane Doe
    10    Hall                                 Mike Hall
    11    Fry                                  Dee
    12    Bols                                 Nasser
```

FIGURE C-41. Agent Database Report without APR

The following is an example report with APR enabled:

```
                        AGENT DATABASE REPORT                    PAGE 1

Northern Telecom                             Date: 11/02/89  Time: 17:38

                                     ----APR-----
AGENT    AGENT NAME    EMPLOYEE ID    SUBGRP    ON    COMMENTS

    1    Smith      12345678901234   1111      YES    John Q. Smith
    2    Bush                                  NO     George
    3    Jones                                 NO     Joyce Jones
    4    White                                 NO     Mark
    5    Doe                                   NO     Jane Doe
   10    Hall                                  NO     Mike Hall
   11    Fry                                   NO     Dee
   12    Bols                                  NO     Nasser
```

FIGURE C-42. Agent Database Report with APR

ACD-GRP Database Report

The ACD-GRP Database Report provides information which has been entered through the ACD-GRP Definition portion of Parameter Administration. The following is an example report:

```
                          ACD-GRP DATABASE REPORT                    PAGE 1

Northern Telecom                                  Date: 11/02/89  Time: 17:38

PRIMARY ACD-DN    ACD-GRP NAME         THRESHOLD NUMBER        LOGICAL GROUP

 214-555-2885     Service                     1                Sales
 214-555-2888     Sales                       1                Sales
 214-555-2890     Reservations                1                Information
 214-555-2891     Inquiries                   1                Information
 214-555-2896     Promotions                  1
```

FIGURE C-43. ACD-GRP Database Report

Threshold Definition Database Report

The Threshold Definition Database Report provides information which has been entered through the Threshold Definition portion of Parameter Administration. An example report follows:

```
                    THRESHOLD DATABASE REPORT                      PAGE 1

Northern Telecom                                Date: 11/02/89  Time: 17:38

THRESHOLD #  AGENT THRESHOLDS          QUEUE STATISTICS THRESHOLDS
-----------------------------------------------------------------------------

    1        ACD TALK...    11  Delay Objective...    16   UD1> Agts Rqd  100
             Not Ready..    12  Service Objective.    17   UD2>
             Wait.......    13  Avg. Answer Delay.    18   UD3>
             DN In  ....    14  Calls Waiting.....    19   UD4>
             DN Out.....    15  Short Call........    20   UD5>
             Walkaway...    16  DN IN Short Call..    32
             Hold.......    17  DN Out Short Call.    32

    2        ACD TALK...    21  Delay Objective...    26   UD1> Agts Rqd  100
             Not Ready..    22  Service Objective.    27   UD2>
             Wait.......    23  Avg. Answer Delay.    28   UD3>
             DN In  ....    24  Calls Waiting.....    29   UD4>
             DN Out.....    25  Short Call........    30   UD5>
             Walkaway...    26  DN IN Short Call..    32
             Hold.......    27  DN Out Short Call.    32

    5        ACD TALK...    31  Delay Objective...    36   UD1> Agts Rqd  100
             Not Ready..    32  Service Objective.    37   UD2>
             Wait.......    33  Avg. Answer Delay.    38   UD3>
             DN In  ....    34  Calls Waiting.....    39   UD4>
             DN Out.....    35  Short Call........    40   UD5>
             Walkaway...    36  DN IN Short Call..    32
             Hold.......    37  DN Out Short Call.    32
```

FIGURE C-44. Threshold Definition Database Report

Shift Definition Database Report

The Shift Definition Database Report provides the information regarding shifts which has been entered through the Time Frames Definition portion of Parameter Administration. An example report follows:

```
                    SHIFT DATABASE REPORT                          PAGE 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

SHIFT       SHIFT NAME         SHIFT START TIME

  1         Morning                 00:00
  2         Day                     08:00
  3         Evening                 16:00
```

FIGURE C-45. Shift Definition Database Report

Period Definition Database Report

The Period Definition Database Report provides the information regarding periods which has been entered through the Time Frames Definition portion of Parameter Administration. An example report follows:

```
                    PERIOD DATABASE REPORT                         PAGE 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

PERIOD     PERIOD NAME            START DATE (MM/DD)

   1       January                    1/01
   2       February                   2/01
   3       March                      3/01
   4       April                      4/01
   5       May                        5/01
   6       June                       6/01
   7       July                       7/01
   8       August                     8/01
   9       September                  9/01
  10       October                   10/01
  11       November                  11/01
  12       December                  12/01

           End date of last period:  12/31
```

FIGURE C-46. Period Definition Database Report

Logical Group Database Report

The Logical Group Database Report provides the information regarding logical groups which has been entered through the ACD-GRP Definition portion of Parameter Administration. This information is also available on the ACD-GRP Database Report. On this report, however, the information is presented in logical group order. An example report follows:

```
                    LOGICAL GROUP REPORT                          PAGE 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

LOGICAL GROUP NAME       LOGICAL GROUP ELEMENTS

Sales                    Sales
                         214-555-2888

Information              Service
                         Complaints
```

FIGURE C-47. Logical Group Database Report

Walkaway Code Database Report

The Walkaway Code Database Report provides the information regarding logical groups which has been entered through the Walkaway Code Definition portion of Parameter Administration. An example report follows:

```
                  WALKAWAY CODE DATABASE REPORT                   PAGE 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

WALKAWAY CODE     WALKAWAY REASON     CODE DESCRIPTOR     TREATMENT

  211               Lunch               LCH            Walkaway
  221               Break               BRK            Walkaway
  231               Assistance          AST            Not Ready
```

FIGURE C-48. Walkaway Code Database Report

Line of Business Code Database Report

The Line of Business Code Database Report provides the information regarding logical groups which has been entered through the Line of Business Code Definition portion of Parameter Administration. An example report follows:

```
                    LOB DATABASE REPORT                          PAGE 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

  LOB              LOB Code Name

  111            Product Assistance
  121            Complaints
  125            Sales
```

FIGURE C-49. Line of Business Code Database Report

ACD-DN Database Report

The ACD-DN Database Report provides the information regarding ACD-DNs which has been entered through the ACD-DN Definition portion of Parameter Administration. An example report follows:

```
                         ACD-DN DATABASE REPORT                  Page 1

Northern Telecom                              Date: 11/02/89  Time: 17:38

ACD-DN                 ACD-DN NAME

 214-555-2885          Service Priority
 214-555-2888          Sales Priority
 214-555-2890          Special Deal
 214-555-2891          Holiday Promo
 214-555-2896          Priority Cust.
```

FIGURE C-50. ACD-DN Database Report

Alarms Definition Database Report

The Alarms Definition Database Report provides the information concerning the defined alarms. An example report follows:

```
                              ALARM DATABASE REPORT                          Page    1

Nortel                                                   Date: 02/09/96  Time: 10:47

==============================================================================
ALARM ID:   1          NAME: Service Level Alarm
------------------------------------------------------------------------------
FORMULA     : Telephone service level
THRESHOLD   : Below       Service Objective              PLUS  : 0
ALARM TYPE  : Major       GROUPS : Good Service          DELAY : 5

==============================================================================
ALARM ID:   5          NAME: Force Outs
------------------------------------------------------------------------------
FORMULA     : Number of positions in FORCED state
THRESHOLD   : Above       (Zero)                         PLUS  : 1
ALARM TYPE  : Minor       GROUPS : (All)                 DELAY : 10

==============================================================================
ALARM ID:  30          NAME: Calls Waiting Alarm
------------------------------------------------------------------------------
FORMULA     : Number of physical calls queued
THRESHOLD   : Above       Calls Waiting                  PLUS  : 3
ALARM TYPE  : Minor       GROUPS : (All)                 DELAY : 10

==============================================================================
ALARM ID:  55          NAME: Excessive Caller Delay
------------------------------------------------------------------------------
FORMULA     : Wait time of oldest physical call
THRESHOLD   : Above       (Zero)                         PLUS  : 120
ALARM TYPE  : Major       GROUPS : (All)                 DELAY : 10

==============================================================================
ALARM ID:  99          NAME: ANU Failure Alarm
------------------------------------------------------------------------------
FORMULA     : Number of positions in NRDY state
THRESHOLD   : Above       (Zero)                         PLUS  : 10
ALARM TYPE  : Critical    GROUPS : ANU Groups            DELAY : 5

==============================================================================
ALARM ID: 100          NAME: Excessive Traffic
------------------------------------------------------------------------------
FORMULA     : Number of calls answered
THRESHOLD   : Above       (Zero)                         PLUS  : 600
ALARM TYPE  : Poll        GROUPS : (All)                 DELAY : 10
```

FIGURE C-51. Alarm Definition Database Report

Schedule Definition Database Report

The Schedule Definition Database Report provides the information concerning the defined schedules in the database. An example report follows:

```
                    SCHEDULE DEFINITION REPORT

Northern Telecom                                   Date: 04/19/96 Time: 09:48
==============================================================================
SCHEDULE NAME: jayr1
------------------------------------------------------------------------------
DATE SELECTIONS              TIME SELECTIONS
Date: 4/15                   End of each interval ;
Start of each week :         End of each shift :
Start of Each period:

Every Monday      :*
Every Tuesday     :*
Every Wednesday   :*
Every Thursday    :*
Every Friday      :*
Every Saturday    :*
Every Sunday      :*

Times in schedule :

Time Restrictions:
```

FIGURE C-52. Schedule Definition Database Report

Graphic Format Database Report

The Graphic Display Database Report provides a list of all currently defined graphic report definitions. The following is an example report:

```
                    GRAPHIC REPORT FORMAT DATABASE REPORT                    Page

Northern Telecom                                     Date: 97/01/23  Time: 16:55

==========================================================================
REPORT CLASS: Public       SUPERVISOR ID:
GRAPH TITLE     : Ming_grf2
STATISTICS GROUP: LOB Code Statistics
TYPE OF CHART   : Vertical Clustered Bar

AXIS LABELS
DATA AXIS:
KEY AXIS:

KEYS
AXIS        : Agent ID
LEGEND      : Data Elements

SELECTED DATA ELEMENTS:
Total time charged to LOB code = Time Spent
Number of LOB entries = Num Entries
Average duration of a LOB entry = Time Spent / Num Entries

==============================================================================
REPORT CLASS: Public       SUPERVISOR ID:
GRAPH TITLE     : Demetria Walktimef
STATISTICS GROUP: Walkaway Statistics
TYPE OF CHART   : Pie

AXIS LABELS
DATA AXIS:
KEY AXIS:

KEYS
AXIS        :
LEGEND      : Data Elements

SELECTED DATA ELEMENTS:
Number of Walkaways = Number of Walkaways
Total Walkaway Duration = Total Walk Time
Average Walk Time = Total Walk Time / Number of Walkaways

==============================================================================
REPORT CLASS: Public       SUPERVISOR ID:
GRAPH TITLE     : Max
STATISTICS GROUP: Walkaway Statistics
TYPE OF CHART   : Pie

AXIS LABELS
DATA AXIS:
KEY AXIS:

KEYS
AXIS        :
LEGEND      : Data Elements

SELECTED DATA ELEMENTS:
Number of Walkaways = Number of Walkaways
Total Walkaway Duration = Total Walk Time
Average Walk Time = Total Walk Time / Number of Walkaways
```

FIGURE C-53. Graphic Format Database Report

Tabular Format Database Report

The Tabular Format Database Report provides information which has been entered through the Display portion of the CC MIS product. An example report follows:

```
                    TABULAR FORMAT DATABASE REPORT                      Page    1

Northern Telecom                                       Date: 97/01/23  Time: 16:56

================================================================================
REPORT CLASS: Personal         SUPERVISOR ID:  88
FORMAT TITLE: junk - 3
STATISTICS GROUP: Destination ACD-GRP Statistics

CUSTOM HEADING & COLUMN SELECTIONS
------------------------------
DEST ACD-GRP           AVG
                       ACD
                      TALK
                      TIME
------------------------------
??????????? ???????? ssssssss
DEST ACD-GRP base      AVG
             time      ACD
             unit     TALK
                      TIME
FORMULA DESCRIPTIONS:
Destination ACD-GRP =
Base time unit =
Average ACD talk time - ming = ACD Talk Time / Calls Answered

================================================================================
REPORT CLASS: Personal         SUPERVISOR ID:  88
FORMAT TITLE: junk - 2
STATISTICS GROUP: Destination ACD-GRP Statistics

CUSTOM HEADING & COLUMN SELECTIONS
--------------------------------
DEST ACD-GRP                AVG
                            ACD
                           TALK
                           TIME
--------------------------------
??????????? ???????? ..ssssssss
DEST ACD-GRP base        AVG
             time        ACD
             unit       TALK
                        TIME
FORMULA DESCRIPTIONS:
Destination ACD-GRP =
Base time unit =
Average ACD talk time - Ming = ACD Talk Time / Calls Answered + Calls Completed
```

FIGURE C-54. Tabular Format Database Report

Spectrum Definition Database Report

The Spectrum Definition Database Report provides information which has been entered through the Spectrum Definition portion of Parameter Administration. The following is an example report:

```
                        SPECTRUM DATABASE REPORT                          Page 1

Snoopy-Sonja'sP                                     Date: 01/29/97 Time: 10:24

================================================================================
     SPECTRUM: Answering Delay          CATEGORIES: 10
--------------------------------------------------------------------------------

       CATEGORY                FROM     TO

        01                     000      011
        02                     012      023
        03                     024      035
        04                     036      049
        05                     050      059
        06                     060      119
        07                     120      189
        08                     190      249
        09                     250      419
        10                     420      >>>


================================================================================
     SPECTRUM: Abandoning Delay         CATEGORIES: 10
--------------------------------------------------------------------------------

       CATEGORY                FROM     TO

        01                     000      011
        02                     012      023
        03                     024      035
        04                     036      047
        05                     048      059
        06                     060      119
        07                     120      179
        08                     180      239
        09                     240      299
        10                     300      >>>

================================================================================
     SPECTRUM: Call Duration            CATEGORIES: 10
--------------------------------------------------------------------------------

       CATEGORY                FROM     TO

        01                     000      029
        02                     030      059
        03                     060      119
        04                     120      179
        05                     180      239
        06                     240      299
        07                     300      359
        08                     360      419
        09                     420      479
        10                     480      >>>
```

FIGURE C-55. Spectrum Definition Database Report

List Definition Database Report

The List Database Report provides information which has been entered through the List Definition portion of Parameter Administration. An example report follows:

```
                    LIST DEFINITION DATABASE REPORT                      Page 1

Snoopy-Sonja'sP                                     Date: 01/29/97 Time: 10:24

================================================================================
LIST NAME:  Test 1 List        LIST TYPE:  ACD Group List
--------------------------------------------------------------------------------

ACD Groups : 214-997-5561


================================================================================
LIST NAME:  Test 2 List        LIST TYPE:  ACD Group List
--------------------------------------------------------------------------------

ACD Groups : 214-997-5561 214-997-5662


================================================================================
LIST NAME:  Test 1 List        LIST TYPE:  ACD Group List
--------------------------------------------------------------------------------

ACD Groups : 214-997-5561 214-997-5662  214-997-5867
```

FIGURE C-56. List Definition Database Report

Interval Configuration Report

The Interval Configuration Report provides information which has been entered through the Interval Configuration screen through the Maintenance Interface. An example report follows:

```
                 INTERVAL CONFIGURATION REPORT              Page     1
Northern Telecom                          Date: 12/20/96  Time: 09:45

=========================================================
         Time     Interval Length          Time     Interval Length
---------------------------------------------------------------------

         00:00        No Data             12:00           15
         01:00        No Data             13:00           15
         02:00        No Data             14:00           15
         03:00        No Data             15:00           15
         04:00        No Data             16:00           15
         05:00          60                17:00           30
         06:00          60                18:00           30
         07:00          60                19:00           30
         08:00          15                20:00           30
         09:00          15                21:00           30
         10:00          15                22:00           30
         11:00          15                23:00           30
```

FIGURE C-57. Interval Configuration Report

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