

Lucent Technologies
Bell Labs Innovations



***CentreVu*[™] Call Management System**
Release 3 Version 5
Real-Time and Historical Reports

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Issue 1
December 1996

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This document was prepared by the Customer Training and Information Products group, Lucent Technologies, Denver, CO.

CentreVu™ Call Management System

Real-Time and Historical Reports

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General Information

Audience

The *CentreVu™ Call Management System Release 3 Version 5 Reports* (585-215-821) document is written for *CentreVu* Call Management System Release 3 Version 5 (*CentreVu* CMS) users who analyze the available reports and use them to efficiently run their call centers.

Introduction

DEFINITY® Call Center reports are generated through the *CentreVu* CMS software. This book includes:

- A description of each *CentreVu* CMS report
- An example of each *CentreVu* CMS report
- Definitions of all report fields
- Tips for customizing specific *CentreVu* CMS reports.

Organization and Use of This Document

Organization of Document

The following list describes the contents of each chapter and appendix in this document:

Preface	Preface
<i>Chapter 1</i>	Introduction
<i>Chapter 2</i>	Real-Time Reports —show snapshots of call center activity throughout the day.
<i>Chapter 3</i>	Historical Reports —compile call center information in 15-, 30-, or 60-minute intervals. The interval information is then converted into daily, weekly, and monthly summary data.
<i>Appendix A</i>	Database Items and Calculations
<i>Glossary</i>	Defines <i>CentreVu</i> CMS terms.

Custom Reports

Custom reports are reports that you create and design, or contract the Lucent Technical Support Center to create to meet your specific call center needs. The Custom Reports feature is a standard option. Most historical, real-time, exception, and forecasting reports can be customized. For a description of the *CentreVu* CMS Custom Reports subsystem, see the *CentreVu™ CMS R3V5 Custom Reports* (Lucent Technologies 585-215-822) document.

Forecast

If you have the **Forecast** feature of *CentreVu* CMS, refer to the *CentreVu™ CMS R3V5 Forecast* (585-215-825) document to learn how to use the feature and read the reports.

Conventions Used in This Document

The following conventions are used throughout this document:

<i>Related document callouts</i>	Include the document number (if a Lucent Technologies publication) and the book title in italic. For example, see the <i>CentreVu™ CMS R3V5 Custom Reports</i> (585-215-822) document for more information.
Courier font	Designates a word or phrase quoted directly from the <i>CentreVu</i> CMS system. For example, the <code>Report destination:</code> field. Also designates an <i>INFORMIX</i> * table name. For example, the <code>csplit</code> table.
Courier bold font	Designates something you type into the system. For example, type an x next to <code>Printer</code> , <code>Terminal</code> , or <code>File</code> .
“Chapter Names”	Are always in quotes.
<i>italic</i>	Highlights references to file names and directories. For example, <i>/cms</i> . Also indicates trademarked and registered trademarked words.
Subsystem References	Are always initial capitalized. For example, set the access permissions for <i>CentreVu</i> CMS users from the User Permissions subsystem.
Window Titles	Are always capitalized.

*INFORMIX is a registered trademark of Informix Software, Inc.

Report Examples

The report examples included in this document were taken from test lab machines and are not intended to emulate real data. Report data will vary dependent on your individual site.

Terminology

The following terms are used throughout this book. For additional *CentreVu* CMS terms, please refer to the *Glossary*.

Current Interval	The current intrahour interval which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Custom Reports	Real-time or historical reports that have been customized from standard reports or created from scratch. See the <i>CentreVu™ CMS R3V5 Custom Reports</i> (585-215-822) document for more information.
Daily Data	Interval data that have been converted to a 1-day summary.
Exception Reports	Display occurrences of unusual call-handling events.
Historical Database	Contains intrahour records for up to 62 days in the past, daily records for up to 5 years in the past, and weekly/monthly records for up to 10 years for each <i>CentreVu</i> CMS-measured agent, split/skill, trunk, trunk group, vector, and Vector Directory Number (VDN).
Historical Reports	Display past Automatic Call Distribution (ACD) data for various agent, split/skill, trunk, trunk group, vector, or VDN activities.
Monthly Data	Daily data that have been converted to a monthly summary.
Multi-user Mode	Any administered <i>CentreVu</i> CMS user can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is “on.”
Previous Interval	One intrahour interval. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

Real-Time Database	Current and previous intrahour data on each <i>CentreVu</i> CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs.
Single-User Mode	Only one person can log into <i>CentreVu</i> CMS. Data continues to be collected if data collection is “on.” This mode is required to change some <i>CentreVu</i> CMS administration.
Subsystem	Each <i>CentreVu</i> CMS Main Menu selection. For example, Reports, Dictionary, System Setup, Exceptions, along with Timetable and Shortcut, are referred to as subsystems.
Weekly Data	Daily data that has been converted to a weekly summary.

Related Documents

The following documents can help you use the *CentreVu* CMS software to its maximum capability. Those most closely related to this document are the Administration and Custom Reports documents.

- *CentreVu™ CMS R3V5 Administration* (585-215-820)
- *CentreVu™ CMS R3V5 Reports* (585-215-821)
- *CentreVu™ CMS R3V5 Custom Reports* (585-215-822)
- *CentreVu™ CMS R3V5 Change Description* (585-215-823)
- *CentreVu™ CMS R3V5 External Call History Interface* (585-215-824)
- *CentreVu™ CMS R3V5 Forecast* (585-215-825)
- *CentreVu™ CMS R3V5 Upgrades and Migrations* (585-215-826)
- *CentreVu™ CMS R3V5 Sun* SPARCserver† Computers Installation and Maintenance, Volume 1 and Volume 2* (585-215-827)
- *CentreVu™ CMS R3V5 Sun SPARCserver Computers Connectivity Diagram* (585-215-828)
- *CentreVu™ Supervisor Version 5 User Guide* (585-215-829)
- *CentreVu™ Supervisor Version 5 Installation and Getting Started* (585-215-830)
- *CentreVu™ Report Designer Version 5 User Guide* (585-215-831)
- *CentreVu™ Supervisor and Report Designer Version 5 Change Description* (585-215-832)
- *CentreVu™ CMS R3V5 Documentation CD-ROM* (585-215-891).

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General Information

Audience

This chapter is written for any *CentreVu*™ Call Management System Release 3 Version 5 (*CentreVu* CMS) user who accesses the Real-Time and Historical reports subsystems. It outlines how CMS reporting works and the reports available.

Introduction

DEFINITY® Call Center reports are generated through the *CentreVu* CMS software.

About *CentreVu* CMS

The *CentreVu* CMS software monitors the operations of and collects data from the switch. This data is then organized into reports that help you manage Call Center facilities and personnel. These reports may be displayed on a terminal in real time, printed immediately, stored in a *UNIX** file, or scheduled for printing at a later time.

The data tracked includes caller identification, service parameters, internal call transfers, outgoing calls, and agent sales. Real-time reports can be updated as often as every three seconds and summarized as often as every 15 minutes. Historical reports are available in intervals of 15, 30, or 60 minutes; daily; weekly; and monthly summaries.

One *CentreVu* CMS can manage up to 10000 agent/split/skill pr agent/skill pairs in up to four switches (ACDs) at different locations. This permits you to add agents in new locations while maintaining centralized supervision to control costs.

You can use *CentreVu* CMS reports to do the following:

- Determine how many agents are needed
- Manage call volume fluctuations
- Configure the software to make changes automatically and to meet unexpected demands
- Change agent skill assignments
- Move agents between splits and/or initiate agent audit trails.
- Program vectors and/or change VDNs to vector associations

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Table 1-1 lists the *CentreVu* CMS reports that are available. The remaining chapters of this document give you an overview and an example of each report.

Table 1-1: *CentreVu* CMS Reports

Report Name	Real-Time	Historical	Report Name	Real-Time	Historical
Agent Attendance		☐	Queue/Agent Summary	☐	
Agent AUX		☐	Skill AUX Report	☐	
Agent Event Count		☐	Skill Status	☐	
Agent Group Attendance		☐	Skill Top Agent Report	☐	
Agent Group AUX		☐	Split Status	☐	
Agent Group Summary		☐	Split/Skill Report	☐	☐
Agent Group Report	☐		Split/Skill Average Speed of Answer		☐
Agent Inbound/Outbound		☐	Split/Skill Call Profile	☐	☐
Agent Login/Logout (Skill)		☐	Split/Skill Forecast Summary		☐
Agent Login/Logout (Split)		☐	Split/Skill Outbound		☐
Agent Split/Skill		☐	Split/Skill Queue	☐	
Agent Summary		☐	Split/Skill Service Level		☐
Agent Report	☐		Split/Skill Status		☐
Agent Trace		☐	Split/Skill Summary	☐	
Busy Hour by Trunk Group		☐	System		☐
Busy Hour by VDN		☐	System Multi-ACD		☐
Call Record		☐	System Multi-ACD by Split/Skill		☐
Call Work Code		☐	Top Agent Status	☐	
Event Count Summary	☐		Trunk		☐
Graph Queue	☐		Trunk Group	☐	☐
Graph Split/Skill	☐		Trunk Group Busy Hour		☐
Graph Split/Skill Call Profile	☐		Trunk Group Summary		☐
Graph VDN Call Profile	☐		VDN Busy Hour		☐
Multi-ACD	☐	☐	VDN Multi-ACD Flow		☐
Multi-ACD by Split/Skill		☐	VDN Report	☐	☐
Multi-ACD Call Flow by VDN		☐	VDN Status		☐
Multi-ACD Top Agent	☐		VDN Call Profile	☐	☐
Outbound Split/Skill		☐	VDN Service Level		☐
Queue/Agent Status	☐		VDN Skill Preference	☐	☐
Queue/Top Agent Status	☐		Vector	☐	☐

Agent and Trunk States

Status changes of all ACD data (for splits/skills, trunk groups, vectors, VDNs, agents, and trunks) are sent from the switch. As a result, the states of agent extensions and trunks are what all other data are based on.

Agent States

Table 1-2 lists the *CentreVu* CMS agent states. These states appear on real-time reports as *CentreVu* CMS records the current status of the ACD.

Table 1-2: Agent States

ACD	The agent logged into this extension is on a split/skill or direct agent call. For Generic 2.1, System 85 R2V4, and Generic 1 switches, the agent state is also ACD when a call is waiting on hold.
Available (AVAIL)	The extension is able to accept an ACD call. An extension is AVAIL in AUTO-IN or MANUAL-IN work modes any time a station does not have a call active or on hold.

Table 1-2: Agent States (Contd)

After Call Work (ACW)	The agent is engaged in bookkeeping, data entry, or other work related to the previous call, and is not available to receive another call. The extension enters ACW after an ACD call in MANUAL-IN completes. On ECS and Generic 3 switches, the agent can select the state with the ACW key. If the agent presses the ACW button while on an ACD call, then the agent goes into ACW mode when the call is released. This ACW time is tracked as call-associated ACW. If the agent presses the ACW button while the agent is not on an ACD call, then the agent will be placed into the ACW mode, but this ACW will not be tracked as call-associated ACW. An agent's time in ACW includes time an agent is on incoming or outgoing calls while in ACW, as well as time in ACW when the agent is not connected to any calls.
Auxiliary Work (AUX)	The agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. The agent presses the AUX WORK key when the agent wants <i>CentreVu</i> CMS to recognize the extension as staffed, but does not want the ACD to distribute calls to the voice terminal. An agent's time in AUX includes time an agent is on incoming or outgoing calls while in AUX, as well as time in AUX when the agent is not connected to any calls. Agents also accrue AUX time when they make or receive extension calls from Auto-In or Manual-In mode. Reason codes describe the reasons you are in the AUX work mode (for example, you are on break).
Direct Agent ACD (DACD)	The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	The agent is in the after call work state for a direct agent ACD call.
OTHER	The agent is doing other work. This may represent that the agent has put a call on hold, the agent is dialing to place a call or activate a feature, an agent is in multiple splits or with multiple skills and is doing work for a split or skill other than this one.

Table 1-2: Agent States (Contd)

UNKNOWN	<i>CentreVu</i> CMS does not recognize the current state. UNKNOWN remains until the condition is cleared (corrected) and/or the agent completes the current ACD call and any associated ACW, or a current agent state message is sent to <i>CentreVu</i> CMS from the switch.
UNSTAF Unstaffed	The agent is not logged in and is not being tracked by <i>CentreVu</i> CMS.
RING	The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. With this state, you can actually determine how long a call rings before an agent answers, and thereby determine the actual time a caller waits in queue and waits while the call is ringing to better analyze your call center's performance. Available with Generic 3, Generic 2, and System 85 R2V4 switches.

Trunk States

Table 1-3 lists the *CentreVu* CMS trunk states. These states appear on the *CentreVu* CMS real-time trunk report.

Table 1-3: Trunk States

IDLE	The trunk is waiting for a call.
CONN	The caller and agent are connected on a call.
QUEUED	An ACD call has seized a trunk and is queued to a split or skill waiting for an agent to answer.
SEIZED	A call is using the trunk, either incoming or outgoing.
MBUSY	The trunk is maintenance busy, out of service for maintenance purposes.
HOLD	The agent has put the caller on this trunk on hold.
UNKNOWN	<i>CentreVu</i> CMS does not recognize the state of the trunk.
DABN	The caller abandoned the call. The trunk quickly goes to idle.
FBUSY	Forced busy. The caller receives forced busy signal if you have a ECS Generic 3 or Generic 2 switch with Call Vectoring. For ECS and Generic 3 switches, you can receive busy calls if there is no call in queue for the split and no agents are available.
FDISC	The caller receives a forced disconnect. This appears only if you have the Vectoring feature.
RING	A call is ringing at the agent's voice terminal.

Things to Know About *CentreVu* CMS Reports

Refresh Rate for Real-Time Reports

When you order a real-time report, you must specify a refresh rate for the report. This rate determines how often the report is updated to display new data.

Your fastest allowable refresh rate is defined in the User Permissions — User Data window as minimum refresh rate (see “User Permissions” in the *CentreVu CMS R3V5 Administration* [585-215-820] document). For any user, the fastest rate that may be defined is every 3 seconds. However, the actual speed at which a report refreshes may be slower than the defined speed, since the number of active terminals, the number of active windows, and the number of real-time reports can have an impact on refresh rates.

The default refresh rate when you bring up the report input window is your minimum refresh rate **plus** 15 seconds. You can change the refresh rate from the default at any time.

If you want to calculate the shortest refresh rates you can get in *CentreVu* CMS real-time reports for your configuration, go to the `cmsadm` Menu in the *UNIX*^{*}/*Solaris*[†] system and select menu item 6) `realtime`. The Real-Time Refresh program calculates the best (shortest) refresh rates you can get in *CentreVu* CMS real-time reports. The program bases its calculations on your computer type, your ACD configuration, and the ways in which you use *CentreVu* CMS reports.

Current Interval

The current interval is a set number of minutes (15, 30, or 60). *CentreVu* CMS starts collecting ACD cumulative data at the beginning of the interval (on the hour, half-hour, or quarter hour) and continues collecting ACD cumulative data until the end of the interval. When the current interval changes, all ACD cumulative data are cleared, and *CentreVu* CMS begins counting cumulative data again starting from zero. The length of the interval is set in the System Setup: Storage Intervals window and is called the *intrahour interval*. The *intrahour interval* can be set at 15, 30, or 60 minutes. See the “System Setup” chapter of the *CMS R3V5 Administration* (585-215-820) document.

^{*}UNIX is a registered trademark of Novell, Inc.

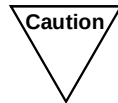
[†]Solaris is a trademark of Sun Microsystems, Inc.

Interactions with Switch Features

See Appendix A in this document or the *CentreVu Call Management System Release 3 Version 5 Administration* (585-215-820) document for the interactions with switch features.

Service Level Increments for Call Profile Reports

You must define your acceptable service level and service level increments for splits/skills and VDNs in the Split/Skill Call Profile Setup and VDN Call Profile Setup windows. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information, see the “ACD Administration” chapter of the *CMS R3V5 Administration* (585-215-820) document.”



If you change the increments while data collection is turned on, data are distorted for the interval in which you made the change. *CentreVu* CMS deletes the call profile data already collected for that interval and only keeps the call profile data that occurred after the change. Then *CentreVu* CMS tries to combine the call profile data gathered both before and after the change into a single daily record of call profile data. As a result, some data is placed in the wrong service level increments.

Daily, weekly, and monthly summaries that include the date of the increment change look peculiar. The time increments shown on the report for the changed increment in the Call Profile Setup window are the maximum values entered for each increment before or after the change. For example, if you change the increments from all “0s” to 1, 3, 5, 10, etc., the Call Profile report shows 1, 3, 5, 10, etc. If you change from 1, 3, 5, 10, ... to 1, 5, 7, 9, ..., the report shows 1, 5, 7, 10 for the date of the change.

You should change the time increments early in the day, preferably before agents begin staffing splits/skills and before a large amount of data has been gathered. Also change the profile increments at the beginning of your reporting week and, if possible, the beginning of the month. If the beginning of the week does not coincide with the beginning of the month, you will not be able to avoid some misleading profile data for the month in which you make profile changes.

How *CentreVu* CMS Tracks ACD Data

Using the data in the real-time and historical databases, *CentreVu* CMS can generate standard reports which allow you to track your call center's activities. *CentreVu* CMS tracks the various agent, split/skill, trunk, trunk group, vector, and VDN activities at different points in the call process. See Chapter 1 in the *CentreVu Call Management System Release 3 Version 5 Administration* (585-215-820) document for more information.

Items That Can Affect Real-Time Report Data

At times your report data could look peculiar or could be missing data. Any of the following items could cause this.

Switch Clock

If at all possible, **do not** change the switch clock for Real-Time reports unless data collection is turned off. If you change the clock while data collection is on, interval data is marked as incomplete.

If you cannot turn off data collection before changing the switch clock, adhere to the following guidelines:

- Small changes (several minutes forward or backward) should be done in the middle of the data collection interval so the change does not cross different intervals. Data for that interval(s) are marked as incomplete, and depending on agent activity prior to the clock change, interval times may not add up as expected on the Historical Summary by Interval reports.
- Larger time changes (such as daylight savings time) that cross interval boundaries should be done with extreme care and at the **beginning** of the interval. For example, if you need to make a 1-hour adjustment, make it from 8:01a.m. to 9:01a.m.. If you make it at the end of the interval (7:59a.m. to 8:59a.m.), you may inadvertently cause two data archives to occur at the same time, which may cause loss of interval data.

Agents in Multiple Splits/Skills

If an agent is logged into multiple splits for Real-Time reports, in the Auto-In mode, and is available (AVAIL) in the three splits, the split names or numbers could appear in any order on reports. For example, the order could be Split 3, followed by Split 1 and Split 2.

If you display several real-time reports on your screen and have agents available in multiple splits, agent time on the reports may seem to be wrong, but it is **not**. Reasons for this are:

- The refresh rate is different between the reports. For example, one report has a refresh rate of 30 seconds and the other may have a refresh rate of 35 seconds—a difference of 5 seconds. When the report is updating, the difference of these few seconds could make the reports seem to not add up.
- You are using same refresh rate but bring the reports up at different times.

Service Level Increments for Call Profile Reports

If you change the increments, data will be distorted for the interval in which you made the change. *CentreVu* CMS deletes the split call profile data already collected for that interval and only keeps the split call profile data that occurred in that interval after the change. Then *CentreVu* CMS tries to combine the split/VDN call profile data gathered both before and after the change into a single daily record of split call profile data. As a result, some data is placed in the wrong service level increments. See the appropriate Split/Skill or VDN Call Profile Report for more information.

Prerequisite System Administration

The following system administration must be performed before you can fully use the real-time and historical reports subsystem.

Dictionary

If you want names to appear on split/skill, trunk group, agent group, ACD, call work code, VDN, and vector reports, the names must first be entered in the Dictionary subsystem. If names are not assigned in the Dictionary subsystem, numbers appear as the default.

ACD Administration

To get Split/Skill Call Profile or VDN Call Profile reports, you must first define your acceptable service level and service level increments for the split(s)/skill(s) and VDN(s) in the Split/Skill Call Profile Setup and VDN Call Profile Setup window in the ACD Administration subsystem.

To get an Agent Trace report, you must first start collecting agent trace data.

See the “ACD Administration” chapter of the *CMS R3V5 Administration* (585-215-820) document for more information on setting call profiles and activating agent traces.

User Permissions

For a report to display data, you must have **read** permission for the split/skill, trunk group, ACD, vector, or VDN. For example, if you have read permission for Splits 1, 2, and 4, and try to run a report on Splits 1, 4, and 5, you receive data for Splits 1 and 4 but not for Split 5, because you do not have read permission for that split. For more information, see the “User Permissions” chapter of the *CMS R3V5 Administration* (585-215-820) document.

System Setup

You need to specify how much of the data to save for later use by historical reports. For more information, see the “System Setup” chapter of the *CMS R3V5 Administration* (585-215-820) document.

Relationships to Other Subsystems

Real-Time reports have the following relationships to other *CentreVu* CMS subsystems.

Timetable and Shortcut

You cannot put a real-time report on a timetable. You can use shortcuts to display real-time reports.

See Chapter 3, “Timetable and Shortcut,” in the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

Dictionary

For split/skill, VDN, vector, and ACD names to appear on reports, names must be defined and entered in the Dictionary subsystem.

See Chapter 6, “Dictionary,” in the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

Exceptions

When an exception occurs, *CentreVu* CMS notifies you in three ways:

- The terminal beeps, flashes, or beeps and flashes at the same time—unless you have disabled both the beep and flash.

For more information, see the “Exceptions” chapter of the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

- You can see information about exception conditions by looking at appropriate Real-Time reports.
- The **Ex** field on the *CentreVu* CMS title bar shows a running count of current exceptions. Exceptions are cleared when you log in, when you change the current ACD, and at the end of each interval. To be notified of exceptions, you must have exception permission turned on for the specific split/skill, trunk group, ACD, VDN, and vector. Exception permissions are assigned in the User Permissions subsystem.

For more information, see the “User Permissions” chapter of the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

- The exception is entered in the real-time exceptions log.

For more information, see the “Exceptions” chapter of the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

User Permissions

The default for the `Refresh rate in seconds:` field in the report input window is the minimum refresh rate assigned for the user plus 15 seconds. The administrator assigns each user a minimum refresh rate in the User Permissions—User Data window. If you enter a rate that is less than your assigned minimum refresh rate, an error window appears.

For more information, see the “User Permissions” chapter of the *CentreVu Call Management System R3V5 Administration* (585-215-820) document.

General Information

Audience

This chapter is written for *CentreVu*™ Call Management System (*CentreVu* CMS) supervisors and administrators who use the real-time report subsystem to generate reports. Real-time reports display on your terminal screen.

Introduction

This chapter gives you the information you need to understand every real-time report available on *CentreVu* CMS.

CentreVu CMS real-time reports give supervisors snapshots of the call center's performance and status. Abandoned calls, for example, can be monitored to determine the waiting-for-service tolerance of callers and compared to the number of calls in queue. Additionally, agent productivity can be compared at a glance to determine who may need help in speeding after call work.

Standard real-time reports:

- Show the current status of ACD activity. The types of data for reports are status, cumulative, and administrative. (See Appendix A "Database Items and Calculations" for a description of these data types.)
- Display data for the current interval for agent, split/skill, trunk/trunk group, vector, and VDN activities, such as number of ACD calls, abandoned calls, average talk time, and so on.

Note

All database items and calculations that are used for real-time reports are taken from the current interval tables.

You assign the length of the current interval for real-time ACD data in the System Setup: Storage Intervals window. See the *CentreVu*™ CMS R3V5 Administration (585-215-820) document for more information.

The Expert Agent Selection (EAS), Vectoring, and Graphics reports are also included in this chapter. If you do not have the Expert Agent Selection feature, Vectoring feature, or Graphics package, those report items do not appear on your menu.

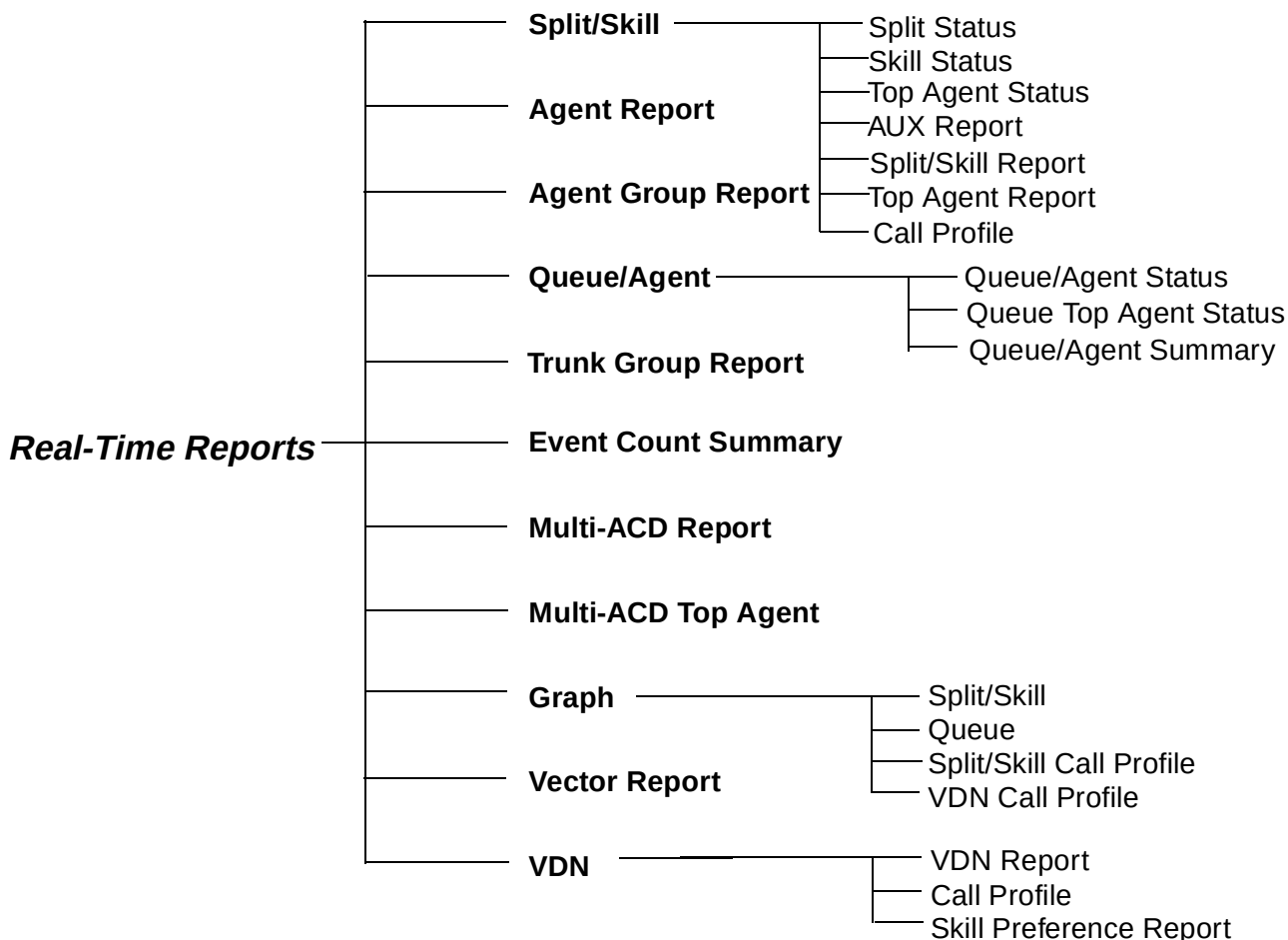
How This Chapter is Organized

This chapter gives a brief description of each available report, examples of the report input windows, and definitions of the input fields. It provides you with the information you need to complete any real-time report input screen.

Each report description has the following headings:

- **Things to Know About All Real-Time Reports** — gives you information on factors that affect the real-time reports.
- **Input Window** — provides an example of an input window that is specific to each report. The input window is shown with the report description.
- **Sample Report** — provides an example of the report. A table provides report headings, field definitions, and the corresponding database item.

A short summary and example of each *CentreVu* CMS real-time report is included in this chapter. The roadmap below shows how the real-time reporting system is organized. This section follows the organization of the roadmap (split/skill reports are described first, followed by agent reports, etc.).



When you generate a real-time report, the totals for the report columns are on the top line of the report under the headings.

CentreVu CMS historical reports are available in interval, daily, weekly, and monthly versions. Not all reports are available in all versions. The section on each report gives the available report versions.

- **Interval reports** contain breakdowns of data by intervals of 15, 30, or 60 minutes. Interval reports can help you identify your high and low call volumes during the day.

- **Daily reports** display summarized interval data, one line for each day.
- **Weekly reports** display summarized daily data for the week(s) specified, one line for each week.
- **Monthly reports** display summarized daily data for the month(s) specified, one line for each month.



Some reports show, for example, one line of data per agent for a single day, week, or month.

CentreVu CMS can store intrahour data for up to 62 days, daily summary data for 5 years, and weekly/monthly summary data for 10 years. See the “Historical Reports” chapter in this book for details.

Split/Skill Reports

From the Real-Time Split/Skill menu you can select Split Status (non-EAS) or Skill Status (EAS), Split/Skill Report, or Call Profile. Additionally, if you have the EAS feature, you can select Top Agent Status, Top Agent Report, and Skill AUX Report.

Note

The Split Status report or Skill Status report shows the status of one split or one skill. If you have the EAS feature, your system displays the Skill Status report. If you do not have the EAS feature, your system displays the Split Status report.

The reports are discussed in the same order as listed on the menu. Figure 2-1 is an example of the Split/Skill Reports menu without EAS.

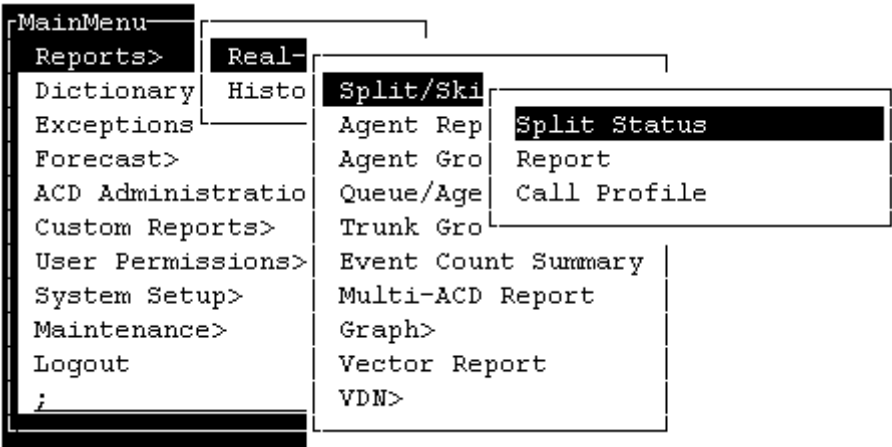


Figure 2-1: Split Reports Menu (non-EAS)

Figure 2-2 is an example of the Split/Skill Reports menu with EAS.

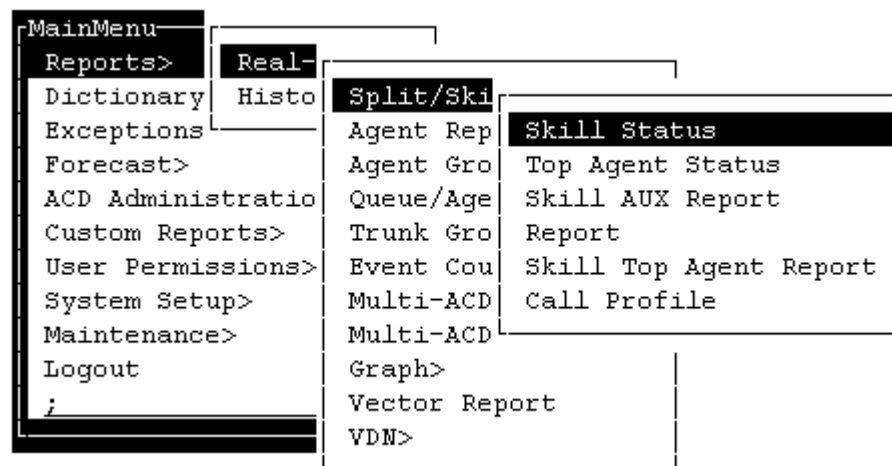


Figure 2-2: Skill Reports Menu (EAS)

Split Status Report

The Split Status report shows how long the oldest call in queue has been waiting, how many calls are currently waiting to be answered, the agent names, the agent states, the length of time an agent has been in the displayed state, and the split associated with the call the agent is currently handling.

Note

The Split Status report is available on switches that do not have the EAS feature. If you have the EAS Feature, this report is replaced with the Skill Status Report.

Things to Know About This Report

- All agents who are logged into the selected split are displayed in the report. You can scroll to view agents that you cannot see on the report.
- If an agent is on an ACD call or in the ACW state, a single split is displayed that corresponds to the ACD call or ACW.
- If the agent is available, all of the agent's splits are displayed.
- For ECS and Generic 3 switches, agents can log into up to 4 splits. For generic 2 switches, agents can only log into a single split.
- If you have a Generic 3 Version 3 switch or an earlier switch, the Expected Wait Time (EWT) fields are blank. EWT is only available on the ECS and Generic 3 Version 4 switches.
- The EWT value is updated whenever a call queues to the split. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the split.
- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).
 - The priority (TOP, HIGH, MEDIUM, LOW) is inactive.
 - The queue for this split is full.

Please refer to the *DEFINITY ECS Release 5 Call Vectoring/EAS Guide* for more information on EWT and causes of the field blanking out.

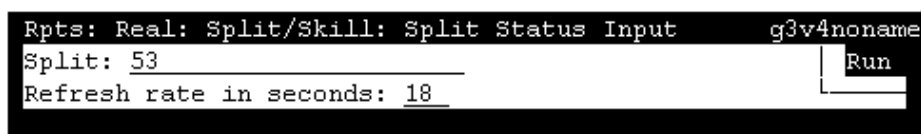
- EWT may be different than you anticipate. The following factors can affect EWT:
 - A low volume of calls coming into a split, or very few coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.

- A split has only one or two agents logged in.
- A combination of the low call volume and a small number of agents logged in.
- The number of agents logged into a given split suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.
- A significant percentage of callers who are queued leave the queue, either by hanging up or by being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time no more calls are routed to a particular split. Calls in queue to this split continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer has expired and CMS requests an updated EWT value from the switch..
- Calls may be queued to more than one split.
- Agents may be logged into multiple splits.
- The Multiple Call Handling (MCH) feature is enabled.
- A new split is created or the switch reboots. No history exists, and 30 to 50 queued calls must be processed for an accurate EWT.
- The average handling time for calls changes suddenly.
- The call traffic is varying significantly.
- The queuing times are erratic.

- EWTs are only displayed for the priorities for which calls are queuing. However, if you change the routing for a split so that calls are not being queued at a priority, the EWT for that priority continues to be shown until all agents in the split log out or until a translation pumpup is forced.
- This report can be customized.

Split Status Report Input Window

Figure 2-3 provides an example of a Split Status Report input window. You must fill in the report input window to run the report.



```

Rpts: Real: Split/Skill: Split Status Input      g3v4noname
Split: 53
Refresh rate in seconds: 18
Run
  
```

Figure 2-3: Split Status Report Input Window

Table 2-1 describes the fields on the input window.

Table 2-1: Split Status Report Input Fields

Field	Description
Split:	Enter the appropriate split/skill name(s) or number(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Split Status Report Example

Figure 2-4 provides an example of the Split Status Report.

```

Rpts: Real: Split/Skill: Split Status                                g3v4noname
      Split: 53

Calls Waiting      0
Oldest Call Waiting      :00
Expected Wait Time (Pri): Top      High      Medium      Low

Agent      State      Split(s)      Time  VDN
32044      AVAIL      53            1:12
32045      ACD IN      53            :06 38053
32046      AVAIL      53            :27
32047      AVAIL      53            :38
32048      AVAIL      53            :50
32051      AVAIL      53            1:23
32052      AVAIL      53            :55
32053      AVAIL      53            :33
Successful                                         24x62

```

Figure 2-4: Split Status Report Example

Table 2-2 describes the report fields. The database items used for the Split Status Report are stored in the `csplit` and `cagent` tables.

Table 2-2: Split Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split	The name or number of the split selected for the report.	syn(SPLIT)
Calls Waiting	The number of split ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting	The number of seconds the oldest split ACD call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL

Table 2-2: Split Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Expected Wait Time (Pri): Top	This heading contains EWT for the split at top priority. EWT is the expected wait time for a new call when it is queued to the split at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP
Expected Wait Time (Pri): High	This heading contains EWT for the split at high priority. EWT is the expected wait time for a new call when it is queued to the split at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH
Expected Wait Time (Pri): Medium	This heading contains EWT for the split at medium priority. EWT is the expected wait time for a new call when it is queued to the split at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM

Table 2-2: Split Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Expected Wait Time (Pri): Low	This heading contains EWT for the split at low priority. EWT is the wait time for the call when it is queued to the split at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW
Agent	The names of the agents assigned to the split and logged in. The agent names must be defined in the Dictionary subsystem, otherwise you will see the agent IDs.	syn(LOGID)
State	The current work state the agent is in, such as AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, or UNSTAFF, and the call direction, such as blank (agent not on a call), IN (incoming), or OUT (outgoing).	WORKMODE and DIRECTION
Split(s)	The split associated with the call or the ACW state when an agent is either on a split or direct agent ACD call, or in the ACW state. If an agent puts an ACD call on hold and makes an AUX call, this is the split of the ACD call on hold. For AUXIN calls and for AUXOUT calls made without an ACD call on hold, this is the split the agent has been logged into the longest. When the agent is available, all of the splits the agent is available in are listed.	WORKSPLIT WORKSPLIT2 WORKSPLIT3 WORKSPLIT4 (ECS and Generic 3 Version 2 and later Generic 3 switches only)
Time	The amount of time the agent has been in the current work state and the current call direction. Time begins at zero (0) when the work state or call direction changes. For example, if the agent goes from the AUX-IN state to the AUX state, the time starts over.	AGTIME

Table 2-2: Split Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	The vector directory number (VDN) associated with the ACD call that is in progress. If you do not have the vectoring feature, the column will be blank.	VDN

Skill Status Report

The Skill Status report shows how long the oldest call has been waiting in queue, how many calls are currently waiting to be answered, the agent names, the agent's current states, the agent's skill level, and the number of the skill for which the agent is handling the call or is in after call work.

Things to Know About This Report

- If you have a *DEFINTIY* ECS with the EAS feature activated, you will see the report displayed in this section. This new report:
 - Provides agent AUX reason codes.
 - Provides the agent login identification and the agent name.
 - Provides the level for the agent's currently active skill (ACD call or ACW session). This level can be any level from 1 to 16 (with EAS-PHD) or from 1 to 2 (without EAS-PHD).
 - A *Skills* column replaces the *Login Skills* columns shown on previous versions of this report.
- If you have a switch release earlier than ECS Release 5 with the EAS feature activated, a slightly different Skill Status Report than the one described in this section is displayed. This report:
 - Does not provide agent AUX reason codes.
 - With the Generic 3 Version 2 through Version 4 switches, all the skills the agent is logged into are shown in the *Login Skills* column of the report. These skills are designated with a *p* or *s* to indicate if the skill is a primary or secondary skill.
 - With the Generic 2.2 switches, the agent's default skill and up to three other skills that the agent is logged into are shown in the *Login Skills* column of the report. If the agent logs into four skills in addition to the default skill, the fifth skill is not displayed. It is necessary to create a custom report to add a fifth skills column.
 - The Expected Wait Time (EWT) fields are blank unless you have an ECS or Generic 3 Version 4 switch.
- All agents who are logged into a particular skill are displayed in the report. You can scroll to view agents not shown in the window.
- The EWT value is updated whenever a call queues to the skill. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the skill.
- The EWT fields may be blank for one of the following reasons:
 - The EWT is unknown at this time.
 - The EWT is infinity (for example, no agents are logged in).

- The priority (TOP, HIGH, MEDIUM, or LOW) is inactive.
- The queue for the priority is full.

Please refer to the *DEFINITY ECS Release 5 Vectoring/EAS Guide* for more information on EWT and other causes of blanking out the field.

- EWT may be different than you anticipate. The following factors can affect EWT:
 - A low volume of calls are coming into a skill, or very few are coming in at one or more of the priorities. This causes EWT to show larger fluctuations than when there is heavier call volume.
 - A skill has only one or two agents logged in.
 - A combination of the low call volume and a small number of agents logged in.
 - The number of agents logged into a given skill suddenly increases or decreases substantially. EWT adjusts immediately, and you will see a big jump or fall in the EWT.
 - A significant percentage of callers who are queued drop from queue, either by hanging up or by being answered, and no new calls are queued. For example, in a vector with time-of-day routing, after a specified time, no more calls are routed to a particular skill. Calls in queue to this skill continue to be serviced, but no new calls are coming into the queue. The EWT remains unchanged until the specified time interval from the timer has expired and the CMS requests updated EWT values from the switch.
 - Calls may be queued to more than one skill.
 - Agents may be logged into multiple skills.
 - The Multiple Call Handling (MCH) feature is enabled.
 - A new skill is created or the switch reboots. No history exists, and 30 to 50 queued calls must be processed for an accurate EWT.
 - The average handling times for calls changes suddenly.
 - The call traffic is varying significantly.
 - The queuing times are erratic.
 - If calls are HIGH or MEDIUM priority and redirected, via intraflow to a skill that does not queue calls at this priority, the priority does not change.

- EWTs are only displayed for the priorities for which calls are queuing. However, if you change the routing for a skill so that calls are not being queued at a priority, the EWT for that priority continues to be shown until all agents in the skill log out or until a translation pumpup is forced.
- This report can be customized.

Skill Status Report Input Window

Figure 2-5 provides an example of a Skill Status Report input window. You must fill in the report input window to run the report.

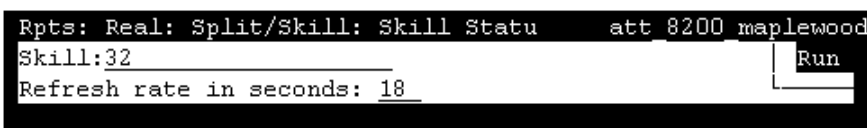


Figure 2-5: Skill Status Report Input Window

Table 2-3 describes the fields on the input window.

Table 2-3: Skill Status Report Input Fields

Field	Description
Skill:	Enter the appropriate skill name. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds, from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Skill Status Report Example

Figure 2-6 provides an example of the Skill Status Report.

```

Rpts: Real: Split/Skill: Skill Status                               Bison35vpe
      Skill: superior

Calls Waiting      10
Oldest Call Waiting 1:08
Expected Wait Time (Pri): Top      High      Medium      Low
                                   :00:00      :00:00

Agent      Logid Reason      State      Skill/Lvl Time VDN
agent01    44015          AVAIL      /        1:03
agent02    44014          RINGI      51/ 1    :59
agent03    44011          RINGI      51/ 1    1:12
agent04    44013          RINGI      52/ 2    1:15
  
```

Figure 2-6: Skill Status Report Example

Table 2-4 describes the report fields. The database items used for the Skill Status Report are stored in the `cspLit` and `cagent` tables.

Table 2-4: Skill Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill	The name or number of the skill selected for the report.	syn(SPLIT)
Calls Waiting	The number of skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the <i>DEFINITY</i> ECS Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting	The number of seconds the oldest ACD skill call has been waiting in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL

Table 2-4: Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Expected Wait Time: Top	This heading contains EWT for the skill at top priority. EWT is the expected wait time for a new call when it is queued to the skill at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP
Expected Wait Time: High	This heading contains EWT for the skill at high priority. EWT is the expected wait time for a new call when it is queued to the skill at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH
Expected Wait Time: Medium	Contains EWT for the skill at medium priority. EWT is the expected wait time for a new call when it is queued to the skill at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM

Table 2-4: Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Expected Wait Time: Low	This heading contains EWT for the skill at low priority. EWT is the wait time for the call when it is queued to the skill at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW
Agent	The names of the agents assigned to the skill and logged in. The agent names must be defined in the Dictionary subsystem, otherwise you will see the agent IDs.	syn(LOGID)
Logid	The login identification of the agent.	LOGID
Reason	The reason code associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX state (only with ECS).	syn(AUXREASON)
State	The current work state, also called state, that the agent is in, such as AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, or UNSTAFF, and the call direction, such as blank, IN, or OUT.	syn(AWORKMODE) syn(DIRECTION)

Table 2-4: Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill/Lvl	When an agent is on a skill call, a direct agent call, or in ACW mode, this is the skill associated with the call or the ACW, and the level associated with the skill. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank. WORKSKLEVEL is the skill level (ranging from 1 to 16) associated with WORKSKILL.	WORKSKILL/WORKSKLEVEL
Time	The amount of time the agent has been in the current work state and the current call direction. Time begins at zero (0) when the work state or call direction changes. For example, if the agent goes from the AUX - IN state to the AUX state, the time starts over.	AGTIME
VDN	If you have EAS, you must have vectoring. This is the vector directory number (VDN) associated with the ACD call that is in progress.	VDN

Top Agent Status Report

The Top Agent Status Report is the same as the Skill Status Report, except that it only shows status for agents for whom the selected skill is the top skill.

Things to Know About This Report

- This report shows information for agents with this skill as top skill only.
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- The EWT value is updated whenever a call queues to the skill. If no call has queued for 2 minutes, CMS will request the switch to send the current EWT values for the skill.
- You must have a *DEFINITY* ECS or Generic 3 switch with the EAS feature.
- This report can be customized.

Top Agent Status Input Window

Figure 2-7 provides an example of a Top Agent Status input window. You must fill in the report input window to run the report.

```

Rpts: Real: Split/Skill: Top Agent S att 8200 maplewood
Skill: 21
Refresh rate in seconds: 18
Run
  
```

Figure 2-7: Top Agent Status Input Window

Table 2-5 describes the fields on the input window.

Table 2-5: Top Agent Status Report Input Fields

Field	Description
Skill:	Enter the appropriate skill name. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.

Table 2-5: Top Agent Status Report Input Fields

Field	Description
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Top Agent Status Report Example

Figure 2-8 provides an example of the Top Agent Status Report.

```

Rpts: Real: Split/Skill: Top Agent Status           Bison35vpe
      Skill: superior

Calls Waiting      10
Oldest Call Waiting 1:03
Expected Wait Time (Pri): Top      High      Medium      Low
                                :00:00      :00:00

Top Agent      Logid Reason      State      Skill/Lvl Time VDN
agent01        44011              RINGI      51/ 1    1:30

```

Figure 2-8: Top Agent Status Report Example

Table 2-6 describes the report fields. The database items used for the Top Agent Status Report are stored in the *csplit* and *cagent* tables

Table 2-6: Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill:	The name or number of the skill selected for this report.	syn(SPLIT)
Calls Waiting	This is the number of skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING

Table 2-6: Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Oldest Call Waiting	Length of time (in seconds) the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Expected Wait Time (Pri): Top	This heading contains EWT for the skill at top priority. EWT is the wait time for the call when it is queued to the skill at top priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTTOP
Expected Wait Time (Pri): High	This heading contains EWT for the skill at high priority. EWT is the wait time for the call when it is queued to the skill at high priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTHIGH
Expected Wait Time (Pri): Medium	This heading contains EWT for the skill at medium priority. EWT is the wait time for the call when it is queued to the skill at medium priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTMEDIUM

Table 2-6: Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Expected Wait Time (Pri): Low	This heading contains EWT for the skill at low priority. EWT is the wait time for the call when it is queued to the skill at low priority. EWT measures only the time it takes to deliver the call to an agent. It does not include ringing time. If <i>CentreVu</i> CMS is connected to a switch previous to the Generic 3 Version 4 switch or if vectoring is not activated, the EWT headings and columns are displayed, but the fields are blank.	EWTLOW
Top Agent	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents for whom this is the top skill and who are logged in.	syn(LOGID)
Logid	The login identification of the agent.	LOGID
Reason	The reason associated with the auxiliary work state (on a break, in a meeting, and so on) of this agent. This field is blank if the agent is not in the AUX state. Available only with purchase of a <i>DEFINITY</i> ECS.	syn(AUXREASON)
State	The current work mode (state) the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN, or OUT).	syn(AWORKMODE) and syn(DIRECTION)

Table 2-6: Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skill/Lvl	When an agent is on a skill call, a direct agent call, or in ACW mode, this is the skill associated with the call or the ACW, and the level associated with the skill. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX, or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank. WORKSKLEVEL is the skill level (ranging from 1 to 16) associated with WORKSKILL.	WORKSKILL/WORKSKLEVEL
Time	The length of time the agent has been in the current work mode (AVAIL, ACD, and so on), and the call direction.	AGTIME
VDN	The Vector Directory Number that the current call came into.	syn(VDN)

Skill AUX Report

The Skill AUX Report shows, for one or more skills, the number of agents in AUX work with each reason code.

Things to Know About This Report

- You must have a ECS Release 5 switch or later with the EAS feature.
- You must have reason codes active. You can run the report without having the reason codes active, but all agents will be in reason code zero (0) when in AUX.
- This report can be customized.

Skill AUX Input Window

Figure 2-9 provides an example of a Skill AUX Report input window. You must fill in the report input window to run the report.

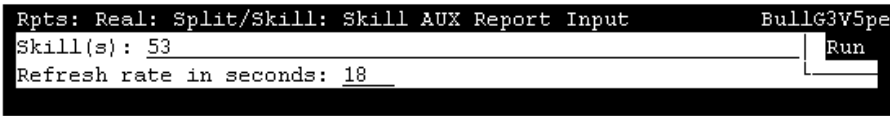


Figure 2-9: Skill AUX Input Window

Table 2-7 describes the fields on the input window.

Table 2-7: Skill AUX Input Fields

Field	Description
Skill(s):	Enter the appropriate skill name(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Skill AUX Report Example

Figure 2-10 provides an example of the Skill AUX Report.

```

Rpts: Real: Split/Skill: Skill AUX Report
Skills:          Skill12 Skill13 Skill15
ACD: Bison35vpe

Calls Waiting      9      0     10
Agents Staffed     10     0     28
Total AUX Agents    0      0      1

AUX Reason
Internet           0      0      1
Meeting           1      1      0
Break             1      0      1
Personal          0      0      0
Library           0      0      0
Teamwork          0      0      0
Successful

```

Figure 2-10: Skill AUX Report Example

Table 2-8 describes the report fields. The database items used for the Skill AUX Report are stored in the csplit table.

Table 2-8: Skill AUX Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skills:	The name(s) or number(s) of the skills selected for the report.	syn(SPLIT)
ACD	The ACD for which the data is collected.	syn(ACD)
Calls Waiting	This is the number of skill ACD calls waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (DEFINITY ECS Generic 3 switches only).	INQUEUE+INRING
Agents Staffed	The current number of agent positions that are staffed in the skill.	STAFFED
Total AUX Agents	The current number of agent positions that are either in AUX work mode for all skills or are on AUX-IN/AUX-OUT calls.	INAUX
AUX Reason	The number of agents in each AUX reason code (0 to 9).	INAUX0 ... INAUX9

Split/Skill Report

The Split/Skill report simultaneously displays real-time call-handling information on a number of splits or skills. It allows the supervisor to evaluate and compare the workload and call-handling performance between splits/skills, and to determine agent reassignment. Additionally, the supervisor can evaluate other ACD configuration alternatives which can be used to balance workloads and reduce abandoned calls.

Things to Know About This Report

- You can enter a range or a list of splits/skills which the report will cover. If you only want to view one split or skill, you may size the window smaller.
- In this report, the OTHER state displays for agents who are on calls or in after call work state for other splits or skills.
- For agents in split/skills with the many forced option of Multiple Call Handling for Generic 3 Version 4 and later switches, a queued call is not delivered to an agent position if there is no available call appearance. If the agent has no available call appearance, then the agent is either on a call or has all calls on hold. In either case, the agent is not available.
- This report can be customized.

Report Input Window

Figure 2-11 provides an example of a split/skill report input window. You must fill in the report input window to run the report.

The screenshot shows a terminal-style window titled "Rpts: Real: Split/Skill: Report Input" with a user identifier "BullG3V5pe" in the top right corner. The window contains two input fields: "Split(s)/Skill(s):" with the value "54" entered, and "Refresh rate in seconds:" with the value "18" entered. A "Run" button is located to the right of the first input field.

Figure 2-11: Split/Skill Report Input Window

Table 2-9 describes the fields on the input window.

Table 2-9: Split/Skill Report Input Fields

Field	Description
Split(s)/Skill(s):	Enter the appropriate skill name(s) or number(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Split/Skill Report Example

Table 2-12 provides an example of the split/skill report.

Rpts: Real: Split/Skill: Report							g3v5 eas
Split(s)/Skill(s):	skill	2	3	4	5	6	
Calls Waiting	0	0	0	0	0	0	
Oldest Call Waiting	:00	:00	:00	:00	:00	:00	
Avg Speed of Answer							
ACD Calls	0	0	0	0	0	0	
Avg ACD Talk Time							
Abandoned Calls	0	0	0	0	0	0	
Avg Time to Abandon							
Agents: Available	0	0	0	0	0	0	
Ringing	0	0	0	0	0	0	
ACD Calls	0	0	0	0	0	0	
After Call Work	1	0	0	0	0	0	
Other	0	0	0	0	0	1	
AUX Work	1	0	0	0	0	0	
Staffed	2	0	0	0	0	1	
Successful							

Figure 2-12: Split/Skill Report Example

Table 2-10 describes the report fields. The database items used for the Report are stored in the `csplit` table.

Table 2-10: Split/Skill Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Splits/Skills	The name or number of the split(s)/skill(s) selected for the report.	syn(SPLIT)
Calls Waiting	The total number of ACD calls waiting to be answered for each split/skill in the report. This includes calls that are in queue and ringing at an agent voice terminal. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. For the <i>DEFINITY</i> ECS Generic 3 switches, it does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting	The number of seconds the oldest call has waited in queue or ringing at an agent voice terminal for each split/skill in the report. This does not include direct agent calls.	OLDESTCALL
Avg Speed of Answer	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only.	ACDCALLS
Avg ACD Talk Time	The average talk time for all ACD calls to the split. This does not include talk time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>

Table 2-10: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Abandoned Calls	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered (for the Generic 2.2 switches with ASAI Gateway Interface feature or the <i>DEFINITY</i> ECS Generic 3 with the ASAI feature only).	ABNCALLS
Avg Time to Abandon	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Agents: Available	The total number of agents who are available to receive ACD calls in the split/skill.	AVAILABLE
Agents: Ringing	The current number of agents that have ACD calls ringing at their voice terminal but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents: ACD Calls	The total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include agents on direct agent calls.	ONACD
Agents: After Call Work	The number of agents who are in the after call work state for each split/skill. This includes agents on ACW-IN or ACW-OUT calls and agents in ACW not associated with an ACD call. Does not include agents in ACW for a Direct Agent call.	INACW

Table 2-10: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agents: Other	The current number of agent positions that are doing other work. For the <i>DEFINITY</i> ECS Generic 3 switch, the agent did one of the following activities while in the Auto-in or Manual-In state: • The agent put any call on hold and performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • The agent has a ringing personal call, with no other activity. For the <i>DEFINITY</i> ECS Generic 3 and for Generic 2.2 switches with EAS, agents are logged into multiple splits/skills and doing work for a skill other than this one (on an ACD call, in call-related ACW or on a personal call attributed to a split/skill other than this one). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER
Agents: AUX Work	The total number of agents who are in the auxiliary work state for all splits/skills including agents who are handling AUXIN or AUXOUT calls.	INAUX
Agents: Staffed	The number of agents logged into each split/skill.	STAFFED

Skill Top Agent Report

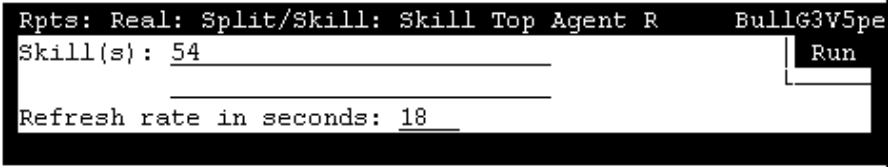
The Skill Top Agent Report is similar to the Split/Skill Report, but shows counts of agents for whom the skill is the top skill. It also shows a count of agents for whom the skill is a backup skill.

Things to Know About This Report

- You must have a *DEFINITY* ECS Generic 3 switch with the EAS feature.
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- This report can be customized.
- The top skill concept does not make sense for agents with the greatest need preference administered.

Skill Top Agent Input Window

Figure 2-13 provides an example of a split/skill report input window. You must fill in the report input window to run the report.



Rpts: Real: Split/Skill: Skill Top Agent R BullG3V5pe

Skill(s): 54 Run

Refresh rate in seconds: 18

Figure 2-13: Skill Top Agent Input Window

Table 2-11 describes the fields on the input window.

Table 2-11: Skill Top Agent Report Input Fields

Field	Description
Split(s)/Skill(s):	Enter the appropriate skill name(s) or number(s). Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.

Table 2-11: Skill Top Agent Report Input Fields

Field	Description
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Skill Top Agent Report Example

Figure 2-14 provides an example of the Skill Top Agent Report.

```

Rpts: Real: Split/Skill: Skill Top Agent Report      G3V5 eas
Skills:                20

Calls Waiting          0
Oldest Call Waiting    :00
Avg Speed of Answer

ACD Calls              0
Avg ACD Talk Time

Abandoned Calls        0
Avg Time to Abandon

Top Agents: Available   0
              Ringing    0
              ACD Calls  0
              ACW        0
              Other      0
              AUX Work   0
              Staffed    0
Backup Agents Staffed  0
Successful

```

Figure 2-14: Skill Top Agent Report Example

Table 2-12 describes the report fields. The database items used for the Skill Top Agent Report are stored in the *csplit* table.

Table 2-12: Skill Top Agent Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Skills:	The names or numbers of the skills selected for this report.	syn(SPLIT)

Table 2-12: Skill Top Agent Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Calls Waiting	This is the number of skill ACD calls waiting to be answered. This includes calls that are in queue and calls ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING
Oldest Call Waiting	Length of time (in seconds) the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Avg Speed of Answer	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for the <i>DEFINTIY</i> ECS Generic 3 with ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The ACD calls that were queued to the skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing) for Generic 3 switches with ASAI only.	ACDCALLS
Avg ACD Talk Time	The average talk time for all ACD calls to the skill. This does not include talk time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for Generic 3 switches with ASAI only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Abandoned Calls	The total number of queued calls for each skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each skill that abandoned at the far end before an agent answered. For Generic 3 switches with the ASAI feature only.	ABNCALLS
Avg Time to Abandon	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>

Table 2-12: Skill Top Agent Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Top Agents: Available	The total number of top agents logged into the skill who are available in the skill.	TAVAILABLE
Top Agents: Ringing	The current number of top agents logged into the skill who have ACD calls ringing at their voice terminals.	TAGINRING
Top Agents: ACD Calls	The total number of top agents connected to inbound and outbound ACD calls in each skill. This does not include agents on direct agent calls.	TONACD
Top Agents: After Call Work	The number of top agents who are in the after call work state for each skill. This includes agents on ACW- IN or ACW- OUT calls and agents in ACW not associated with an ACD call. This does not include agents in ACW for Direct Agent calls.	TINACW

Table 2-12: Skill Top Agent Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Top Agents: Other	The current number of top agent positions that are doing other work. For the Generic 3 switch the agent did one of the following activities while in the Auto-In or Manual-In state: • The agent put any call on hold and performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • The agent has a personal call ringing with no other activity. For the Generic 3 and the Generic 1 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in call-related ACW). For the Generic 3 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Top Agents: Aux Work	The total number of top agents logged into the skill who are in the AUX Work mode for all skills or are on AUXIN/AUXOUT calls.	TINAUX
Top Agents: Staffed	The current number of top agents that are staffed in the skill.	TSTAFFED
Bkup Agents Staffed	The current number of agents staffed in the skill who do not have this skill as the top skill.	STAFFED-TSTAFFED

Call Profile Report

The Split/Skill Call Profile report shows the wait times of incoming calls that are answered and abandoned in a split or skill during the current interval.

Things to Know About This Report

- Calls are displayed in ten columns, with each column representing a progressively longer wait time increment.
- This report can be customized.
- You must have administered service level and wait time increments for this report to be meaningful.

Call Profile Input Window

Figure 2-15 provides an example of a split/skill report input window. You must fill in the report input window to run the report.

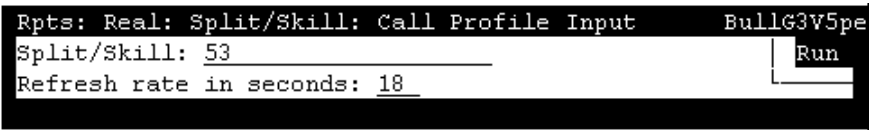


Figure 2-15: Call Profile Input Window

Table 2-13 describes the fields on the input window.

Table 2-13: Call Profile Input Fields

Field	Description
Split/Skill:	Enter the appropriate skill name. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Call Profile Report Example

Figure 2-16 provides an example of the Call Profile report. .

```

Rpts: Real: Split/Skill: Call Profile                                     g3v5_eas
Split/Skill:42                                                         % Within Service Level:

  Secs.  0-   0-   0-   0-   0-   0-   0-   0-   0-   0-   >
Answered    0    0    0    0    0    0    0    0    0    0
Abandoned   0    0    0    0    0    0    0    0    0    0

Total Calls Answered          0  Total Calls Abandoned          0
Average Speed of Answer       Average Time to Abandon
Percentage Answered           Percentage Abandoned
Successful

```

Figure 2-16: Call Profile Report Example

Table 2-14 describes the report fields. The database items used for the Call Profile Report are stored in the `csplit` table.

Table 2-14: Call Profile Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
% Within Service Level	The percentage of split/skill ACD calls that are answered by an agent within the predefined acceptable service level. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL >
Secs.	The size of each increment is measured in seconds. Each increment of seconds represents a progressively longer wait time for a call, and each increment can be a different length. These increments are defined in the ACD Administration subsystem Split/Skill Call Profile Setup window.	PERIOD1-9

Table 2-14: Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Answered	This is the number of calls sent to the split/skill that were answered by an agent within each increment. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only. For the <i>DEFINITY</i> ECS Generic 3 switches it does not include direct agent calls.	ACDCALLS1-10
Abandoned	The number of calls to the split/skill that were abandoned within each increment. If calls are queued to multiple splits/skills, only the first split/skill queued to records an abandon. Abandons from ringing are counted for the split/skill for which the call rang. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. It does not include direct agent calls.	ABNCALLS1-10
Total Calls Answered	The total number of ACD calls that were sent to the split/skill that were answered by an agent in the split/skill. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only. For the <i>DEFINITY</i> ECS Generic 3 switches, it does not include direct agent calls.	ACDCALLS
Average Speed of Answer	The average time a caller waited while in this split/skill queue and ringing before an agent answered. This does not include direct agent calls.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>

Table 2-14: Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>, and Table Name
Percentage Answered	The percentage of calls offered to the split/skill that were answered by an agent. Calls to the split/skill include abandoned calls, unanswered calls, and outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with ASAI only. The calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, calls queued to more than one split/skill and answered in another split/skill. For the <i>DEFINITY</i> ECS Generic 3 switches, it does not include direct agent calls.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>
Total Calls Abandoned	The total number of calls queued for each split/skill that abandoned before an agent answered. This includes calls that abandon from ringing at a voice terminal. Direct agent calls are not included. For Generic 2.2 switches with the ASAI Gateway, and for <i>DEFINITY</i> ECS Generic 3 switches with ASAI, this includes outbound calls where the far end abandoned as well.	ABNCALLS
Average Time to Abandon	The average time a caller waited before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
Percentage Abandoned	The percentage of calls queued to the split/skill that were abandoned before being answered by an agent. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the <i>DEFINITY</i> ECS Generic 3 with ASAI only. For the <i>DEFINITY</i> ECS Generic 3 switches, it does not include direct agent calls.	100*(ABNCALLS/ CALLSOFFERED) <PERCENT_CALL_ABAN>

Agent Report

The Agent report displays the current activities of all agents assigned to a split or skill. It shows the extension from which the agent logged in, the agent's work state, how long the agent has been in that work state, and the split or skill in which the agent is currently working. This report also gives you VDN information (if you have purchased the Vectoring feature).

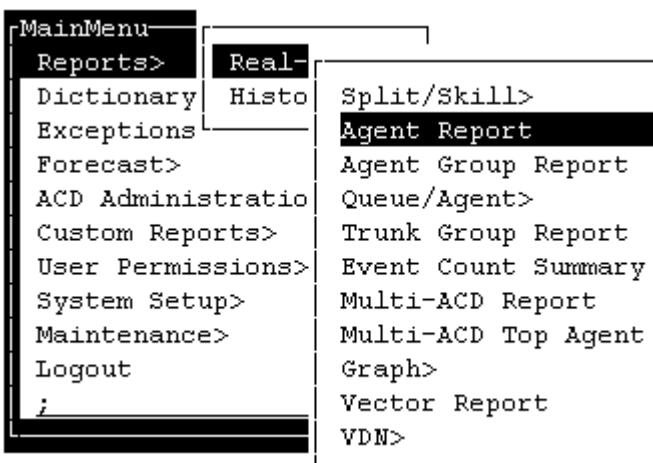


Figure 2-17: Agent Report Menu

Things to Know About This Report

- Only the agents currently assigned and logged into the split/skill display on this report.
- For information on Agents in Multiple Splits/Skills and Multiple Call Handling, see the beginning of this chapter in the “Interactions with Switch Features” section.
- This report can be customized.

Agent Report Input Window

Figure 2-18 provides an example of an Agent Report Input window. You must fill in the report input window to run the report.

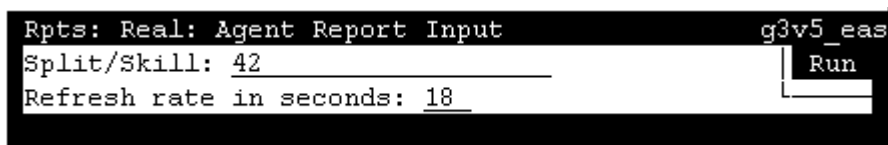


Figure 2-18: Agent Input Window

Table 2-15 describes the fields on the input window.

Table 2-15: Agent Report Input Fields

Field	Definition
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Agent Report Example

Figure 2-19 provides an example of an Agent Report.

```

Rpts: Real: Agent Report
Split/Skill: billing
Bison35vpe

Agent Name      Login ID  Extn  Reason  State  Split/ Skill  Time VDN
agent01         44015   42025  AVAIL   52     2:21 wtrav
agent02         44014   42024  RINGI   51     2:16 wtrav
agent03         44011   42021  RINGI   51     2:07 wtrav
agent04         44013   42023  RINGI   52     2:04 wtrav
Successful                                     31x75

```

Figure 2-19: Agent Report Example

Table 2-16 describes the report fields. The database items used for the Agent Report are stored in the cagent table.

Table 2-16: Agent Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension that the agent logged in from.	EXTENSION
Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION

Table 2-16: Agent Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	When an agent is on a split/skill call, a direct agent call, or in After Call Work (ACW) mode, this is the split/skill associated with the call or the ACW. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL
Time	The time that the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. Time is reset whenever the work mode or call direction changes. For example, if the agent goes from AUX-IN to AUX, the time starts over.	AGTIME
VDN (Shows data only if you have purchased the Vectoring feature)	The Vector Directory Number (VDN) associated with the ACD call in progress.	VDN

Agent Group Report

The Agent Group Report allows you to view agents according to groups you have created in the Dictionary subsystem. For example, these groups could be new agents, agents with specific extension numbers, or any grouping that fits your call center's needs.

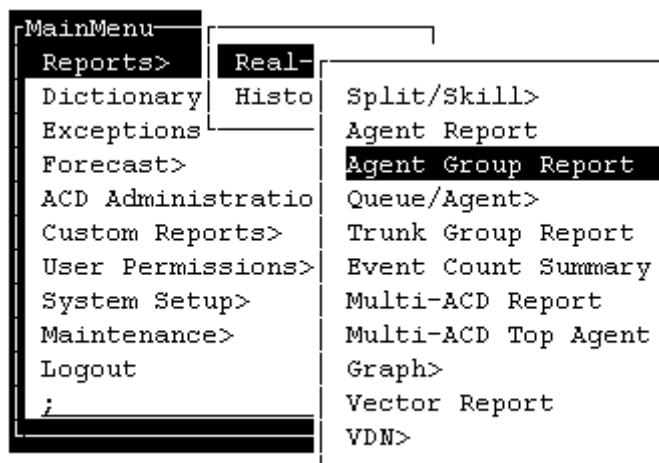


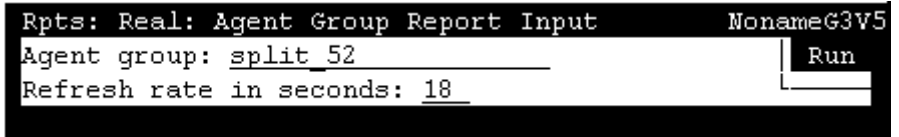
Figure 2-20: Agent Group Report Menu

Things to Know About This Report

- Only one agent group displays on this report. If you want to compare groups, you can bring up two reports separately and toggle between the reports.
- Only the agents logged in and assigned to the group display in the report.
- This report can be customized.

Agent Group Report Input Window

Figure 2-21 provides an example of an Agent Group Report Input window. You must fill in the report input window to run the report.



```

Rpts: Real: Agent Group Report Input      NonameG3V5
Agent group: split_52
Refresh rate in seconds: 18               Run
  
```

Figure 2-21: Agent Group Report Input Window

Table 2-17 describes the fields on the input window.

Table 2-17: Agent Group Report Input Fields

Field	Definition
Agent group:	Enter the name of the group that you want to view. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Agent Group Report Example

Figure 2-22 provides an example of an Agent Group Report.

Agent Name	Login ID	Extn	Reason	State	Split/Skill	Time	VDN
agent 32001	32001	32001		AVAIL		:17	
32022	32022	32022		AVAIL		:19	
32023	32023	32023		AVAIL		:14	
32025	32025	32025		ACD IN	52	:02	VDN 3
32026	32026	32026		AVAIL		:29	
32027	32027	32027		AVAIL		:24	
32028	32028	32028		AVAIL		:17	
32031	32031	32031		AVAIL		:10	
32032	32032	32032		ACD IN	52	:02	VDN 3
32033	32033	32033		AVAIL		:23	

Successful 18x75

Figure 2-22: Agent Group Report Example

Table 2-18 describes the report fields. The database items used for the Agent Group Report are stored in the cagent table.

Table 2-18: Agent Group Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent Group	The name of the group (selected in the report input window).	No database item or calculation.
Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension the agent logged in from.	EXTENSION
Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON

Table 2-18: Agent Group Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	WORKMODE and DIRECTION
Split/Skill	When an agent is on a split/skill call, a direct agent call, or in After Call Work (ACW) mode, this is the split/skill associated with the call or the ACW. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL
Time 	The time that the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. The time is reset whenever the work mode or call direction changes. For example, if the agent goes from AUX-IN to AUX, the time starts over.	AGTIME
VDN (Shows data only if you have purchased the Vectoring feature)	The Vector Directory Number (VDN) associated with the ACD call in progress.	VDN

Queue/Agent Status Report

The Queue/Agent Status report is a combination of the Agent report and the Queue/Agent Summary report. It shows overall split/skill information such as the number of calls waiting, oldest call waiting, and percent answered within service level. It also shows the number of agents available, on ACD calls, staffed, with calls ringing, and on after call work. It also shows what each agent in the split/skill is currently doing.

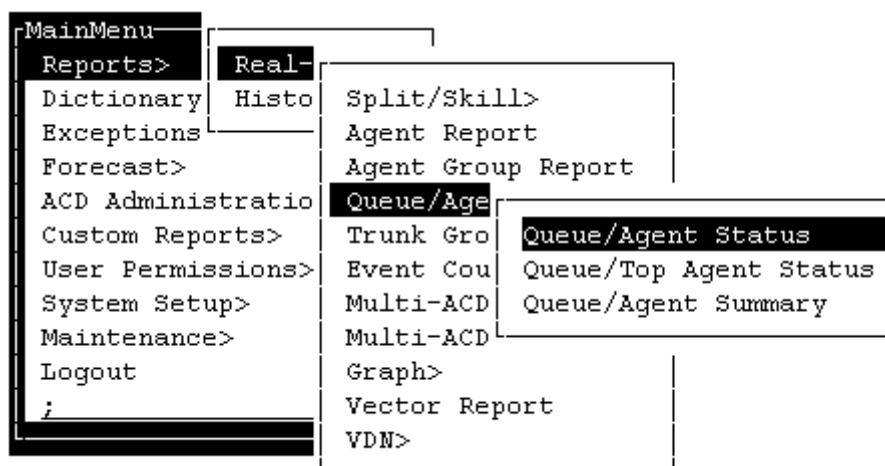


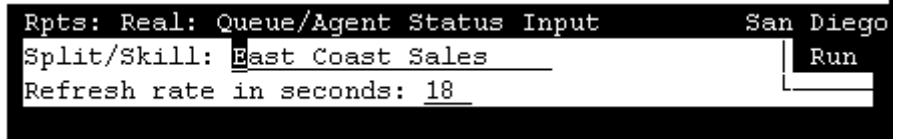
Figure 2-23: Queue/Agent Status Report Menu

Things to Know About This Report

- Direct agent calls waiting are displayed in this report because direct agent calls occupy split/skill queue slots on *DEFINITY* ECS Generic 3 switches.
- This report can be customized.

Queue/Agent Status Input Window

Figure 2-24 provides an example of a Queue/Agent Status Input window. You must fill in the report input window to run the report.



```

Rpts: Real: Queue/Agent Status Input      San Diego
Split/Skill: East Coast Sales              Run
Refresh rate in seconds: 18
  
```

Figure 2-24: Queue/Agent Status Input Window

Table 2-19 describes the fields on the input window.

Table 2-19: Queue/Agent Status Report Input Fields

Field	Definition
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Queue/Agent Status Report Example

Figure 2-25 provides an example of a Queue/Agent Status report.

Rpts: Real: Queue/Agent Status						San Diego	
Split/Skill:	East Coast Sales	Agents:	Staffed			80	
Calls Waiting:	3		Available			0	
Oldest Call Waiting:	:02		Ringing			1	
Direct Agent Calls Wait:	0		ACD Calls			26	
% Ans Within 0 Secs:	0		ACW			4	
Calls Answered:	69		AUX Work			12	
Calls Abandoned:	2		Other			37	
						Split/	
Agent Name	Login ID	Extn	Reason	State	Skill	Time	VDN
Patrick Beatty	2001	1010		ACD IN	2	:56	1006
Marianne Literati	2002	1011		ACW	1	:13	1005
Dave Felder	2003	1012		ACD IN	1	4:38	1005
Ernst Engelman	2004	1013		ACW	1	:22	1005
Alan Bland	2005	1014		ACD IN	1	:18	1005
Tanaz Pakbaz	2006	1015	Lunch	AUX		:29	
Successful						90x75	

Figure 2-25: Queue/Agent Status Report Example

Table 2-24 describes the report fields. The database items used for the Queue/Agent Status report are stored in csplit and cagent tables.

Table 2-20: Queue/Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
Calls Waiting	The total number of split/skill ACD calls that are waiting to be answered. This total number includes calls that are in queue and are ringing at an agent's voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) that the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Direct Agent Calls Wait	The current number of direct agent calls that are (Generic 3 switches only) waiting in this split's/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING

Table 2-20: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Ans Within xxx Secs	The percentage of split/skill ACD calls offered to the split/skill that were answered by an agent within the acceptable service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Calls Answered	The number of calls that were queued to this split/skill and answered by an agent in this split/skill (includes O_ACDCALLS).	ACDCALLS
Calls Abandoned	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This also includes calls with talk times less than the phantom abandoned call timer value, if it is set. For System 85 R2V4, G2.1 and G3V1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Agents: Staffed	The total number of agents logged into this split/skill.	STAFFED
Agents: Available	The current number of agents that are available to receive ACD calls in this split/skill.	AVAILABLE
Agents: Ringing	The current number of agents that have an ACD call (including direct agent calls) ringing and are not doing anything else.	AGINRING

Table 2-20: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents: ACD Calls	The total number of agents that are connected to inbound and outbound split/skill ACD calls for this split/skill. This number does not include agents on direct agent calls.	ONACD
Agents: ACW	The number of agents that are in the after call work mode for this split/skill. This includes agents on ACWIN/ACWOUT calls as well as agents in ACW not associated with an ACD call.	INACW
Agents: AUX Work	The current number of agents that are in auxiliary work for all splits/skills or on AUXIN/AUXOUT calls. Does not apply to direct agents in ACW.	INAUX

Table 2-20: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agents: Other	The current number of agent positions that are doing other work. For the <i>DEFINITY</i> Generic 3 switch agents in the Auto-in or Manual-In state: • Put any call on hold and performed no further action. • Are on a direct agent call or in ACW for a direct agent call. • Are dialing to place a call or to activate a feature. • Have a personal call or a direct agent ACD call ringing with no other activity. For the Generic 3 and the Generic 1 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in ACW). For the <i>DEFINITY</i> ECS, Generic 3 and the Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER
Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the agents assigned to this split/skill and logged in.	syn(LOGID)
Login ID	The login identification of the agent.	LOGID
Extn	The extension that the agent logged in from.	EXTENSION

Table 2-20: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	syn(AWORKMODE) and syn(DIRECTION)
Split/Skill	When an agent is on a split/skill call, a direct agent call, or in After Call Work (ACW) mode, this is the split/skill associated with the call or the ACW. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL
Time	The time that the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. The time is reset whenever the work mode or call direction changes. For example, if the agent goes from AUXIN to AUX, the time starts over.	AGTIME

Table 2-20: Queue/Agent Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN (Shows data only if you have purchased the Vectoring feature)	The Vector Directory Number (VDN) associated with the ACD call in progress.	VDN

Queue/Top Agent Status

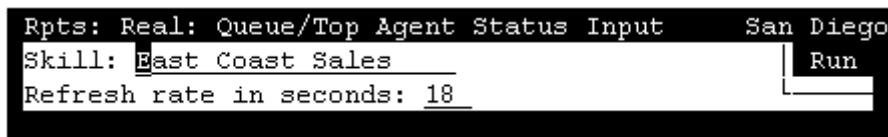
The Queue/Top Agent Status report displays skill information and agent information for agents for whom the requested skill is the top skill. This report resembles the Queue/Agent Status report, but this report also displays the number of top agents staffed, available, ringing, on ACD calls, in ACW, in AUX, and in Other, plus the number of backup agents staffed. The number of calls answered and abandoned also appear on the report.

Things to Know About This Report

- This report is available only for *DEFINITY* ECS Generic 3 switches with EAS.
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- This report can be customized.

Queue/Top Agent Status Report Input Window

Figure 2-26 provides an example of a Queue/Top Agent Status Report Input window. You must fill in the report input window to run the report.



```

Rpts: Real: Queue/Top Agent Status Input      San Diego
Skill: East Coast Sales                        Run
Refresh rate in seconds: 18
  
```

Figure 2-26: Queue/Top Agent Status Report Input Window

Table 2-21 describes the fields on the input window.

Table 2-21: Queue/Top Agent Status Report Input Fields

Field	Definition
Skill:	Enter the skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Queue/Top Agent Status Report Example

Figure 2-27 provides an example of a Queue/Top Agent Status report.

Rpts: Real: Queue/Top Agent Status					San Diego	
Skill: East Coast Sales		Top Agts: Staffed		20	Bkup Agts Staffed 60	
Calls Waiting: 4		Available		0		
Oldest Call Waiting: :08		Ringing		1		
Direct Agent Calls Wait: 0		ACD Calls		5		
% Ans Within 0 Secs: 0		ACW		0		
Calls Answered: 130		AUX Work		2		
Calls Abandoned: 1		Other		12		
Top Agent Name	Login ID	Extn	Reason	State	Skill/Lvl	Time VDN
Patrick Beatty	2001	1010		RING	1/ 1	:08
Marianne Literati	2002	1011		ACD IN	3/ 2	:48 1007
Dave Felder	2003	1012		ACD IN	1/ 1	1:32 1005
Ernst Engelman	2004	1013		ACD IN	1/ 1	1:40 1005
Alan Bland	2005	1014		ACD IN	2/ 2	1:26 1006
Tanaz Pakbaz	2006	1015		ACD IN	2/ 2	3:21 1006 v
Successful					30x77	

Figure 2-27: Queue/Top Agent Status Report Example

Table 2-22 describes the report fields. The database items used for the Queue/Agent Status report are stored in csplit and cagent tables.

Table 2-22: Queue/Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skill	Name or number of the skill selected for this report.	syn(SPLIT)
Calls Waiting	The number of calls that are in queue and calls that are ringing at an agent's voice terminal. This does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) that the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Direct Agent Calls Wait	The current number of direct agent calls (Generic 3 switches only) that are waiting in this skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING

Table 2-22: Queue/Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Ans Within XX Secs	The percentage of skill ACD calls that were answered by an agent within the acceptable service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Calls Answered	The number of calls that were queued to the skill and answered by this agent in this skill (includes O_ACDCALLS).	ACDCALLS
Calls Abandoned	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This also includes calls with talk times less than the phantom abandoned call timer value, if it is set. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Top Agts: Staffed	The current number of top agents that are staffed in this skill.	TSTAFFED
Top Agts: Available	The number of top agents logged into the skill and available to take calls.	TAVAILABLE
Top Agts: Ringing	The number of top agents with ACD calls (including direct agent calls) ringing.	TAGINRING
Top Agts: ACD Calls	The number of top agents logged into the skill who are on inbound and outbound ACD calls for the skill.	TONACD
Top Agts: ACW	The number of top agents logged into the skill who are in the ACW work mode. This includes agents on ACWIN/ACWOUT calls.	TINACW

Table 2-22: Queue/Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Agts: AUX Work	The number of top agents logged into the skill who are in the AUX work mode in all skills or on AUXIN/AUXOUT calls. Does not apply to direct agents in ACW.	TINAUX
Top Agents: Other	The current number of top agent positions that are doing other work. For the <i>DEFINITY</i> ECS Generic 3 switch agents in the Auto-in or Manual-In state: • Put any call on hold and performed no further action. • Are on a direct agent call or in ACW for a direct agent call. • Are dialing to place a call or to activate a feature. • Have a personal call or a direct agent ACD call ringing with no other activity. For the <i>DEFINITY</i> ECS Generic 3 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Bkup Agts Staffed	The number of backup agents that are staffed in this skill (that is, the number of agents staffed in this skill for whom this skill is not the top skill).	STAFFED-TSTAFFED
Top Agent Name	The names (or agent IDs if the names have not been assigned in Dictionary) of the top agents assigned to this split/skill and logged in.	syn(LOGID)

Table 2-22: Queue/Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Login ID	The login identification of the agent.	LOGID
Extn	The extension that the agent logged in from.	EXTENSION
Reason	The reason associated with the auxiliary work state of this agent (for example, lunch, break, meeting, or training). This field is blank if the agent is not in the AUX state.	AUXREASON
State	The current work mode (state) that the agent is in (AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, UNSTAFF) and the call direction (blank, IN or OUT).	AWORKMODE and DIRECTION
Skill/Lvl	The skill and level associated with the split/skill or direct agent ACD call that the agent is on or the ACW session. WORKSKILL is the OLDEST_LOGON: • When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold • When an agent is on an AUXIN call with an ACD call on hold. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. When an agent is available, in AUX, or in OTHER, this is blank.	WORKSKILL/WORKSKLEVEL
Time	The length of time that the agent has been in the current work mode (AVAIL, ACD, etc.) and the call direction. The time is reset whenever the work mode or call direction changes. For example, if the agent goes from AUXIN to AUX, the time starts over.	AGTIME

Table 2-22: Queue/Top Agent Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN (Shows data only if you have purchased the Vectoring feature)	The Vector Directory Number (VDN) associated with the ACD call in progress.	VDN

Queue/Agent Summary Report

The Queue/Agent Summary report summarizes the split's/skill's queue status (for example, how many calls are waiting in queue). It also summarizes the status of all agents (for example, how many agents are currently staffed or in after call work for the split or skill).

Things to Know About This Report

- Direct agent calls waiting are displayed in this report because direct agent calls occupy split/skill queue slots on *DEFINITY* ECS and Generic 3 switches.
- This report can be customized.

Queue/Agent
Summary Input
Window

Figure 2-24 provides an example of a Queue/Agent Summary Input window. You must fill in the report input window to run the report.

Rpts: Real: Queue/Agent Summary Input

San Diego

Split/Skill: East Coast Sales

Refresh rate in seconds: 18

Run

Table 2-23: Queue/Agent Summary Input Window

Table 2-23 describes the fields on the input window.

Table 2-24: Queue/Agent Summary Report Input Fields

Field	Definition
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Queue/Agent Summary Report Example

Figure 2-28 provides an example of a Queue/Agent Summary report.

```

Rpts: Real: Queue/Agent S      San Diego
      Split/Skill: East Coast Sales

Calls Waiting      1
Oldest Call Waiting      :09
Direct Agent Calls Waiting      0
% Answered Within      0 Seconds      0

Agents:
  Staffed      80 ACD Calls      32
  Available      0 After Call Work      2
  Ringing      1
Successful

```

Figure 2-28: Queue/Agent Summary Report Example

Table 2-25 describes the report fields. The database items used for the Queue/Agent Summary report are stored in the cagent table.

Table 2-25: Queue/Agent Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Split/Skill	The name or number of the split/skill that was selected for this report.	syn(SPLIT)
Calls Waiting	The total number of split/skill ACD calls that are waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) that the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Direct Agent Calls Waiting	The current number of direct agent calls that are (Generic 3 switches only) waiting in this split/skill's queue or ringing at agent positions.	DA_INQUEUE+DA_INRING

Table 2-25: Queue/Agent Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
% Answered Within Service Level	The percentage of split/skill ACD calls that were answered by an agent within your predefined acceptable service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Agents: Staffed	The total number of agents that are logged into this split/skill.	STAFFED
Agents: Available	The current number of agents that are available to receive ACD calls in this split/skill.	AVAILABLE
Agents: Ringing	The current number of agents that are available and have ACD calls (including direct agent calls) ringing at their voice terminal but have not yet answered. If the agent goes into the AUX state or makes or picks up an extension call, the agent shows up as in AUX work, not as having a ringing ACD call on the voice terminal.	AGINRING
Agents: ACD Calls	The total number of agents that are connected to inbound and outbound ACD calls in this split/skill. This does not include direct agent calls.	ONACD
Agents: After Call Work	The number of agents that are in the after call work mode for this split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call.	INACW

Trunk Group Report

The Trunk Group report displays the current status of each trunk in a selected trunk group. This information is useful in identifying overused or underused facilities and in general troubleshooting.

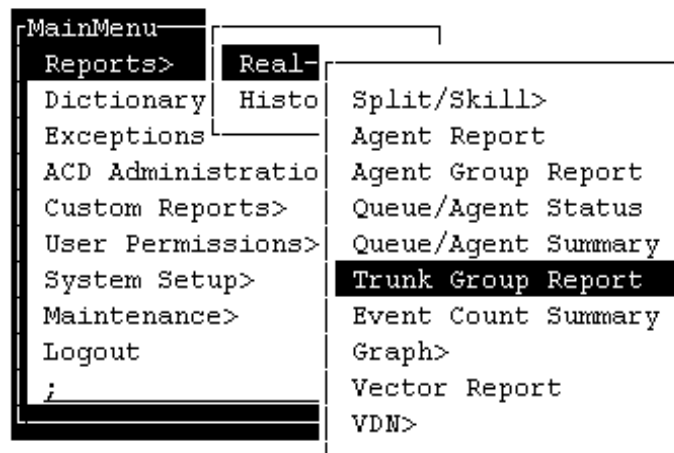


Figure 2-29: Trunk Group Report Menu

Things to Know About This Report

- This report can be customized.

Trunk Group
Report Input
Window

Figure 2-30 provides an example of a Trunk Group Report Input window. You must fill in the report input window to run the report.

Rpts: Real: Trunk Group Report Inpu

g3v4 noeas

Trunk group:

Refresh rate in seconds:

Run

Figure 2-30: Trunk Group Report Input Window

Table 2-26 describes the fields on the input window.

Table 2-26: Trunk Group Input Fields

Field	Definition
Trunk group:	Enter the trunk group name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Trunk Group Report Example

Figure 2-31 provides an example of a Trunk Group report.

```

Rpts: Real: Trunk Group Report                      Bison35vpe
      Trunk group: trunkgroup110

Trunk   State   Dir   Time   Agent   Extn   Split   VDN
0001E1701 IDLE   IN    1:40   agent01  2002   11   Billi
0001E1707 RINGING IN    1:24   agent02  2008   55   Billi
0001E1708 SEIZED OUT    :30   agent08  2007   11   Billi
0001E1709 CONN   IN    1:07   agent03  2083   11   Billi
Successful                                     26x58

```

Figure 2-31: Trunk Group Report Example

Table 2-27 describes the report fields. The database items used for the Trunk Group report are stored in the `ctkggrp` table.

Table 2-27: Trunk Group Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Trunk group	The name or number of the Trunk group selected for this report.	syn(TKGRP)
Trunk	The trunk equipment location assigned to this trunk.	EQLOC
State	The current state of the trunk (IDLE, CONN, QUEUED, SEIZED, MBUSY, HOLD, UNKNOWN, DABN, FBUSY, FDISC, RING).	TKSTATE
Dir	The direction in which the trunk is carrying the current call (in or out).	DIRECTION
Time	The time that the trunk has spent in the current state.	DURATION
Agent	The name of the agent handling the current call on the trunk.	syn(LOGID)
Extn	The extension number that is associated with the current call on the trunk.	EXTENSION
Split/Skill	The split/skill number that is associated with the current call on the trunk.	SPLIT

Table 2-27: Trunk Group Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN (Shows data only if you have the Vectoring feature)	The Vector Directory Number (VDN) that the current call came into.	VDN

Event Count Summary

The Event Count Summary report displays the number of times during the current interval that an agent in a split/skill pressed any one of the nine event count keys while on an ACD call or in call-related after call work.

Event count keys are customer-defined. For example, you could define the event count keys to represent the number of calls generated as a result of an advertisement or a promotion, or to represent the number of calls from a specific geographic area.

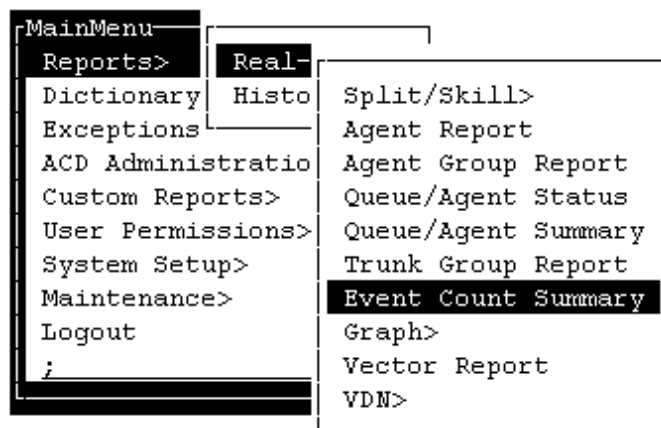


Figure 2-32: Event Count Summary Report Menu

Things to Know About This Report

- You can define event count keys to represent any kind of event you want (for example, the number of calls generated from an advertisement, promotion, or geographic area).
- Event counts are only recorded while an agent is on an ACD call or in call-related ACW. If an agent is in AUTO-IN mode, the ACD call terminates when the caller hangs up, and an event count cannot be recorded after the caller hangs up. To track event counts, it is recommended that agents use the MANUAL-IN mode because the agent goes to ACW when the caller hangs up, allowing the agent to enter an event count.
- This report is available with Generic 2, System 85, and *DEFINITY* ECS Generic 3 switches only.
- This report can be customized.

Relationships to
Other
Subsystems

Exceptions

Event 0, audio difficulty, is used in the trunk and trunk group exception reports.

Event Count
Summary Input
Window

Figure 2-33 provides an example of an Event Count Summary report Input window. You must fill in the report input window to run the report.

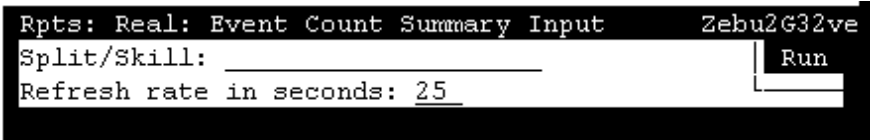


Figure 2-33: Event Count Summary Input Window

Table 2-28 describes the fields on the input window.

Table 2-28: Event Count Summary Input Fields

Field	Definition
Split/Skill:	Enter the split or skill name or number that you want to view in this report. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Event Count Summary Report Example

Figure 2-34 provides an example of an Event Count Summary report.

```

Rpts: Real: Event Count Summary
Split/Skill: billing
Bison35vpe
Agents Staffed: 28

Agent Name      ACD  ----- Event Count -----
Calls          1    2    3    4    5    6    7    8    9
agent01         6    0    0    0    2    0    0    0    0    1
agent02         6    1    0    0    0    0    0    0    1    0
agent03         0    0    0    0    0    0    0    0    0    0
agent04         0    0    0    0    0    0    0    0    0    0
Successful                                     32x71
  
```

Figure 2-34: Event Count Summary Report Example

Table 2-29 describes the report fields. The database items used for the Trunk Group report are stored in the `csplit` table.

Table 2-29: Event Count Summary Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill that is selected for this report.	syn(SPLIT)
Agents Staffed	The total number of agents that are logged into this split/skill.	STAFFED
Agent Name	The names (or agent IDs if the name has not been assigned in Dictionary) of the agents that are assigned to this split and logged in.	syn(LOGID)
ACD Calls	The total number of split/skill and direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only) that were answered by this agent. This is the number of calls that the agent answered, not the number of calls for which the agent counted an event.	ACDCALLS + DA_ACDCALLS <TOTAL_ACDCALLS>
Event Count	The number of times that this agent entered each event count (1 - 9) while on ACD calls or in ACW associated with an ACD call for this split/skill recorded during this interval.	EVENT1-9

Multi-ACD Report

The Multi-ACD report displays real-time call-handling information. This information can be requested simultaneously for up to six splits/skills and up to four ACDs. This report allows you to evaluate and compare similar splits/skill information in different ACDs. With this information you can determine workload and call-handling performance, agent reassignment, or other ACD configuration alternatives to balance workloads and reduce abandoned calls

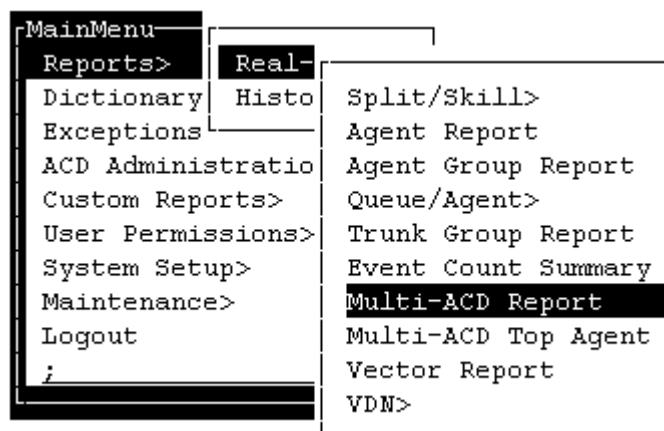


Figure 2-35: Multi-ACD Report Menu

Things to Know About This Report

- The Multi-ACD report item does not appear on the real-time reports menu unless you have more than one real ACD installed on your *CentreVu* CMS.
- You cannot customize this report.

Multi-ACD Report Input Window

Figure 2-36 provides an example of the Multi-ACD Report input window. You must fill in the report input window to run the report.

```

Rpts: Real: Multi-ACD Report In      att 8200 maplewood
First ACD: 1                         Split/Skill: 50
Second ACD: 2                       Split/Skill: 403
Third ACD: 3                        Split/Skill: 53
Fourth ACD: 4                       Split/Skill: 5
Fifth ACD:                          Split/Skill:
Sixth ACD:                          Split/Skill:
Refresh rate in seconds: 18
Run
  
```

Figure 2-36: Multi-ACD Report Input Window Example

Table 2-30 describes the fields on the input window.

Table 2-30: Multi-ACD Report Input Fields

Field	Definition
First through Sixth ACD:	Enter the ACD name(s) or number(s) that you want to view in this report. The ACDs do not have to be different; that is, you could report on several splits/skills from the same ACD.
Split/Skill:	Enter the appropriate split/skill name or number. Any name that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Multi-ACD Report Example

Figure 2-37 provides an example of the Multi-ACD Report.

```

Rpts: Real: Multi-ACD Report                                att 8200 maplewood
Splits/Skills:      50      403      53      5
ACDs:               att_82  BullG3  g3v4no  komodo

Calls Waiting      0        0        0        13
Oldest Call Waiting :00      :00      :00      2:21
Avg Speed of Answer :10              :02      1:45

ACD Calls          18        0      167      40
Avg ACD Talk Time  :10              :08      2:20
Abandoned Calls    0        0        0      45
Avg Time to Abandon                :57

Agents: Available   10      19      14      0
      Ringing       0        0        0      1
      ACD Calls     0        0        2      9
      After Call Work 1        0        0      3
      Other         9      14        0      0
      Aux Work      0        2        0      7
      Staffed      20      35      16      20
Successful

```

Figure 2-37: Multi-ACD Report Example

Table 2-31 describes the report fields. The database items used for the Multi-ACD Report are stored in the `csplit` table.

Table 2-31: Multi-ACD Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Splits/Skills	The name(s) or number(s) of the splits/skills selected for this report.	syn(SPLIT)
ACDs	The name(s) or number(s) of the ACDs selected for this report.	syn(ACD)
Calls Waiting	The number of split/skill ACD calls waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls for the <i>DEFINITY</i> ECS Generic 3 switch.	INQUEUE+INRING
Oldest Call Waiting	The number of seconds the oldest ACD call has waited in queue or ringing before being answered. This does not include direct agent calls.	OLDESTCALL

Table 2-31: Multi-ACD Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Speed of Answer	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or the Generic 3 with the ASAI only.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing), for the Generic 2.2 switches with ASAI Gateway or Generic 3 switches with the ASAI only.	ACDCALLS
Avg ACD Talk Time	The average talk time for all ACD calls to this split/skill. This does not include hold time or time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing) for Generic 2.2 switches with ASAI Gateway or the Generic 3 switches with the ASAI only.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Abandoned Calls	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that abandoned from ringing at a voice terminal but does not include direct agent calls. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for only the Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature.	ABNCALLS
Avg Time to Abandon	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Agents: Available	The total number of agents who are available to receive ACD calls in each split/skill.	AVAILABLE

Table 2-31: Multi-ACD Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agents: Ringing	The current number of agents that have ACD calls ringing at their voice terminal but have not yet answered. If the agent places a call or answers an extension call, the agent is shown in the AUX work state, rather than in the ringing state.	AGINRING
Agents: ACD Calls	The total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include agents on direct agent calls.	ONACD
Agents: After Call Work	The number of agents who are in the after call work mode for each split/skill. This includes agents on ACWIN/ACWOUT calls and agents in ACW not associated with an ACD call. Does not apply to direct agents in ACW.	INACW

Table 2-31: Multi-ACD Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Agents: Other	The current number of agent positions that are doing other work. For the <i>DEFINITY</i> ECS Generic 3 switch, the agent did one of the following activities while in the Auto-in or Manual-In state: • The agent put any call on hold and performed no further action. • The agent is on a direct agent call or in ACW for a direct agent call. • The agent is dialing to place a call or to activate a feature. • The agent has a ringing personal call queued through another split or skill, with no other activity. For the Generic 3 and Generic 2.2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). For the Generic 2.2 switch, the agent in AUXIN/AUXOUT put a call on hold using the Hold button or switchhook flash and performed no further action. For the Generic 1 and Generic 3 without EAS, agents are logged into multiple splits and doing work for a split other than this one. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	OTHER
Agents: Aux Work	The total number of agents who are in the auxiliary work state for all splits/skills including agents who are handling AUXIN or AUXOUT calls.	INAUX
Agents: Staffed	The number of agents logged into each split/skill.	STAFFED

Multi-ACD Top Agent Report

The Multi-ACD Top Agent report displays skill information for skills from multiple ACDs. Agent counts show top and backup agents. This report allows you to enter skills from multiple ACDs connected to the CMS.

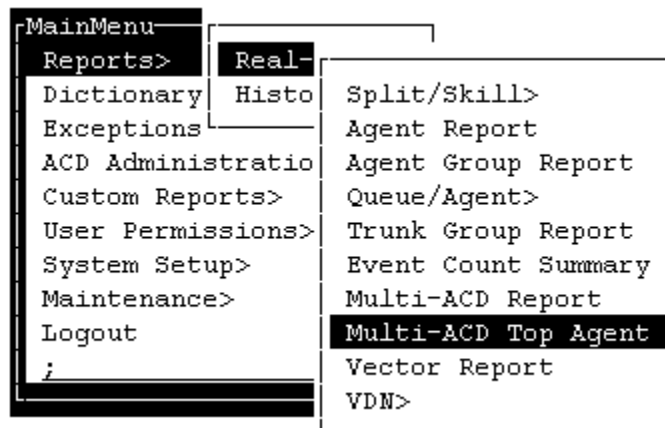


Figure 2-38: Multi-ACD Top Agent Report Menu

Things to Know About This Report

- This report shows the number of agents with this skill as their top skill for *DEFINITY* ECS G3 EAS switches.
- This report shows the number of agents with this split as OLDEST_LOGON for *DEFINITY* ECS G3 non-EAS switches.
- This report shows the number of agents in the corresponding zero skill for G2.2 switches with EAS. (For G2 and System 85 switches without EAS, agents can only be in a single split, so the counts are for all agents in the split.)
- The menu items for this report appear only if the current ACD is a *DEFINITY* ECS G3 switch and EAS is activated. The report can be run for any live ACD on the CMS (some of which may not be G3 switches with EAS activated).
- “Top Agents” are agents for whom the skill is their highest-level skill. If agents have more than one skill at the highest level, then the first one administered is the top skill.
- The Multi-ACD Top Agent report is not customizable.

Multi-ACD Top Agent Input Window

Figure 2-39 provides an example of a Multi-ACD Top Agent Input window. You must fill in the report input window to run the report.

```

Rpts: Real: Multi-ACD Top Agent      att 8200 maplewood
First ACD: 1
Skill: 25
Second ACD: 2
Skill: 402
Third ACD: 3
Skill: 52
Fourth ACD: 4
Skill: 3
Fifth ACD:
Skill:
Sixth ACD:
Skill:
Refresh rate in seconds: 18
Run
  
```

Figure 2-39: Multi-ACD Top Agent Report Input Window Example

Table 2-32 describes the fields on the input window.

Table 2-32: Multi-ACD Top Agent Report Input Fields

Field	Definition
First through Sixth ACD:	Enter the ACD name(s) or number(s) that you want to view in this report. The ACDs do not have to be different; that is, you could report on several splits/skills from the same ACD.
Skill: (for First through Sixth Skill)	Enter the skill name or number associated with the first ACD, then the second ACD, etc.

Multi-ACD Top Agent Report Example

Figure 2-40 provides an example of a Multi-ACD Top Agent Report.

```

Rpts: Real: Multi-ACD Top Agent Report att 8200 maplewood
Skills: 25 Sk402 52 3
ACDs: att_82 BullG3 g3v4no komodo

Calls Waiting 3 0 0 12
Oldest Call Waiting 2:59 :00 :00 :58
Avg Speed of Answer 1:52 :02 1:39

ACD Calls 18 0 395 47
Avg ACD Talk Time :08 :08 2:42
Abandoned Calls 0 0 0 45
Avg Time to Abandon 1:13

Top Agents: Available 2 2 13 0
              Ringing 3 0 0 0
              ACD Calls 0 0 3 11
              ACW 0 0 0 5
              Other 0 2 0 0
              AUX Work 0 0 0 4
              Staffed 5 4 16 20
Bkup Agents Staffed 10 18 0 0
Successful

```

Figure 2-40: Multi-ACD Top Agent Report Example

Table 2-33 describes the report fields. The database items used for the Multi-ACD Top Agent Report are stored in the `csplit` table.

Table 2-33: Multi-ACD Top Agent Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Skills	The name or number of the skills that are selected for this report.	syn(SPLIT)
ACDs	The ACD numbers for which the data is collected.	syn(ACD)
Calls Waiting	For each split/skill in this report, the total number of ACD calls that are waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal but does not include direct agent calls (Generic 3 switches only).	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) that the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL

Table 2-33: Multi-ACD Top Agent Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Speed of Answer	The average time that calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 3 switches with the ASAI feature only).	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
ACD Calls	The queued ACD calls to the split/skill that were answered by an agent in the split/skill. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (outbound predictive dialing - Generic 3 switches with ASAI only).	ACDCALLS
Avg ACD Talk Time	The average talk time (does not include hold time) for all ACD calls that were answered in this split/skill. This does not include direct agent calls, but it does include talk time of all ACD calls placed by an adjunct (outbound predictive dialing - Generic 3 or <i>DEFINITY</i> ECS switches with the ASAI feature only).	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>

Table 2-33: Multi-ACD Top Agent Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Abandoned Calls	The number of calls that are abandoned by the caller when calls are in queue or when calls are ringing for this split/skill. This also includes calls with talk times less than the phantom abandoned call timer value, if it is set. For Generic 2.1 and Generic 3 Version 1 switches with vectoring, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call is queued to multiple splits/skills and abandons from the queue, only the primary split/skill increments ABNCALLS. (Calls that are ringing at an agent's voice terminal and then abandon count as abandons for the split/skill for which they were ringing.)	ABNCALLS
Avg Time to Abandon	The average time a caller waited before hanging up.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
Top Agents: Available	The number of top agents that are logged into the skill who are available in the skill.	TAVAILABLE
Top Agents: Ringing	The number of top agents that are logged into the skill who have ACD calls for the skill ringing at their voice terminals.	TAGINRING
Top Agents: ACD Calls	The number of top agents that are logged into the skill who are on inbound or outbound ACD calls for the skill.	TONACD
Top Agents: ACW	The number of top agents that are logged into the skill who are in the ACW work mode. This includes agents on ACWIN/ACWOUT calls.	TINACW

Table 2-33: Multi-ACD Top Agent Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Top Agents: Other	The current number of top agent positions that are doing other work. For the Generic 3 switch agents in the Auto-in or Manual-In state: • Put any call on hold and performed no further action. • Are on a direct agent call or in ACW for a direct agent call. • Are dialing to place a call or to activate a feature. • Have a personal call or a direct agent ACD call ringing with no other activity. For the Generic 3 and the Generic 1 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in ACW). For the Generic 3 Version 2 switches with EAS, agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in call-related ACW). Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	TOTHER
Top Agents: AUX Work	The number of top agents that are logged into the skill who are in the AUX Work mode for all skills or agents on AUXIN/AUXOUT calls.	TINAUX
Top Agents: Staffed	Current number of top agents that are staffed in the skill.	TSTAFFED

Table 2-33: Multi-ACD Top Agent Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Bkup Agents Staffed	The current number of agents that are staffed in the skill who do not have this skill as the top skill.	STAFFED-TSTAFFED

Graph Reports

These reports display various real-time call-handling information such as the number of calls waiting, how long callers have been waiting, and the percentage of calls answered within the service level. Graph reports can be displayed on color or monochrome terminals.

At a glance, bar graphs can alert you to some conditions when the color or intensity of a bar changes. You can then take the appropriate action to correct the condition.

Graph reports are only available with the separately purchased Graphics Package.

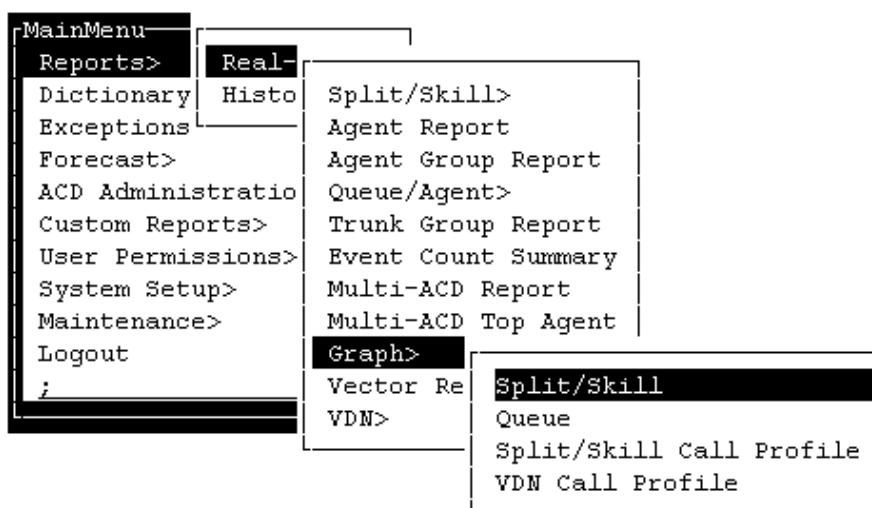


Figure 2-41: Graph Reports Menu

Split/Skill Graph

This report displays the real-time call handling information on one split or skill in a bar graph report. The report allows supervisors to evaluate the split's/skill's workload and call-handling performance and determine agent reassignment or other ACD configuration alternatives to balance workloads and to reduce abandoned calls.

Things to Know About This Report

- This graph is equivalent to the Split/Skill report, but displays only one split/skill. You can use the numbers on the Split/Skill report to compare with the split/skill used in this graph report.
- This report can be customized.

Split/Skill Graph Report Input Window

The maximum value field entries (like Maximum calls waiting) are used to scale the graphs. The data from the Split/Skill report can be helpful to you before determining the values to enter in these fields.

Figure 2-42 provides an example of the Split/Skill Graph Report input window. You must fill in the report input window to run the report.

Rpts: Real: Graph: Split/SkilBullG3V5pe

Split/Skill:

Run

Maximum calls waiting:

First calls waiting threshold:

Second calls waiting threshold:

Maximum time oldest call waits:

First oldest call wait thres:

Second oldest call wait thres:

Maximum number of agents staff:

Refresh rate in seconds: 18

Figure 2-42: Split/Skill Graph Input Window

Table 2-34 describes the fields on the input window.

Table 2-34: Split/Skill Graph Report Input Fields

Field	Definition
Split/Skill:	Enter the appropriate split/skill name or number. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.

Table 2-34: Split/Skill Graph Report Input Fields (Contd)

Field	Definition
Maximum calls waiting:	Enter the maximum number of calls that you think could be waiting for this split/skill at any one time. When the Calls Wait bar in the graph report is at its maximum height, it represents this number. This number is used to scale the graph and appears on the vertical axis of the bar graph under Calls.
First calls waiting threshold:	Enter the number of waiting calls that separates the Normal condition from the Caution condition. This number must be less than or equal to the number entered in the Second calls waiting threshold field. When the calls waiting in queue to be answered meet or exceed this threshold, the Calls Wait bar changes color/intensity.
Second calls waiting threshold:	Enter the number of calls waiting that separates the Caution condition from the Warning condition. This number must be greater than or equal to the number entered in the First calls waiting threshold field. The Calls Wait bar changes color/intensity when this threshold is met or exceeded.
Maximum time oldest call waits (Secs):	Enter the maximum number of seconds that you think the oldest call will wait in the queue. This number is used to scale the graph and appears on the vertical axis of the bar graph under Seconds. The bars under the Seconds report heading represent this number when they are at maximum height.
First oldest call wait thres (Secs):	Enter the number of seconds that separates the Normal condition from the Caution condition. This value must be less than or equal to the value entered in the Second oldest call wait thres field. When any call waiting in queue meets or exceeds this first threshold, the Oldest Wait bar on the report changes color/intensity.

Table 2-34: Split/Skill Graph Report Input Fields (Contd)

Field	Definition
Second oldest call wait thres (Secs):	Enter the number of seconds that separates the Caution condition from the Warning condition. This value must be greater than or equal to the value entered in the First oldest call wait thres field. When any call waiting in queue meets or exceeds this second threshold, the Oldest Wait bar on the report changes color or intensity.
Maximum number of agents staff:	Enter the maximum number of agents who will be staffed at any one time. This number is used to scale the graph and appears on the vertical axis of the bar graph under Agent s. The bars under Agent s in the graph report represent this number when they are at maximum height.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Split/Skill Graph Report Example

Figure 2-43 provides an example of the Split/Skill Graph Report.

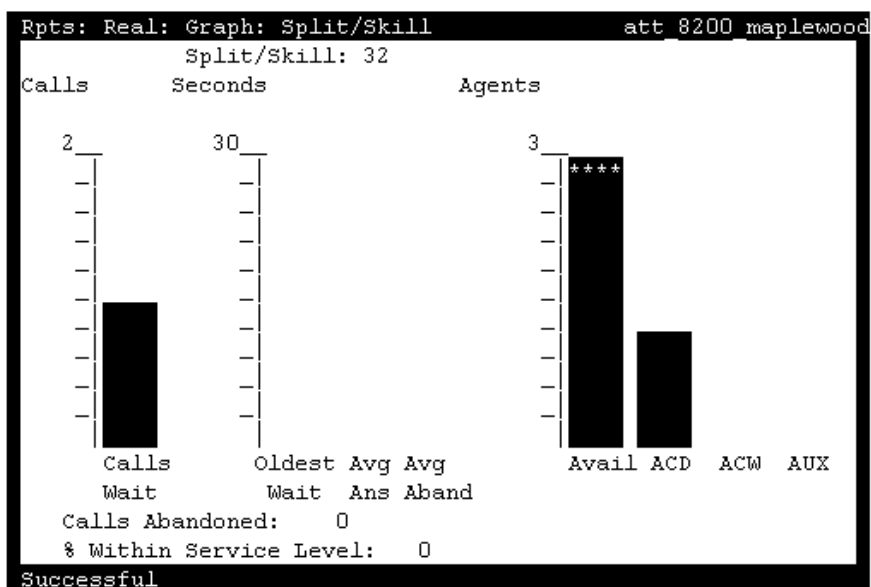


Figure 2-43: Split/Skill Graph Report Example

Table 2-35 describes the report fields. The database items used for the Split/Skill Graph Report are stored in the csplit table.

Table 2-35: Split/Skill Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
Calls Wait	The number of split/skill ACD calls waiting to be answered. This includes inbound and outbound (predictive dialing) ACD calls that are in queue and ringing at an agent voice terminal. Outbound predictive dialing is only for the Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature. Calls Wait does not include direct agent calls for the Generic 3 switches.	INQUEUE+INRING
Oldest Wait	The number of seconds the oldest ACD call has waited in queue and ringing. This does not include direct agent calls.	OLDESTCALL

Table 2-35: Split/Skill Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Ans	Average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or <i>DEFINITY</i> ECS Generic 3 switches with the ASAI feature only).	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aband	The average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Agents: Avail	The total number of agents who are available to receive ACD calls in this split/skill.	AVAILABLE
Agents: ACD	The total number of agents connected to inbound and outbound ACD calls in this split/skill. This does not include agents connected to direct agent calls.	ONACD
Agents: ACW	Number of agents who are in the after call work mode for this split/skill. This includes agents on ACW-IN/ACW-OUT calls as well as agents in ACW not associated with an ACD call. Does not apply to direct agents in ACW.	INACW
Agents: AUX	The total number of agents who are in the auxiliary work state for this split/skill, including agents who are handling AUXIN or AUXOUT calls.	INAUX
Calls Abandoned	The total number of calls for this split/skill that abandoned before an agent answered. This includes calls that abandoned from ringing at a voice terminal but does not include direct agent calls. It also includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for only the Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature.	ABNCALLS

Table 2-35: Split/Skill Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
% Within Service Level	The percentage of split/skill ACD calls answered by an agent within the predefined acceptable service level. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED)

Queue Graph Report

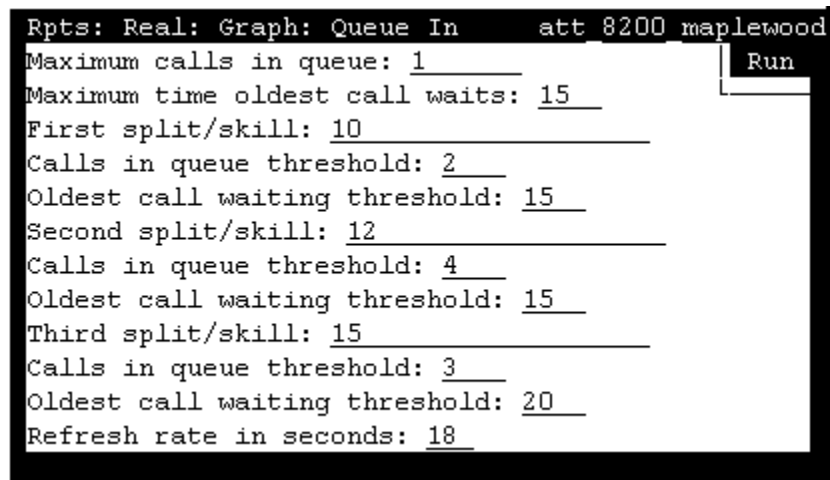
Complete the Queue Graph report input window (Figure 2-44) to produce a report showing the number of calls waiting and the oldest call waiting in up to three splits or skills. With this report, you can quickly evaluate and compare one split's/skill's workload and call-handling performance against the performance of two other splits/skills, and then determine how to reassign agents or reconfigure your ACD to balance workloads and/or reduce abandoned calls.

Things to Know About This Report

- This graph is equivalent to the real-time Split/Skill Status report (except for the three splits/skills). You can use the numbers from the real-time Split/Skill Status report for each split/skill to compare with the Queue Graph report.
- This report can be customized.

Queue Graph Input Window

Figure 2-44 provides an example of a Queue Graph Input window. You must fill in the report input window to run the report.



The screenshot shows a terminal-style window titled "Rpts: Real: Graph: Queue In att 8200 maplewood". It contains several input fields with values entered, and a "Run" button in the top right corner.

Field	Value
Maximum calls in queue:	1
Maximum time oldest call waits:	15
First split/skill:	10
Calls in queue threshold:	2
Oldest call waiting threshold:	15
Second split/skill:	12
Calls in queue threshold:	4
Oldest call waiting threshold:	15
Third split/skill:	15
Calls in queue threshold:	3
Oldest call waiting threshold:	20
Refresh rate in seconds:	18

Figure 2-44: Queue Graph Input Window

Table 2-36 describes the fields on the input window.

Table 2-36: Queue Graph Report Input Fields

Field	Definition
Maximum calls in queue:	Enter the maximum number of calls that will be waiting in the queue. This number appears under the <code>Calls Waiting</code> report heading on the graph report and is used to scale the bars in this part of the graph. The bars under <code>Calls Waiting</code> heading on the graph report equal this number when they are at maximum height.
Maximum time oldest call waits (Secs):	Enter the maximum number of seconds that the oldest call will wait in the queue. This number is used to scale the graph and appears on the vertical axis of the bar graph under <code>Seconds</code>. The bars under the <code>Seconds</code> report heading equal this number when they are at maximum height.
First split/skill:	Enter the name or number of the first split or skill that you want to view in this graph. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. The name appears under the left-most bar for each report heading on the report.
Calls in queue threshold:	Enter the number of calls that will trigger a Caution condition for the split/skill. The bar for this split/skill under the <code>Calls Waiting</code> report heading changes color/intensity when the number of calls in queue meets or exceeds this threshold.
Oldest call waiting threshold (Secs):	Enter the amount of time in seconds that will trigger a Caution condition for the split or skill. The bar for the split or skill under the <code>Oldest Call Waiting</code> report heading changes color/intensity when any call waiting in queue meets or exceeds this threshold.

Table 2-36: Queue Graph Report Input Fields (Contd)

Field	Definition
Second split/skill:	Enter the name or number of the second split or skill that you want to view in this graph. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. The name appears under the middle bar for each report heading on the report.
Third split/skill:	Enter the name or number of the third split/skill that you want to view in this graph. Any name(s) that you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. The name appears under the right-most bar for each report heading on the report.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Queue Graph Report Example

Figure 2-45 provides an example of a Queue Graph report.

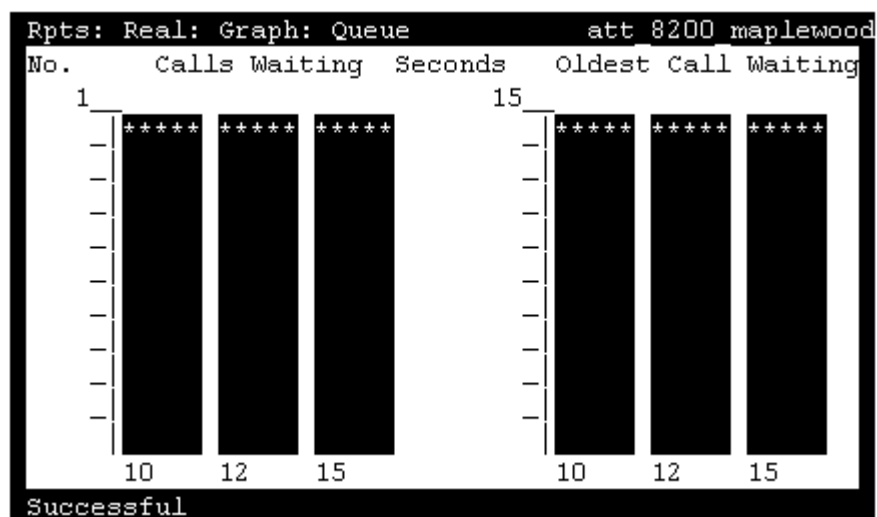


Figure 2-45: Queue Graph Report Example

Table 2-37 describes the report fields. The database items used for the Queue Graph report are stored in the csplit table.

Table 2-37: Queue Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
No. Calls Waiting	The total number of split/skill ACD calls that are waiting to be answered. This includes calls that are in queue and ringing at an agent voice terminal and calls that are outbound ACD calls placed by an adjunct (outbound predictive dialing - Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only). For Generic 3 switches, No. Calls Waiting does not include direct agent calls.	INQUEUE+INRING
Oldest Call Waiting	The length of time (in seconds) that the oldest call has waited in queue or ringing at an agent voice terminal.	OLDESTCALL
Split/Skill	The name or number of the split(s) or skill(s) that were selected for this report.	syn(SPLIT)

Split/Skill Call Profile Graph

The Split/Skill Call Profile Graph report shows the wait times of incoming calls handled and abandoned in a split or skill during the current interval.

Things to Know About This Report

- Calls are displayed in ten separate bars—each bar represents a progressively longer wait time for the call. For example, the first bar shows calls that were answered in less than or equal to PERIOD1 seconds, the second bar shows calls that were answered in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- The bars representing abandoned calls vary in color/intensity depending on how the number of abandons compares to the upper and lower thresholds you set for abandons. The size of the abandon bars, however, does not change.
- This report can be customized.

Prerequisite System Administration

You must define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information, see the “ACD Administration” chapter of the *Call Management System R3V5 Administration* (585-215-820) document.

Split/Skill Call Profile Input Window

Figure 2-46 provides an example of the Split/Skill Call Profile Report input window. You must fill in the report input window to run the report.

Rpts: Real: Graph: Split/Skill Call Profile Input BullG3V5pe

Split/Skill: Run

Maximum number of calls answered:

First calls abandoned threshold:

Second calls abandoned threshold:

Refresh rate in seconds:

Figure 2-46: Split/Skill Call Profile Graph Input Window

Table 2-38 describes the fields on the input window.

Table 2-38: Split/Skill Call Profile Graph Input Fields

Field	Definition
Split/Skill:	Enter the name or number of the split or skill you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Maximum number of calls answered:	Enter the maximum number of calls that you think could be answered during the intrahour interval for any one service level increment. This number appears on the vertical axis of the bar graph under Answered. The bars in this graph represent this number when they are at maximum height.
First calls abandoned threshold:	Enter the number of calls that separates the Normal condition from the Caution condition. This number must be less than or equal to the number entered in the Second calls abandoned threshold field. The abandoned bars change color/intensity when this first threshold is met or exceeded.
Second calls abandoned threshold:	Enter the number of calls that separates the Caution condition from the Warning condition. This number must be greater than or equal to the number entered in the First calls abandoned threshold field. The abandoned bars change color/intensity when this threshold is met or exceeded.
Refresh rate in seconds:	Enter the number of seconds from 3 to 600, to specify how rapidly <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Split/Skill Call
Profile Graph Report
Example

Figure 2-47 provides an example of the Split/Skill Call Profile Graph Report.

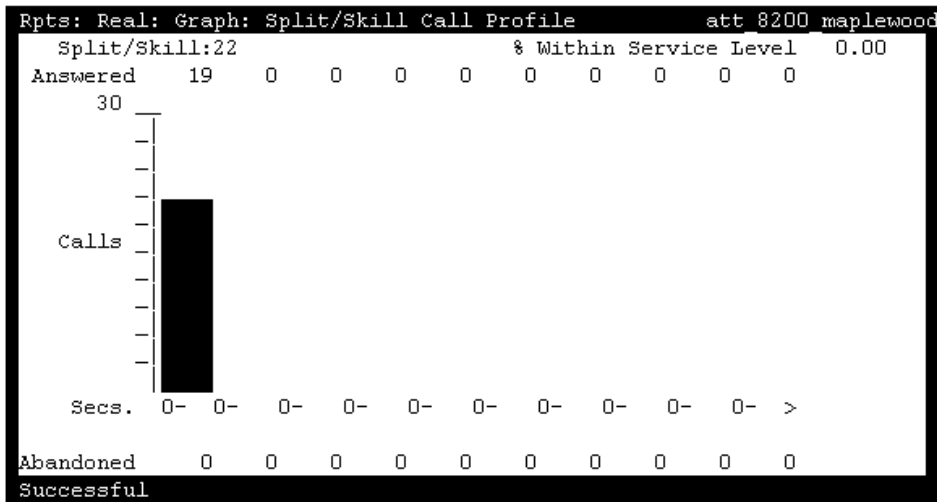


Figure 2-47: Split/Skill Call Profile Graph Report Example

Table 2-39 describes the report fields. The database items used for the Split/Skill Call Profile Graph Report are stored in the csplit table.

Table 2-39: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Split/Skill	The name or number of the split/skill selected for this report.	syn(SPLIT)
% Within Service Level	The percentage of split/skill ACD calls answered by an agent within the predefined acceptable service level. Calls offered to the split/skill include calls that were abandoned and calls that were not answered, but do not include direct agent calls. Calls that were not answered may include forced busy calls, forced disconnect calls, calls redirected to another destination, and calls queued to more than one split/skill and answered in another split/skill.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>

Table 2-39: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Calls Answered	The number of ACD calls to the split/skill that an agent in this split/skill answered within each of the administered service level increments (PERIOD1-PERIOD9). ACDCALLS10 represents the number of calls answered in more than PERIOD9 seconds. This includes outbound ACD calls placed by an adjunct (also called outbound predictive dialing), for Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only. For <i>DEFINITY</i> ECS Generic 3 switches, Calls Answered does not include direct agent calls.	ACDCALLS1-10
Secs.	The upper limit in seconds of each service level increment. Each increment of seconds represents a progressively longer wait time for a call in queue, and each increment can be a different length.	PERIOD1-9
Abandoned	The number of calls to the split/skill that were abandoned in each increment. This includes outbound ACD calls placed by an adjunct. Outbound predictive dialing applies to Generic 2.2 switches with ASAI Gateway Interface feature or Generic 3 switches with the ASAI feature only. For Generic 3 switches, Abandoned does not include direct agent calls.	ABNCALLS1-10

VDN Call Profile Graph Report

The VDN Call Profile Graph report displays the numbers of answered/connected and abandoned calls that have been processed by the specified VDN within the administered service level increment. The report also displays the percentage of calls that have been answered/connected within the acceptable service level administered for the VDN.



This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and the Graphics package, and these features have been authorized for you to use.

Things to Know About This Report

- Calls are displayed in ten separate bars—each bar represents a progressively longer wait time for the call. For example, the first bar shows calls that were answered in less than or equal to PERIOD1 seconds, the second bar shows calls that were answered in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- The bars representing abandoned calls vary in color/intensity depending on how the number of abandons compares to the upper and lower thresholds you set for abandons. The size of the abandon bars, however, does not change.
- This report can be customized.

Prerequisite System Administration

You must define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information, see the “ACD Administration” chapter of the *Call Management System R3V5 Administration* (585-215-820) document.

VDN Call Profile Graph Input Window

Figure 2-48 provides an example of the Split/Skill Call Profile Report input window. You must fill in the report input window to run the report.

```

Rpts: Real: Graph: VDN Call Profile      BullG3V5pe
VDN: _____ Run
Maximum number of calls ans/conn: _____
First calls abandoned threshold: _____
Second calls abandoned threshold: _____
Refresh rate in seconds: 18
  
```

Figure 2-48: VDN Call Profile Graph Input Window

Table 2-40 describes the fields on the input window.

Table 2-40: VDN Call Profile Graph Report Input Fields

Field	Definition
VDN :	Enter the name or number of the VDN for which you want the report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Maximum number of calls ans/conn:	Enter the maximum number of calls to this VDN that you anticipate will be answered as ACD calls and connected as non-ACD calls during an intrahour interval within any single service level increment. The bars in the graph equal this number when they are at maximum height.
First calls abandoned threshold:	Enter the number of calls that separates the Normal condition from the Caution condition. This number must be less than or equal to the number entered in the Second calls abandoned threshold field. The abandoned bars change color/intensity when this first threshold is met or exceeded.
Second calls abandoned threshold:	Enter the number of calls that separates the Caution condition from the Warning condition. This number must be greater than or equal to the number entered in the First calls abandoned threshold field. The abandoned bars change color/intensity when this threshold is met or exceeded.

Table 2-40: VDN Call Profile Graph Report Input Fields (Contd)

Field	Definition
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

VDN Call Profile
Graph Report
Example

Figure 2-49 provides an example of the VDN Call Profile Graph Report.

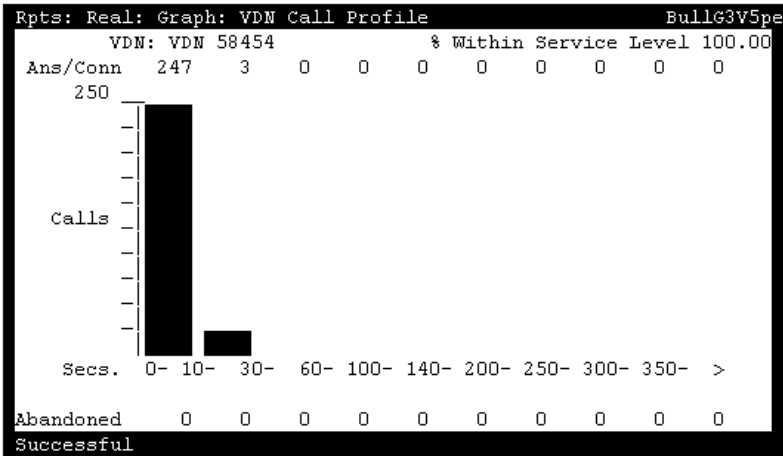


Figure 2-49: VDN Call Profile Graph Report Example

Table 2-41 describes the report fields. The database items used for the VDN Call Profile Graph Report are stored in the cvdn table.

Table 2-41: VDN Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN
% Within Service Level	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD, direct agent, and non-ACD calls.	100 *(ACCEPTABLE / INCALLS) <PERCENT_SERV_LVL_VDN>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Ans/Conn	Number of calls to the VDN that were answered by an agent or connected to a non-ACD destination within each of the service level increments. This includes direct agent calls. Calls in each increment are represented both by bars and by numbers. With Generic 2.2 and Generic 3 switches, <i>connected</i> means calls that are answered at a non-ACD destination. With Generic 2.1 and System 85 switches, <i>connected</i> means calls that rang at a non-ACD destination.	ANSCONNCALLS1-10
Secs.	Lower and upper limit in seconds of each service level increment (as defined in the ACD Administration: VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered, connected, or abandoned.	PERIOD1-9
Aban	Number of calls to the VDN that hung up before being answered within each of the service level increments. Calls in each increment are represented by numbers. Bars do not change in height, but change color when an upper or lower threshold is reached. With Generic 2.2 switches and Generic 3 switches, this is all VDN calls abandoned. With Generic 2.1 and System 85 switches, this is ACD calls abandoned.	ABNCALLS1-10

Vector Report

The real-time Vector report displays information about how calls to the specified vectors are being handled during the current interval.

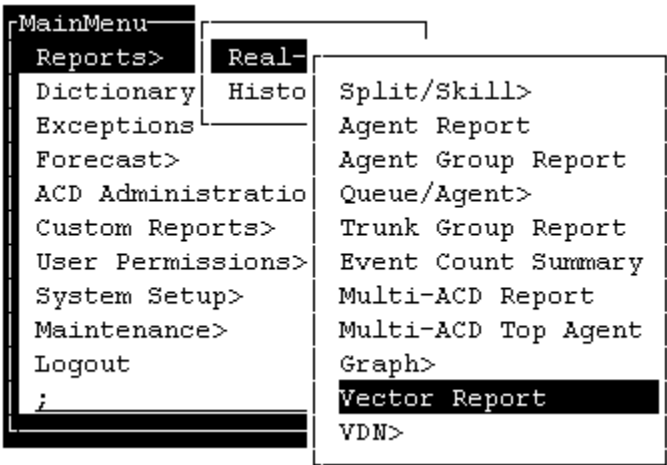


Figure 2-50: Vector Report Menu

Things to Know About This Report

- For a Generic 2 switch with the ASAI Gateway feature, calls routed to the gateway by way of a “route to” command are reported as “Vector Flow Out.” These calls are **not** included as abandons or answered calls in the vector reports because they are neither answered nor abandoned while connected to the vector.
- This report can be customized.

Vector Report Input Window

Figure 2-51 provides an example of the Vector Report input window. You must fill in the report input window to run the report.

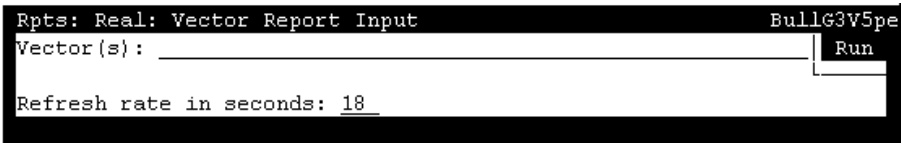


Figure 2-51: Vector Report Input Window

Table 2-42 describes the fields on the input window.

Table 2-42: Vector Report Input Fields

Field	Definition
Vector(s):	Enter the name(s) or number(s) of the vector(s) you want included in the report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Vector Report Example

Figure 2-52 provides an example of the real-time Vector Report.

Rpts: Real: Vector Report								BullG3V5pe
Vector	Calls Wait	Avg Speed Answer	Calls Aban	Aban Time	ACD Calls	Busy/Disc	Vector Flow In	Vector Flow Out
v450 ,	2	:03	11	:45	541	0	0	0
v451 ,	3	:03	2	:03	1261	0	0	10
v452 ,	1	:03	0		466	0	0	0
v453 ,	0	:02	0		509	0	0	0
v454 ,	0	:03	0		382	0	0	0
v455 ,	1	:08	0		772	0	893	504
v456 ,	1	:04	0		3	0	504	883
Successful								

Figure 2-52: Vector Report Example

Table 2-43 describes the report fields. The database items used for the Vector Report are stored in the `cvector` table.

Table 2-43: Vector Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Vector	Numbers or names of the vectors for which the report shows data (selected in the report input window).	VECTOR
Calls Wait	Number of calls (which may include ACD and direct agent calls) that are currently being processed by the vector. This includes calls ringing a voice terminal.	INPROGRESS
Avg Speed Answer	Average time calls that completed during this interval waited in queue or were ringing before an agent answered. This includes direct agent calls (Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> ® and Message Center agents, but only includes calls that were answered as a result of processing by this vector.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Calls Aban	Number of calls that hung up while being processed by this vector. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal.	ABNCALLS
Aban Time	Average time a caller waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> cvector
ACD Calls	Number of calls that were answered by an agent (in a main, backup, route to split, <i>AUDIX</i> , or Message Center split) as a result of processing by the vector. For Generic 3 switches, ACD Calls includes direct agent calls.	ACDCALLS
Busy/Disc	Number of calls to which the vector gave a forced busy signal or disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT>
Vector Flow In	Number of calls that have been redirected from within the switch to the vector. This includes calls redirected to the vector because of a "route to VDN" or "go to vector" command. Calls are counted regardless of whether they were answered while being processed by the vector, were abandoned, or were routed to some other destination.	INFLOWCALLS
Vector Flow Out	Number of calls that were redirected to another destination or another vector by way of a "route to," "go to vector," or "adjunct routing" command (Generic 3 switches only). This includes calls routed to destinations within and outside of the switch. Calls that route to a split/skill are not considered vector flow out calls, but are still tracked in the vector.	OUTFLOWCALLS

VDN Reports

From the VDN reports menu (Figure 2-53), you can select Report, Call Profile, or Skill Preference Report.

The **Report** gives the current overall status of the VDNs you select.

The **Call Profile** report gives the wait times of incoming calls answered/connected and abandoned for a VDN during the current interval.

The **Skill Preference Report** gives the status of calls answered by various VDN skill preferences.

Note

The Report and Call Profile are only available if you have purchased the Vectoring feature and the feature has been enabled on your switch. The Skill Preference report is only available if you have purchased the Vectoring *and* EAS features and the features have been enabled.

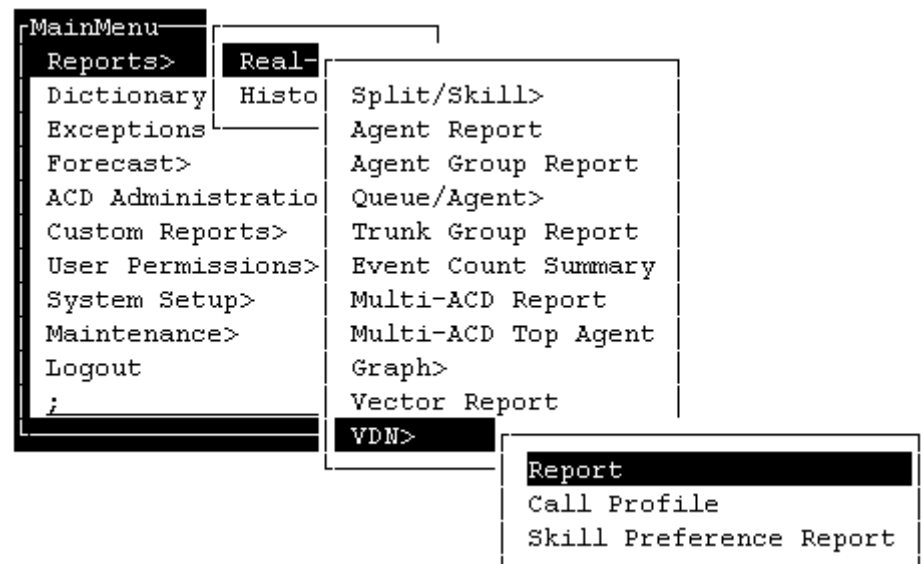


Figure 2-53: VDN Reports Menu

Report

The real-time VDN Report displays information about how calls to the specified VDNs are being handled during the current interval.

Things to Know About This Report

- You can only run this report if you have the Vectoring feature enabled.
- This report can be customized.

Report Input Window

Figure 2-54 provides an example of the VDN Report input window. You must fill in the report input window to run the report.

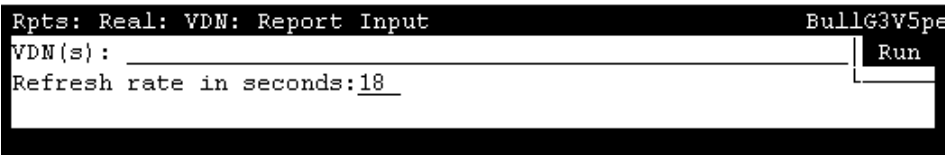


Figure 2-54: VDN Report Input Window

Table 2-44 describes the fields on the input window.

Table 2-44: VDN Report Input Fields

Field	Definition
VDN(s) :	Enter the name(s) or number(s) of the VDN(s) you want included in the report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Report Example

Figure 2-55 provides an example of the real-time VDN Report window.

Rpts: Real: VDN: Report										BullG3V5pe	
VDNs	Avg			Avg		Avg			VDN	VDN	Active
	Calls	Oldest	Speed	Calls	Aban	ACD	ACD	Busy/ Disc	Flow	Flow	VDN
	Wait	Call	Answer	Aban	Time	Calls	Talk		In	Out	Calls
VDN 58	1	:02	:02	0		3	:17	0	0	0	
VDN 58	1	:02	:04	0		3	:17	0	0	0	
VDN 58	1	:02	:05	0		3	:17	0	0	0	

Successful

Figure 2-55: VDN Report Example

Table 2-45 describes the report fields. The database items used for the VDN Report are stored in the cvdn table.

Table 2-45: VDN Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	Numbers or names of the VDNs for which the report shows data (selected in the report input window).	VDN
Calls Wait	Number of calls (which may include non-ACD and direct agent calls) to the VDN that are currently being processed by the vector, are in queue, or are ringing at an agent's voice terminal.	INPROGRESS - ATAGENT
Oldest Call	Length of time the oldest call currently waiting in the VDN has been waiting.	OLDESTCALL
Avg Speed Answer	Average time, in minutes and seconds, calls to the VDN that were completed in this interval waited before being answered by an agent. This includes direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only includes calls that were processed by the VDN. It does not include calls that routed to another VDN or to a destination outside the switch.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Calls Aban	Number of calls to the VDN that hung up before being answered during this interval.	ABNCALLS
Avg Aban Time	Average time callers to the VDN waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>

Report Heading	Description	Database Item, Calculation or <Calculation Name>
ACD Calls	Number of calls to the VDN completed during the interval that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS
Avg ACD Talk	Average talk time (not including hold time) for all ACD calls (which may include direct agent calls) completed during the interval that were processed by the VDN.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>
Busy/Disc	Number of calls offered to the VDN that received a forced busy signal or forced disconnect.	BUSYCALLS + DISCCALLS <BUSY_DISCONNECT>
VDN Flow In	Number of calls that were redirected to this VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS
VDN Flow Out	Number of calls to this VDN that were redirected to another VDN or a destination outside the switch by way of a "route to" or "adjunct routing" command (Generic 3 switches only). This does not include calls redirected to another vector by way of a "go to vector" command (because those calls stay in the same VDN).	OUTFLOWCALLS
Active VDN Calls	Number of calls currently active in a VDN as counted on the switch. This only includes incoming trunk calls directly to the VDN, but it does not include internal calls, transfers, or calls routed or redirected to the VDN through another VDN. A call is considered active in a VDN from the time that the call routes to the VDN until all parties on the call have been dropped and the call is released. If <i>CentreVu</i> CMS is connected to a pre-Generic 3 Version 4 switch or the vectoring feature is not enabled, then the Active VDN Calls column is displayed, but the fields are blank.	ACTIVECALLS

VDN Call Profile Report

The VDN Call Profile report displays the numbers of answered/connected and abandoned calls to the specified VDN within the administered service level increments. It also displays the percentage of calls answered or connected within the acceptable service level.

Things to Know About This Report

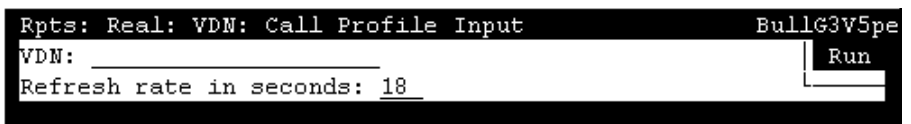
- Calls are displayed in ten separate fields—each field represents a progressively longer wait time for the call. For example, the first field shows calls that were answered in less than or equal to PERIOD1 seconds, the second field shows calls that were answered in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- You can only run this report if the Vectoring feature is enabled.
- This report can be customized.

Prerequisite System Administration

You must first define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments (therefore, all calls appear in the first increment). For more information, see the “ACD Administration” chapter of the *CMS R3V5 Administration* (585-215-820) document.

Call Profile Input Window

Figure 2-56 provides an example of the VDN Call Profile report input window. You must fill in the report input window to run the report.



```
Rpts: Real: VDM: Call Profile Input      BullG3V5pe
VDN: _____                        Run
Refresh rate in seconds: 18_____
```

Figure 2-56: VDN Call Profile Report Input Window

Table 2-46 describes the fields on the input window.

Table 2-46: VDN Call Profile Report Input Fields

Field	Definition
VDN :	Enter the name or number of the VDN you want included in the report. Any name you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Call Profile Report Example

Figure 2-57 provides an example of the real-time VDN Call Profile.

```

Rpts: Real: VDN: Call Profile                               BullG3V5pe
VDN: VDN 58454                                     % Within Service Level: 99.70

  Secs.  0-   10-   30-   60-  100-  140-  200-  250-  300-  350-  >
Ans/Conn    320    6    1    0    0    0    0    0    0    0
Abandoned    0    0    1    0    0    0    0    0    0    0

Total Calls Ans/Conn          327 Total Calls Abandoned          1
Average Speed of Ans/Conn    :03 Average Time to Abandon    :46
Percentage Ans/Conn          99.70 Percentage Abandoned    0.30
Successful

```

Figure 2-57: VDN Call Profile Report Example

Table 2-47 describes the report fields. The database items used for the VDN Report are stored in the cvdn table.

Table 2-47: VDN Call Profile Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	VDN
% Within Service Level	Percentage of calls to the VDN that were answered/connected within the service level (as specified in the VDN Call Profile Setup window). Calls to the VDN may result in ACD calls, direct agent calls, and non-ACD calls.	100 * (ACCEPTABLE / INCALLS) <PERCENT_SERV_LVL_VDN>
Secs.	Lower and upper limit in seconds of each service level increment. These increments are specified in the VDN Call Profile Setup window. These increments represent progressively longer wait time segments in which calls may be answered or abandoned.	PERIOD1-9
Ans/Conn	Number of calls to the VDN that were answered by an agent or were connected to a non-ACD destination within each of the service level increments. This includes direct agent calls. With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, <i>connected</i> means calls that are answered at a non-ACD destination. With Generic 2.1 and System 85 switches, <i>connected</i> means calls that rang at a non-ACD destination.	ANSCONNCALLS1-10
Abandoned	Number of calls to the VDN that were abandoned within each of the service level increments. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal. With Generic 2.2 and Generic 3 switches, this is all VDN calls abandoned. With Generic 2.1 and System 85 switches, this is ACD calls abandoned.	ABNCALLS1-10
Total Calls Ans/Conn	Total number of calls to the VDN completed during this interval that were answered by an agent or were connected to a non-ACD destination. This includes direct agent calls.	ACDCALLS + CONNECTCALLS

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Average Speed of Ans/Conn	Average time that calls to the VDN completed during this interval waited before being answered. This includes ringing time for all calls and switches except for non-ACD calls on Generic 2.1 or System 85 switches. The calls include direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only calls that were processed by the VDN.	$(ANSTIME + CONNECTTIME) / (ACDCALLS + CONNECTCALLS)$
Percentage Ans/Conn	Percentage of calls (which may includes direct agent calls) to the VDN completed during this interval that were answered or connected within the service level increments.	$100 * ((ACDCALLS + CONNECTCALLS) / INCALLS)$
Total Calls Abandoned	Total number of calls to the VDN that were abandoned. This includes direct agent calls and calls that were abandoned while queued to a split/skill or while ringing a voice terminal.	ABNCALLS
Average Time to Abandon	Average time an unanswered caller waited before hanging up.	$ABNTIME / ABNCALLS$ <AVG_ABANDON_TIME>
Percentage Abandoned	Percentage of calls to the VDN that were abandoned.	$100 * (ABNCALLS / INCALLS)$

VDN Skill Preference Report

The VDN Skill Preference report displays information about the call handling for the VDN as a whole and lists the number of calls handled by each of the VDN skill preferences.

Note

This report is only available if you have purchased the Vectoring and EAS features and the features are enabled on your switch (*DEFINITY* ECS Generic 3 Version 2 and Generic 2.2 and later versions only).

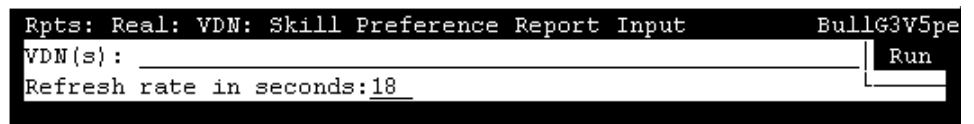
See the Vectoring and EAS appendices in the *CMS R3V5 Administration* (585-215-820) document for additional information.

Things to Know About This Report

- This report displays data on the handling of calls to the VDNs by VDN skill preference.
- If a specific skill in the vector is also administered as a VDN skill preference for the associated VDN, data for that skill preference shows in this report.
- This report can be customized.

Skill Preference Input Window

Figure 2-58 provides an example of the VDN Skill Preference report input window. You must fill in the report input window to run the report.



```

Rpts: Real: VDN: Skill Preference Report Input      BullG3V5pe
VDN(s): _____ Run
Refresh rate in seconds:18_____
  
```

Figure 2-58: VDN Skill Preference Report Input Window

Table 2-48 describes the fields on the input window.

Table 2-48: VDN Skill Preference Report Input Fields

Field	Definition
VDN(s) :	Enter the name(s) or number(s) of the VDN(s) you want included in the report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Refresh rate in seconds:	Enter the number of seconds (3 to 600) to specify how frequently <i>CentreVu</i> CMS should update the report data. The default for the Refresh rate in seconds: field in this window is your assigned minimum refresh rate plus 15 seconds. To find out what your minimum refresh rate is, or to change it, check with your <i>CentreVu</i> CMS administrator.

Skill Preference Report Example

Figure 2-59 provides an example of the real-time VDN Skill Preference report.

Rpts: Real: VDN: Skill Preference Report										BullG3V5pe		
VDNs	Calls	ACD	Avg	Avg	Avg	Avg			Calls Answered by Skill			
	Offered	Calls	Speed	Talk	After	Calls	Aban	Time	1st	2nd	3rd	
VDN 58	34	34	:02	:17	:00	0	0		0	0	0	
VDN 58	34	34	:04	:17	:00	0	0		0	0	0	
VDN 58	33	33	:05	:17	:04	0	0		0	0	0	
Successful												

Figure 2-59: VDN Skill Preference Report Example

Table 2-49 describes the report fields. The database items used for the VDN Skill Preference report are stored in the cvdn table.

Table 2-49: VDN Skill Preference Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
VDN	VDN number(s) or name(s) selected for this report from the VDN Skill Preference Report input window.	VDN
Calls Offered	Number of calls offered to the VDN that completed during the interval.	INCALLS
ACD Calls Ans	Number of calls to the VDN completed during this interval that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging split/skill," "route to" split/skill, and "adjunct routing" to split/skill or direct agent.	ACDCALLS
Avg Speed Answer	Average time, in minutes and seconds, that calls to the VDN completed during this interval waited before being answered by an agent. This includes direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only), non-ACD calls, and calls answered by <i>AUDIX</i> and Message Center agents, but only includes calls that were processed by the VDN. Does not include calls routed to another VDN or routed outside the switch.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED>
Avg Talk Time	Average talk time (not including hold time) for all ACD calls (which may included direct agent calls) completed during this interval that were processed by the VDN.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average ACW time for ACD calls to this VDN that completed during this interval.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Calls Aban	Number of calls to the VDN during this interval that hung up before they could be answered.	ABNCALLS
Avg Aban Time	Average time callers to the VDN waited before hanging up.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME>
Calls Answered by Skill 1st, 2nd, 3rd	Number of completed ACD calls to the VDN that were answered by agents in each of the three VDN skill preferences.	SKILLCALLS1 SKILLCALLS2 SKILLCALLS3

Real-Time Cross Reference

Table 2-50 lists the real-time report headings and the reports in which they appear.

Table 2-50: Real-Time Report Headings Cross Reference

Report Headings	Real-Time Reports in Which They Appear																							
	Split/Skill Split Status	Split/Skill Skill Status	Split/Skill Top Agent Status	Split/Skill AUX Report	Split/Skill Report	Split/Skill Top Agent Report	Split/Skill Call Profile	Agent Report	Agent Group Report	Queue/Agent Status	Queue/Top Agent Status	Queue/Agent Summary	Trunk Group Report	Event Count Summary	Multi-ACD Report	Multi-ACD Top Agent	Graph Split/Skill	Graph Queue	Graph Split/Skill Call Profile	Graph VDN Call Profile	Vector Report	VDN Report	VDN Call Profile	VDN Skill Preference
% Abandoned							X																X	
% Answered							X		X		X												X	
% Within Service Level							X		X		X	X					X		X		X	X		
ACD Calls				X	X	X					X			X	X	X			X		X	X		X
Active VDN Calls																								
Abandoned Calls					X	X	X		X		X				X	X	X		X	X	X	X	X	X
Abandoned Time																					X			
Abandoned Total																							X	
Agents: ACD Calls					X	X			X	X		X			X	X	X					X		
Agents: AUX Work					X	X			X		X	X			X	X	X					X		
Agents: After Call Work					X	X			X	X	X	X			X	X	X					X		
Agents: Available					X	X			X	X	X	X			X	X	X					X		
Agents: Other					X	X			X		X				X	X						X		
Agents: Ringing					X	X			X	X	X	X			X	X						X		
Agents: Staffed				X	X				X	X	X	X		X	X	X						X		
Agent	X	X						X	X	X			X	X										
Agent Group									X															
Answered Calls							X																X	X
Answered/Connected																				X			X	
Answer Total																							X	
Average Abandon Time																						X		X
Average After Call																								X
Average ACD Talk Time					X	X									X	X						X		X
Average Speed of Answer					X	X	X								X	X	X		X	X		X	X	X
Average Talk Time																						X		X
Average Time to Abandon					X	X	X								X	X	X					X	X	X
AUX Reason				X																				
Backup Agents Staffed											X					X								
Busy/Disconnect																					X	X		
Calls Answered									X		X								X					X
Calls Offered																								X
Calls Waiting	X	X	X	X	X	X			X	X		X			X	X	X	X	X	X		X		
Direct Agent Calls Waiting									X	X		X												
Direction													X											
Event Count (1-9)														X										
Expected Wait Time	X	X	X																					

Table 2-50: Real-Time Report Headings Cross Reference (Contd)

Report Headings	Real-Time Reports in Which They Appear																							
	Split/Skill Split Status	Split/Skill Skill Status	Split/Skill Top Agent Status	Split/Skill AUX Report	Split/Skill Report	Split/Skill Top Agent Report	Split/Skill Call Profile	Agent Report	Agent Group Report	Queue/Agent Status	Queue/Top Agent Status	Queue/Agent Summary	Trunk Group Report	Event Count Summary	Multi-ACD Report	Multi-ACD Top Agent	Graph Split/Skill	Graph Queue	Graph Split/Skill Call Profile	Graph VDN Call Profile	Vector Report	VDN Report	VDN Call Profile	VDN Skill Preference
Extension								X	X	X	X		X											
Logid		X	X					X	X	X	X													
Oldest Call Waiting	X	X	X		X	X			X	X		X			X	X	X	X				X		
Reason		X	X					X	X		X													
Seconds							X													X			X	
Skill(s)		X	X	X		X				X						X			X					
Skill/Lvl		X	X								X													
Split(s)	X																							
Split(s)/Skill(s)					X		X	X	X	X		X		X	X		X	X	X					
State	X	X	X					X	X	X	X		X											
Time	X	X	X					X	X		X		X											
Top Agent			X								X													
Total AUX Agents				X																				
Total Calls Abandoned							X																	
Total Calls Answered							X																X	
Trunk													X											
Trunk Group													X											
VDN	X	X	X					X	X		X		X							X		X	X	
Vector																					X			X
Vector Flow In																					X	X		
Vector Flow Out																					X	X		

General Information

Audience

This chapter is written for supervisors who use the *CentreVu*™ Call Management System Release 3 Version 5 (*CentreVu* CMS) historical reports to effectively run the call center. Historical reports can be displayed on your terminal screen, can be printed, or can be stored to a file.

Introduction

This chapter gives you the information you need to understand every historical report available on *CentreVu* CMS.

CentreVu CMS historical reports display, report, and summarize the past performance of any measured subset of the ACD. Historical reports display past data for various agent, split/skill, trunk/trunk group, Vector Directory Number (VDN), and vector activities, such as number of ACD calls, abandoned calls, average talk time, and average speed of answer.

The information in historical reports will give you a sound basis for decisions concerning the following:

- Mix of trunk facilities
- Split or skill size
- Agent assignments
- Consistent and objective performance standards
- Performance evaluations.

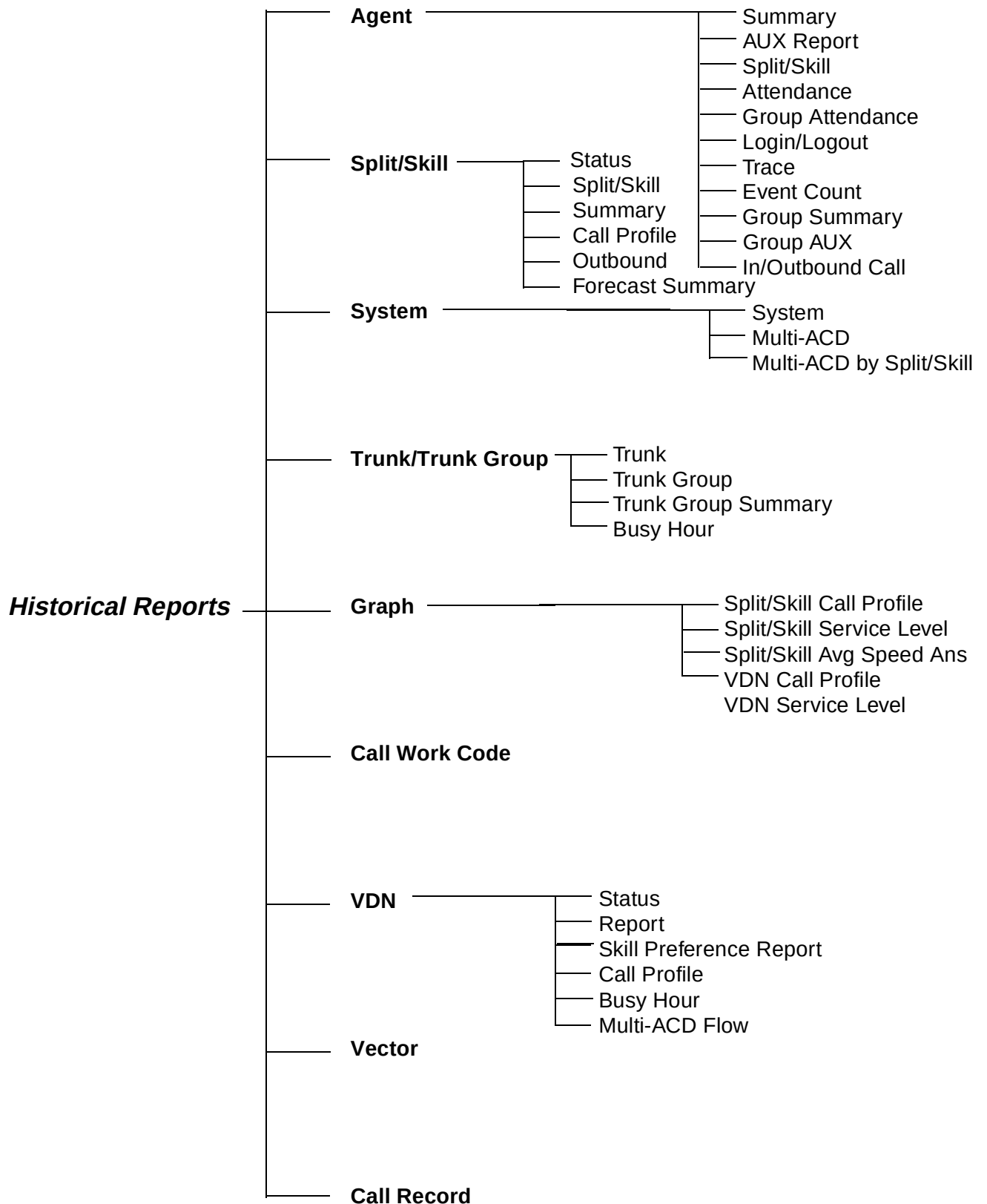
How This Chapter is Organized

This chapter gives a brief description of each available report, examples of the report input windows, and definitions of the input fields. It provides you with the information you need to complete any real-time report input screen.

Each report has the following headings:

- **Things to Know About All Real-Time Reports** — gives you information on factors that affect the real-time reports.
- **Input Window** — provides an example of an input window that is specific to each report. The input window is shown with the report description.
- **Sample Report** — provides an example of the report. A table provides report headings, field definitions, and the corresponding database item.

A short summary and example of each *CentreVu* CMS historical report is included in this chapter. The roadmap below shows how the real-time reporting system is organized. This section follows the organization of the roadmap (split/skill reports are described first, followed by agent reports, etc.)



When you generate a historical report, the totals for the report columns are on the top line of the report under the headings.

CentreVu CMS historical reports are available in interval, daily, weekly, and monthly versions. Not all reports are available in all versions. The section on each report gives the available report versions.

- **Interval reports** contain breakdowns of data by intervals of 15, 30, or 60 minutes. Interval reports can help you identify your high and low call volumes during the day.
- **Daily reports** display summarized interval data, one line for each day.
- **Weekly reports** display summarized daily data for the week(s) specified, one line for each week.
- **Monthly reports** display summarized daily data for the month(s) specified, one line for each month.



Some reports show, for example, one line of data per agent for a single day, week, or month.

CentreVu CMS can store intrahour data for up to 62 days, daily summary data for 5 years, and weekly/monthly summary data for 10 years.

Agent Reports

From the Agent reports menu you can get specific information on your agents. For example, you could get information about:

- Every agent activity and the time it occurred for a particular agent in the Agent Trace report.
- An individual agent's performance by split or skill in the Agent Split/Skill report.
- How a group of agents is performing in the Group Summary report.

The Agent reports are organized in the same order as shown on the Historical Agent Report menu (see Figure 3-1).

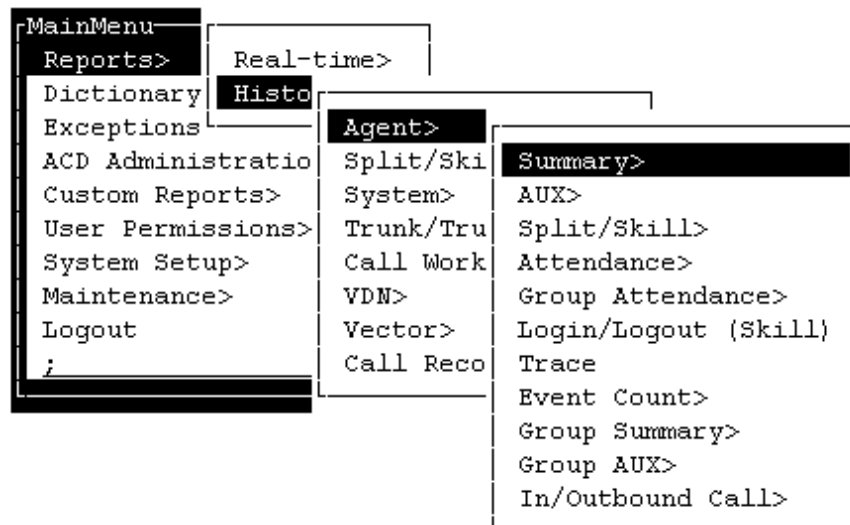


Figure 3-1: Historical Agent Report Menu

Agent Summary Report

The Agent Summary report shows the activities and performance of an individual agent for all splits or skills of which the agent is a member. It represents the totals over the specified time period for all splits or skills the agent was logged into.

Things to Know About This Report

- The Agent Summary report is available in interval, daily, weekly, and monthly versions.
- These reports can be customized.

Agent Summary Report Input Window

Figure 3-2 provides an example of an Agent Summary Report Input window. You must fill in the report input window to run the report.

Rpts: Hist: Agent: Summary: Interval Inp San Diego

Agent: Robert Steiner Run

Date: -2

Times: 12:00 AM - 11:30 AM

Report destination (Select one):

<x> Terminal

<_> Printer, Printer name: _____

<_> File, File name: _____

Working

Figure 3-2: Agent Summary Interval Input Window

Table 3-1 describes the fields on the input window.

Table 3-1: Agent Summary Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Date : (interval)	Enter the date that you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a "-" offset based on today's date (for example, -1 for yesterday).
Dates : (daily, weekly, monthly)	Enter the dates for the days or the start dates for the weeks or the months that you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.
Times : (Interval)	Enter the time period that you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).

Table 3-1: Agent Summary Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i>^a system (/usr/<your login ID>) or <i>Solaris</i>^b system (/export/home/<your login ID>) unless you specify a full path name.

a. UNIX is a registered trademark of Novell, Inc.

b. Solaris is a trademark of Sun Microsystems, Inc.

Agent Summary Report Example

Figure 3-3 provides an example of an Agent Summary Report.

Agent Summary by Interval																
Date: 10/15/96								Printed: 10/16/96 10:40 AM								
Agent: agent01								ACD: Bison35vpe								
Time	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	Agent		Time		Trans		Calls	Avg Hold Time	
								ACD	ACW	Ring	AUX	Avail	Staff	Out	Held	
Totals:	0			0		0		:00:00	:00:00	23:34:31	:00:00	:25:29	24:00:00	0	0	
12:00-12:30AM	0			0		0		:00	:00	29:19	:00	:41	30:00	0	0	
12:30- 1:00AM	0			0		0		:00	:00	29:20	:00	:40	30:00	0	0	
1:00- 1:30AM	0			0		0		:00	:00	29:16	:00	:44	30:00	0	0	
1:30- 2:00AM	0			0		0		:00	:00	29:15	:00	:45	30:00	0	0	
2:00- 2:30AM	0			0		0		:00	:00	29:17	:00	:43	30:00	0	0	

Figure 3-3: Agent Summary Report Example

Table 3-2 describes the report fields. The database items used for the Agent Summary Report are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.

Table 3-2: Agent Summary Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
ACD Calls	The number of ACD calls and direct agent calls that were answered by the agent. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Avg Talk Time	The average length of this agent's ACD calls (including direct agent calls) during the period covered.	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg After Call	The average length of After Call Work (ACW) sessions for this agent. This includes direct agent call activities.	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	The number of inbound extension calls that were received by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)

Table 3-2: Agent Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Avg Talk Time (for Extn In)	The average length of this agent's inbound extension calls.	sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>
Extn Out Calls	The number of outbound extension calls that were placed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum(<EXT_CALL_OUT>)
Avg Talk Time (for Extn Out)	The average length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME) / sum (ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>
(Agent Time) ACD	Time this agent spent on ACD calls (including direct agent calls) during the report interval.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)
(Agent Time) ACW	The amount of time the agent spent working on call-related activities (that is, ACW activities). This includes direct agent ACW activities during the report interval.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
(Agent Time) Ring	The time the agent had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, the I_RINGTIME is stopped. This applies only to switches with ring state.	sum(I_RINGTIME)

Table 3-2: Agent Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
(Agent Time) Other	The time the agent spent doing other work in all splits/skills. For <i>DEFINITY</i> ECS Generic 3 switches, agents are doing other work while in Auto-In or Manual-In if they: • Put any call on hold while not doing any other activity. • Dial to place a call or to activate a feature. • Have a personal call ringing with no other activity. For Generic 2.2, agents are doing other work if they: • Put any call on hold using the Hold button or a switchhook flash while in Auto-In or Manual-In while not doing any other activity. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	sum(TI_OTHERTIME)
(Agent Time) AUX	The amount of time this agent spent in AUX Work in all splits/skills and on AUXINCALLS and AUXOUTCALLS.	sum(TI_AUXTIME)
(Agent Time) Avail	The amount of time this agent spent waiting for an ACD call for any split/skill.	sum(TI_AVAILTIME)
(Agent Time) Staff	The total time the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)

Table 3-2: Agent Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Trans Out	The number of calls transferred by this agent to another destination. For Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches, this records all calls that were transferred. For System 85 and Generic 2 switches, this records only ACD calls that were transferred. For Generic 1 switches, this records only the measured calls that were transferred to measured splits and calls transferred from a measured trunk to a measured trunk.	sum(TRANSFERRED)
Calls Held	The number of calls the agent put on hold. For Generic 2.2 and Generic 3 switches, this is all calls the agent put on hold. For Generic 2.1 and System 85 Release 2 Version 4 switches, this is split ACD calls that the agent put on hold.	sum(HOLDCALLS)
Avg Hold Time	The average length of time calls were on hold.	$\frac{\text{sum(HOLDTIME)}}{\text{sum(HOLDCALLS)}}$ <AVG_HOLD_TIME_SUM>

Agent AUX Report

The Agent AUX (Auxillary Work) report is based on the Agent Summary and Agent Attendance reports. This report shows the total staffed time, total AUX time, and AUX time for each reason code for an agent.

Things to Know About This Report

- The Agent AUX report is available in interval, daily, weekly, or monthly versions.
- This report is only available when the Automatic Call Distribution (ACD) and Expert Agent Selection (EAS) features have been enabled on a *DEFINITY ECS*.
- You must have AUX Reason Codes enabled on the switch for this report to be meaningful.

Agent AUX Report Input Window

Figure 3-4 provides an example of an Agent AUX Report Input window. You must fill in the report input window to run the report.

The screenshot shows a terminal window titled "Rpts: Hist: Agent: AUX: Interval Input" with "San Diego" in the top right corner. The input fields are as follows:

- Agent: Robert Steiner
- Date: -2
- Times: 12:00 AM - 11:30 PM

Below these fields is a section titled "Report destination (Select one):" with three options:

- ☒ Terminal
- ☐ Printer, Printer name: _____
- ☐ File, File name: _____

A "Run" button is located in the top right corner of the input area.

Figure 3-4: Agent AUX Interval Input Window

Table 3-3 describes the fields on the input window.

Table 3-3: Agent AUX Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Date : (interval)	Enter the date you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a “-” offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, and monthly)	Enter the dates for the days or the start dates for the weeks or the months that you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-3: Agent AUX Report Input Fields (Contd)

Field	Definition
Times: (Interval)	Enter the times you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent AUX Report Example

Figure 3-5 provides an example of an Agent AUX report.

Date: 10/15/96
Agent: agent01

Interval Agent AUX Report

Printed: 10/16/96 11:29 AM
ACD: Bison35vpe

Time	Total Staffed Time	Total AUX Time	----- Time in AUX Reason Code -----									
			Internet	Lunch	Personal	Library	Stockroo	Training	Meeting	Break	Teamwork	Emergen
Totals:	24:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00	:00:00
12:00-12:30AM	30:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
12:30- 1:00AM	30:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
1:00- 1:30AM	30:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
1:30- 2:00AM	30:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
2:00- 2:30AM	30:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00

Figure 3-5: Agent AUX Report Example

Table 3-4 describes the report fields. The database items used for the Agent AUX report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.

Table 3-4: Agent AUX Report Description

Report Heading	Description	Database Item, Calculation or <Calculation Name>
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Agent :	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed:	The date and time the report was sent to the printer.	No database item or calculation.
ACD:	The ACD name or number for which the data was collected.	syn(ACD)
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Total Staffed Time	The total time that the agent was logged in (staffed) for the specified time period in any split/skill. (This does not include time that the link was down.)	sum(TI_STAFFTIME)
Total AUX Time	The total time that the agent spent in AUX work in all splits/skills and on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
Time in AUX Reason Code 0	The time that the agent spent in AUX with the reason code of 0 (zero). This is the time in the "system" AUX for the switches with active AUX reason codes. It is the same as TI_AUXTIME for switches without active AUX reason codes.	sum(TI_AUXTIME0)
Time in AUX Reason Code 1...Code 9	The time that the agent spent in AUX with each of the reason codes 1-9.	sum(TI_AUXTIME1)... sum(TI_AUXTIME9)

Agent Split/Skill Report

The Agent Split/Skill report shows an individual agent's performance by split or skill.

Things to Know About This Report

- The Agent Split/Skill report is available in interval, daily, weekly, and monthly forms.
- Each row in the report shows the total for the specified time for a particular split/skill the agent was logged into. However, the Totals: row shows the totals over the day for **all** splits or skills for this agent.
- Talk times are shown as totals, not as averages.
- These reports can be customized.

Agent Split/Skill Report Input Window

Figure 3-6 provides an example of an Agent Split/Skill Report Input window. You must fill in the report input window to run the report.

```
Rpts: Hist: Agent: Split/Skill: Interval Input      g3v4 noeas
Agent: _____
Date: _____
Times: _____

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-6: Agent Split/Skill Report Input Window

Table 3-5 describes the fields on the input window.

Table 3-5: Agent Split/Skill Report Input Fields

Field	Definition
Agent:	Enter the appropriate agent name or login ID.
Date: (interval)	Enter the date you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a “-” offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the dates for the days or the start dates for the weeks or the months that you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-5: Agent Split/Skill Report Input Fields

Field	Definition
Times: (Interval)	Enter the times that you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Split/Skill Report Example

Figure 3-7 provides an example of an Agent Split/Skill Report.

Agent Interval Report by Split/Skill												
Date: 10/15/96									Printed: 10/16/96 10:41 AM			
Agent: agent01									ACD: Bison35vpe			
Time	Split/Skill	ACD Calls	Total Talk Time	Total ACW Time	Extn In Calls	Total Talk Time	Extn Out Calls	Total Talk Time	Assists	Calls Held	Total Hold Time	Trans Out
Totals:		0	:00:00	:00:00	0	:00:00	0	:00:00	0	0	:00:00	0
12:00-12:30AM billing		0	:00	:00	0	:00	0	:00	0	0	:00	0
12:00-12:30AM service		0	:00	:00	0	:00	0	:00	0	0	:00	0
12:00-12:30AM billing		0	:00	:00	0	:00	0	:00	0	0	:00	0
12:00-12:30AM billing		0	:00	:00	0	:00	0	:00	0	0	:00	0

Figure 3-7: Agent Split/Skill Report

Table 3-6 describes the report fields. The database items used for the Agent Split/Skill Report are stored in the the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.

Table 3-6: Agent Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Split/Skill	The name or number of the split(s)/skill(s) that the agent logged into during the specified time period and for which data are shown.	syn(SPLIT)
ACD Calls	The number of split/skill and direct agent ACD calls that were answered by the agent. This total also includes outbound ACD calls (O_ACDCALLS) if you have the Outgoing Call Management application on ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	(ACDCALLS+DA_ACDCALLS) <TOTAL ACDCALLS>
(ACD) Total Talk Time	The total time an agent talked on split/skill and direct agent ACD calls for the split/skill.	(I_ACDTIME+I_DA_ACDTIME) <TOTAL I_ACDTIME>
Total ACW Time	The total time that the agent spent in ACW associated with split/skill and direct agent ACD calls and ACW not associated with a call during the report interval.	(I_ACWTIME + I_DA_ACWTIME) <TOTAL_ACWTIME>

Table 3-6: Agent Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	ACWINCALLS+AUXINCALLS <EXT_CALL_IN>
Total Talk Time (for Extn In)	The total time that the agent spent talking on inbound extension calls during the report period.	I_ACWINTIME+I_AUXINTIME <EXT_IN_TIME>
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	ACWOUTCALLS + AUXOUTCALLS <EXT_CALL_OUT>
Total Talk Time (for Extn Out)	The total time that the agent spent on outbound extension calls during the report period.	I_ACWOUTTIME + I_AUXOUTTIME <EXT_OUT_TIME>
Assists	The number of times that the split/skill supervisor was called by the agent who was on a split/skill or a direct agent ACD call or in call-related ACW.	ASSISTS
Calls Held	The number of calls that the agent placed on hold. For Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches, this is all calls the agent put on hold. For Generic 2.1 and System 85 Release 2 Version 4 switches, this is split ACD calls that the agent put on hold.	HOLDCALLS

Table 3-6: Agent Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Total Hold Time	The total time that calls were on hold for this agent. This includes all callers for Generic 2.2 and Generic 3 switches; for Generic 2.1 and System 85 switches, Total Hold Time includes ACD calls only.	HOLDTIME
Trans Out	The number of times that an agent completed a transfer (for <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split; and, for Generic 1 switches, a measured call to a measured split or measured trunk to a measured trunk).	TRANSFERRED

Agent Attendance Report

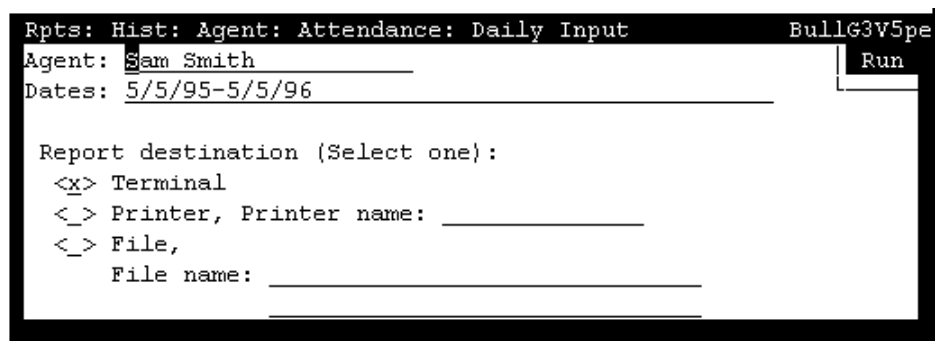
The Agent Attendance report gives the total staffed time, ACD time, ACW time, AUX time, time in the ringing state, extension time, available time, and the number of calls handled by an agent for the specified time period for all splits or skills the agent was logged into.

Things to Know About This Report

- The Agent Attendance report is available in daily, weekly, and monthly versions.
- The report item `Total Staff Time` contains other time (`TI_OTHERTIME`) which is not shown in the report but can cause the numbers to not add up.
- This report can be customized.

Agent Attendance Input Window

Figure 3-8 provides an example of an Agent Attendance Input window. You must fill in the report input window to run the report.



The screenshot shows a terminal-style window titled "Rpts: Hist: Agent: Attendance: Daily Input" with a user identifier "BullG3V5pe" in the top right corner. The window contains the following fields and options:

- Agent:** A text field containing "Sam Smith".
- Dates:** A text field containing "5/5/95-5/5/96".
- Run:** A button located to the right of the Dates field.
- Report destination (Select one):** A section with three radio button options:
 - ☒ Terminal
 - ☐ Printer, Printer name: _____
 - ☐ File, File name: _____

Figure 3-8: Agent Agent Attendance Report Input Window

Table 3-7 describes the fields on the input window.

Table 3-7: Agent Attendance Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Dates : (daily, weekly, and monthly)	Enter the dates for the days or the start dates for the weeks or the months you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). • For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-7: Agent Attendance Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Attendance Report Example

Figure 3-9 provides an example of an Agent Attendance report.

Daily Agent Attendance											
Agent: agent01						Printed: 10/16/96 10:43 AM ACD: Bison35vpe					
Date	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:	24:00:00	:00:00	:00:00	23:34:31	:00:00	:00:00	:25:29	:00:00	0	0	0
10/15/96	24:00:00	:00:00	:00:00	23:34:31	:00:00	:00:00	:25:29	:00:00	0	0	0

Figure 3-9: Agent Attendance Report Examples

Table 3-8 describes the report fields. The database items used for the Agent Attendance report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.

Table 3-8: Agent Attendance Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	The name or login ID of the agent . You can make this selection in the report input window.	<code>syn(LOGID)</code>
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	<code>syn(ACD)</code>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	<code>ROW_DATE</code>
Total Time Staffed	The total time that the agent was logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	<code>sum(TI_STAFFTIME)</code>
Total ACD Time	The total time that the agent spent on all split/skill and direct agent ACD calls for the specified time period in any split/skill.	<code>sum(I_ACDTIME + I_DA_ACDTIME)</code> <code>sum(<TOTAL_I_ACDTIME>)</code>
Total ACW Time	The total time that the agent spent in ACW for the specified time period in any split/skill for ACD calls and direct agent calls as well as time in ACW not associated with a call. Time on extension calls is also included.	<code>sum(I_ACWTIME + I_DA_ACWTIME)</code> <code>sum(<TOTAL_I_ACWTIME>)</code>
Total Ringing Time	The total time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, <code>I_RINGTIME</code> stops accumulating. <code>RINGTIME</code> is the time that the caller spends ringing and is independent of agent activity. Time ringing is only tracked for Generic 2 and Generic 3, and <i>DEFINITY</i> ECS switches.	<code>sum(I_RINGTIME)</code>
Total Extn In Time	The total time that the agent spent talking on inbound extension calls for the specified time period.	<code>sum(I_ACWINTIME + I_AUXINTIME)</code> <code>sum(<EXT_IN_TIME>)</code>
Total Extn Out Time	The total time that the agent spent talking on outbound extension calls for the specified time period.	<code>sum(I_ACWOUTTIME + I_AUXOUTTIME)</code> <code>sum<EXT_OUT_TIME></code>

Table 3-8: Agent Attendance Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Total Avail Time	The total time for the specified time period that the agent was available to take ACD calls in any split/skill.	sum(TI_AVAILTIME)
Total AUX Time	The total time that the agent spent in AUX work in all splits/skills and on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
ACD Calls	The total number of split/skill and direct agent ACD calls answered by the agent.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Extn In Calls	The number of inbound extension calls completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) and sum(<EXT_CALL_IN>)
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS) + sum(AUXOUTCALLS) <EXT_CALL_OUT> sum<EXT_CALL_OUT>

Agent Group Attendance Report

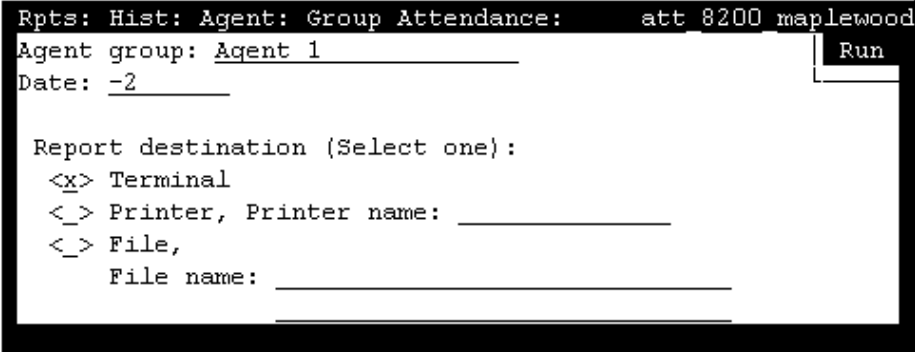
The Agent Group Attendance report summarizes staffed time, ACD time, ACW time, AUX time, time in the ringing state, extension time, available time, and number of calls handled for each agent in an agent group for the specified time period.

Things to Know About This Report

- The Group Attendance report is available in daily, weekly, and monthly forms.
- The **Totals** column in the report(s) displays the totals for all agents in the group you have selected. Individual agent entries in this report show the totals for a particular agent.
- This report can be customized.

Agent Group Attendance Report Input Window

Figure 3-10 provides an example of an Agent Group Attendance report Input window. You must fill in the report input window to run the report.



```
Rpts: Hist: Agent: Group Attendance: att 8200 maplewood
Agent group: Agent 1
Date: -2
Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: 
<_> File,
File name: 
```

Figure 3-10: Agent Group Attendance Report Input Window

Table 3-9 describes the fields on the input window.

Table 3-9: Agent Group Attendance Report Input Fields

Field	Definition
Agent group:	Enter the appropriate group name. Make sure you enter the agent group name correctly. <i>CentreVu</i> CMS does not check to see if the group name you entered exists in the Dictionary subsystem. Therefore, if you enter a name that is misspelled, the report runs but does not contain data because the group does not exist. You should enter the correct group name and run the report again.
Date: (daily, weekly, monthly)	Enter the date for the day or the start date for the week or the month you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today's date (for example, -1 for yesterday). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-9: Agent Group Attendance Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Group Attendance Report Example

Figure 3-11 provides an example of an Agent Group Attendance report.

Daily Group Attendance										Printed: 10/16/96 10:44 AM		
Date: 10/15/96										ACD: Bison35vpe		
Agent group: sales												
Agent	Agent ID	Total Time Staffed	Total ACD Time	Total ACW Time	Total Ringing Time	Total Extn In Time	Total Extn Out Time	Total Avail Time	Total AUX Time	ACD Calls	Extn In Calls	Extn Out Calls
Totals:		48:00:00	2:56:56	:00:00	18:38:31	:00:00	:00:00	26:12:28	:00:00	1417	0	0
agent01	44001	24:00:00	1:21:41	:00:00	6:35:18	:00:00	:00:00	15:56:19	:00:00	654	0	0
agent02	44002	24:00:00	1:35:15	:00:00	12:03:13	:00:00	:00:00	10:16:09	:00:00	763	0	0

Figure 3-11: Agent Group Attendance Report Example

Table 3-10 describes the report fields. The database items used for the Agent Group Attendance Report are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.

Table 3-10: Agent Group Attendance Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent Group	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
Printed	The date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The name or login ID of the agent.	syn(LOGID)
Agent ID	The login ID assigned to each agent.	LOGID
Total Time Staffed	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
Total ACD Time	The total time that the agents in the group talked on all split/skill and direct agent ACD calls for the specified time period.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)

Table 3-10: Agent Group Attendance Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Total ACW Time	The total time that the agents in the group spent in ACW associated with split/skill and direct agent ACD calls and in ACW not associated with a call for the specified time period.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
Total Ringing Time	The total time during the collection interval that agents had split/skill and direct agent ACD calls ringing. If the agent answers or makes another call instead of answering the ringing call, I_RINGTIME stops accumulating. RINGTIME is the time that the caller spends ringing and is independent of agent activity (Generic 2 and Generic 3 switches only).	sum(I_RINGTIME)
Total Extn In Time	The total time that the agents in the group spent talking on inbound extension calls for the specified time period.	sum(I_ACWINTIME + I_AUXINTIME) sum(<EXT_IN_TIME>)
Total Extn Out Time	The total time that the agents spent talking on outbound extension calls for the specified time period.	sum(I_ACWOUTTIME + I_AUXOUTTIME) sum(<EXT_OUT_TIME>)
Total Avail Time	The total time that the agents were available to take ACD calls for any split/skill during the specified time period.	sum(TI_AVAILTIME)
Total AUX Time	The total time that the agents spent in AUX work in all splits/skills or on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
ACD Calls	The total number of split/skill and direct agent ACD calls answered by the agents in this group that completed during the specified time period.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum(<EXT_CALL_IN>)

Table 3-10: Agent Group Attendance Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn Out Calls	The number of outbound extension calls that were placed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum(<EXT_CALL_OUT>)

Agent Login/Logout (Skill) Report

The Agent Login/Logout (Skill) report shows the times that agents in a given skill logged in and logged out, the reason code associated with the logout (if there is one), and the skills with which the agents logged in and out.

Things to Know About This Report

- If you have a switch release earlier than *DEFINITY* ECS with the EAS feature activated, a different Agent Login/Logout (Skill) report than the one described in this section is displayed. This report:
 - Does not show the logout reason codes.
 - Displays only four skills.
- If you have a *DEFINITY* ECS with the EAS feature activated, you will see the report displayed in this section. This new report:
 - Provides logout reason codes.
 - Shows up to 15 skills.
 - Can be customized to show more or fewer skills and to add the skill levels.
- Login/Logout (Skill) reports are available in daily form only.

Agent Login/Logout (Skill) Report Input Window

Figure 3-12 provides an example of an Agent Login/Logout (Skill) Report Input window. You must fill in the report input window to run the report.

```
Rpts: Hist: Agent: Login/Logout (Ski att 8200 maplewood
Skill: Agent 1
Login Date: -1
Run

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-12: Agent Login/Logout (Skill) Report Input Window

Table 3-17 describes the fields on the input window.

Table 3-11: Agent Login/Logout (Skill) Report Input Fields

Field	Definition
Skill:	Enter the appropriate skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Login Date:	Enter the date that you would like the report to cover. This is the date on which agents in the skill logged in. • You can use the month/day/year (for example, 3/21/95). • You can use a "-" offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Login/Logout (Skill) Report Example

Figure 3-13 provides an example of an Agent Login/Logout (Skill) report.

Login Date: 10/14/96 Skill: skill01		Login/Logout with Skills										Printed: 10/16/96 12:18 PM ACD: Bison35vpe									
Agent	Extn	Login Time	Logout Time	Logout Date	Logout Reason	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
agent01	42001	1:34PM				54	55	53	52	0	0	0	0	0	0	0	0	0	0	0	
agent02	42002	1:34PM				54	55	53	52	0	0	0	0	0	0	0	0	0	0	0	
agent03	42004	1:34PM				54	52	53	0	0	0	0	0	0	0	0	0	0	0	0	
agent04	42005	1:34PM				54	52	53	0	0	0	0	0	0	0	0	0	0	0	0	
agent05	42006	1:34PM				54	52	53	0	0	0	0	0	0	0	0	0	0	0	0	

Figure 3-13: Agent Login/Logout (Skill) Report

Table 3-12 describes the report fields. The database items used for the Agent Login/Logout (Skills) report are stored in the haglog table.

Table 3-12: Agent Login/Logout (Skill) Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Login date	The date for which the report was run. The report shows data for agents who logged in on this date.	ROW_DATE
Skill	The name or number of the skill (selected in the report input window).	syn(SPLIT)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Extn	The extension where the agent logged in.	EXTN
Login Time	The time that the agent logged in with the given set of skills.	LOGIN
Logout Time	The time that the agent logged out or was logged out from the given set of skills.	LOGOUT
Logout Date	The date that the agent logged out from the given set of skills.	LOGOUT_DATE

Table 3-12: Agent Login/Logout (Skill) Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Inflag (<)	Indicates that the agent was already logged in when the link came up.	INFLAG
Outflag (>)	Indicates that the agent logged out while the link was down.	OUTFLAG
Logout Reason	The reason for logging out.	LOGOUTREASON
Skills 1-15	The first 15 skills with which the agent logged in.	SPLIT, LOGONSKILL2-15

Agent Login/Logout (Split) Report

The Agent Login/Logout (Split) report shows the agent login and logout times for agents in a split on a specified day.

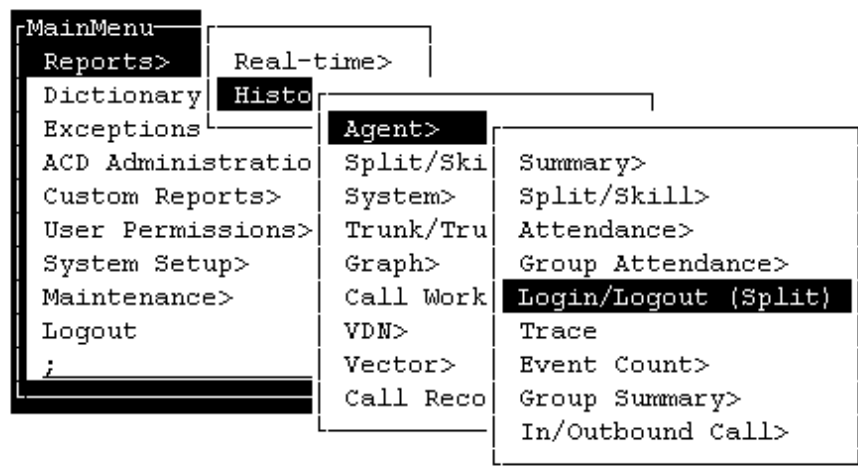


Figure 3-14: Agent Login/Logout (Split) Report Menu

Things to Know About This Report

- This report is available in daily form only.
- This report appears for Generic 2 and *DEFINITY* ECS Generic 3 switches without EAS.
- This report can be customized.

Agent Login/Logout (Split) Input Window

Figure 3-15 provides an example of an Agent Login/Logout (Split) report Input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Agent: Login/Logout: Input      g3v4noname
Split: 51                                     Run
Login Date: -3

Report destination (Select one):
<x> Terminal
<> Printer, Printer name: _____
<> File,
    File name: _____
  
```

Figure 3-15: Agent Login/Logout (Split) Report Input Window

Table 3-13 describes the fields on the input window.

Table 3-13: Agent Login/Logout (Split) Report Input Fields

Field	Definition
Split:	Enter the appropriate split name or number.
Login Date:	Enter the date that you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

```

Rpts: Hist: Agent: Login/Logout                                g3v4noname
                        Login/Logout
Login Date:  9/28/96                Printed: 10/ 1/96   4:54 PM
Split: TARTS Skill 51                ACD: g3v4noname

Agent                Extn      Login      Logout      Logout
                        Time      Time      Date
-----
No records found

```

Figure 3-16: Agent Login/Logout (Split) Report Example

Table 3-14 describes the report fields. The database items used for the Agent Login/Logout (Split) report are stored in the hag_log table.

Table 3-14: Agent Login/Logout (Split) Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Login date	The day for which the report shows data (selected in the report input window).	ROW_DATE
Split	The name or number of the split (selected in the report input window).	syn(SPLIT)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Extn	The measured extension where the agent logged in.	EXTN
Login Time	The time that the agent logged into this split.	LOGIN
Logout Time	The time that the agent logged out of this split.	LOGOUT
Logout Date	The date that the agent logged out of this split.	LOGOUT_DATE
Inflag (<)	Indicates that the agent was already logged in when the link came up.	INFLAG
Outflag (>)	Indicates that the agent logged out while the link was down.	OUTFLAG

Agent Trace Report

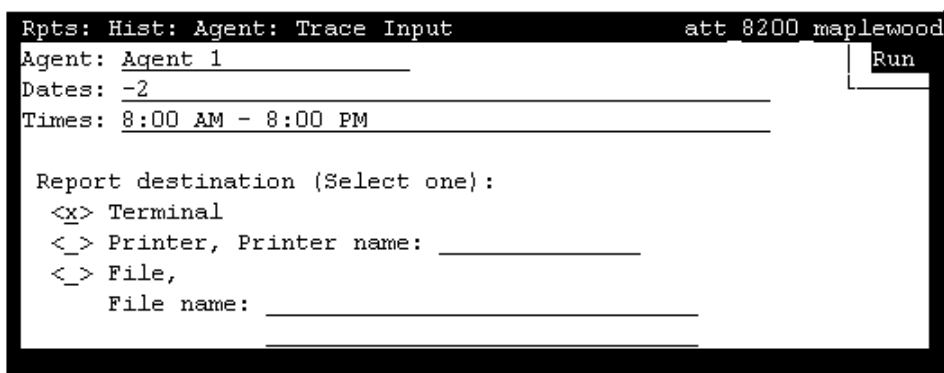
The Agent Trace report lists each agent activity and the time it occurred. This information could be useful when evaluating how well agents are using their time.

Things to Know About This Report

- Refer to the “Agent and Trunk States” section of Chapter 1, Introduction, in this book for a list of the agent states.
- This report can be customized.

Agent Trace Input Window

Figure 3-17 provides an example of an Agent Trace report Input window. You must fill in the report input window to run the report.

A screenshot of a terminal window titled "Rpts: Hist: Agent: Trace Input" with a user identifier "att 8200 maplewood" in the top right corner. The window contains several input fields: "Agent: Agent 1", "Dates: -2", and "Times: 8:00 AM - 8:00 PM". A "Run" button is located to the right of the "Agent" field. Below these fields, a section titled "Report destination (Select one):" lists three options: "<x> Terminal", "<_> Printer, Printer name: _____", and "<_> File, File name: _____".

```
Rpts: Hist: Agent: Trace Input att 8200 maplewood
Agent: Agent 1 Run
Dates: -2
Times: 8:00 AM - 8:00 PM

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-17: Agent Trace Report Input Window

Table 3-15 describes the fields on the input window.

Table 3-15: Agent Trace Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Dates :	Enter the dates that you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). • You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95).
Times: (Interval)	Enter the time period that you would like the report to cover. • You can use AM/PM format (for example, 7:30AM-5:00PM). • You can use military time format (for example, 7:30-17:00). NOTE: This report will display data for the selected time period for each date you entered. For example, if you specify 8:00-17:00 and give multiple dates in the Dates field, the report will cover 8:00-17:00 each day.

Table 3-15: Agent Trace Report Input Fields

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (<i>/usr/<your login ID></i>) or <i>Solaris</i> system (<i>/export/home/<your login ID></i>) unless you specify a full path name.

Agent Trace Report Example

Figure 3-18 provides an example of an Agent Trace report.

```

Agent Trace
Agent: agent01
Printed: 10/16/96 1:07 PM
ACD: Bison35vpe

- Reason-
Date   Time   Seq Log AUX State Split Skill Dur Hld Rec MCT Rls Calling Pty Call Work Code Digits Dialed Ast Cnf Tsf
8/25/96 4:15:09PM 1      RINGI 52 :02 n n n n n n n n n n n n n n n n n n
8/25/96 4:15:11PM 1      ACD 52 :07 n n n n n n n n n n n n n n n n n n
8/25/96 4:15:11PM 2      ACD IN 52 :07 n n n n y 0001E1721 n n n n n n n n n n
8/25/96 4:15:18PM 1      AVAIL :03 n n n n n n n n n n n n n n n n n n
8/25/96 4:15:21PM 1      RINGI 52 :02 n n n n n n n n n n n n n n n n n n
8/25/96 4:15:23PM 1      ACD 52 :07 n n n n n n n n n n n n n n n n n n

```

Figure 3-18: Agent Trace Report Example

Table 3-16 describes the report fields. The database items used for the Agent Trace report are stored in the `ag_act_v` table.

Table 3-16: Agent Trace Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Date	The day that the event (state change) was recorded.	ROW_DATE
Time	The time of day that the event started.	EVENT_TIME
Seq	The sequence number of the event. Agent events which occur in the same second are assigned increasing sequence numbers, so the order in which they occurred can be determined.	WMODE_SEQ
(Reason) Log (out)	The reason code that the agent entered when logging out. Reason code 0 (zero) indicates that the agent forced a logout without entering a reason code, or the system logged the agent out.	syn(LOGOUTREASON)

Table 3-16: Agent Trace Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Reason) AUX	The reason code that the agent entered when changing to AUX work mode. Reason code 0 (zero) indicates that the agent did not enter a reason code, or the system put the agent into AUX work mode.	syn(AUXREASON)
State	The current work state of the agent. An agent can be in any one of the following states: LOGON, LOGOFF, ACDIN, ACDOUT, ACW, ACWIN, ACWOUT, AUX, AUXIN, AUXOUT, AVAILABLE, DACDIN, DACDOUT, DACW, DACWIN, DACWOUT, or UNKNOWN.	WORKMODE and DIRECTION
Split/Skill	The name or number of the split/skill which the agent logged into or for which the agent handled a call.	syn(SPLIT)
Dur	The length of time spent in the state. Shown in minutes and seconds (mm:ss).	DURATION
Hld (Hold)	The agent put the current call on hold. For Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches, this is all calls the agent put on hold. For Generic 2.1 and System 85 Release 2 Version 4 switches, this is the only split ACD calls the agent put on hold.	CALLER_HOLD
Rec	This indicates whether the agent reconnected to the call (for example, the agent put a call on hold and then retrieved the call from hold).	RECONNECT
MCT	The agent activated malicious call trace. This applies to System 85 R2V4, Generic 2, and <i>DEFINITY</i> ECS Generic 3 (except for Generic 3i Version1).	MCT
Rls (Release)	The agent released the ACD call. This is always true for ACD calls the agent transferred or conferenced. This only applies to <i>DEFINITY</i> ECS and Generic 3 switches.	AGT_RELEASED
Calling Pty	The identification of the caller. This is the ANI/SID for Generic 2.2 and Generic 3 Version 4 and later <i>DEFINITY</i> ECS with ISDN ANI delivery. Otherwise, it is the extension or trunk equipment location identifying the originator of the call.	CALLING_PTY

Table 3-16: Agent Trace Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Call Work Code	The call work code that the agent entered for the call. This applies to Generic 2.2, and <i>DEFINITY</i> ECS Generic 3 switches.	WORKCODE
Digits Dialed	The digits that the agent dialed to originate a call. Trunk access codes, feature access codes, account and authorization codes are not included. This applies to Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches.	DIGITS_DIALED
Ast (Assist)	The agent requested supervisor assistance. This is activated by pressing the ASSIST button.	ASSIST_ACTV
Cnf (Conference)	The agent activated a conference. This applies to Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches.	CONFERENCE
Tsf (Transferred)	The agent transferred the call. (Generic 1 switch = measured call to measured split or measured trunk to measured trunk, Generic 2.2, <i>DEFINITY</i> ECS Generic 3 = all calls transferred, System 85 R2V4 and Generic 2.1 = transfers to a measured VDN.)	TRANSFERRED

Things to Know About This Report

- ## Agent Event Count Report Input Window

```

Rpts: Hist: Agent: Event Count: Interval          att 8200 maplewood
Agent Event Count by Interval
Date: 9/23/96                                     Printed: 9/25/96 1:26 PM
Agent: 65                                          ACD: att_8200_maplewood

ACD ----- Event Count -----
Time  Calls  1    2    3    4    5    6    7    8    9
-----
Totals:
-----
No records found

```

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Table 3-17 describes the fields on the input window.

Table 3-17: Agent Event Count Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Date : (interval)	Enter the date that you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a “-” offset based on today's date (for example, -1 for yesterday).
Dates : (daily, weekly, monthly)	Enter the dates for the days or the start dates for the weeks or the months you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.
Times : (Interval)	Enter the times that you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).

Table 3-17: Agent Event Count Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Event Count Example

Figure 3-20 provides an example of an Agent Event Count report.

Agent Event Count by Interval										
Date: 10/15/96		Printed: 10/16/96 10:47 AM								
Agent: agent01		ACD: Bison35vpe								
Time	ACD Calls	1	2	3	4	5	6	7	8	9
Totals:	0	0	0	0	0	0	0	0	0	0
12:00-12:30AM	0	0	0	0	0	0	0	0	0	0
12:30- 1:00AM	0	0	0	0	0	0	0	0	0	0
1:00- 1:30AM	0	0	0	0	0	0	0	0	0	0
1:30- 2:00AM	0	0	0	0	0	0	0	0	0	0
2:00- 2:30AM	0	0	0	0	0	0	0	0	0	0

Figure 3-20: Agent Event Count Report Example

Table 3-18 describes the report fields. The database items used for the Agent Event Count report are stored in the hagent (interval), dagent (daily), wagent (weekly), and magent (monthly) tables.

Table 3-18: Agent Event Count Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window. NOTE: This is the interval for which counts were summed.	STARTTIME, STARTTIME + INTRVL
ACD Calls	The number of split/skill and direct agent ACD calls that were answered by this agent during the specified time period.	sum(ACDCALLS + DA_ACDCALLS) sum(<TOTAL_ACDCALLS>)
Event Count 1...9	The number of key presses of the various Event Count keys by this agent during the specified time period.	sum(EVENT1)...sum(EVENT9)

Agent Group Summary Report

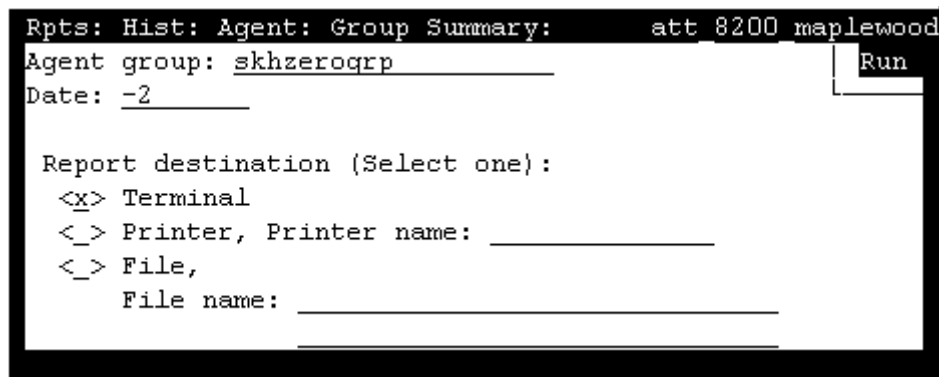
The Agent Group Summary reports summarize the daily activities of every agent within a specific group. Agents in a group may share common characteristics, such as being newly hired or top performers, or they may simply be part of a more manageable subdivision of a split. You can use this report to compare individuals within a group. This report lists the totals for each agent in the group summed over all splits/skills that the agent was logged into during the time period covered in the report.

Things to Know About This Report

- The Agent Group Summary report is available in daily, weekly, or monthly forms.
- These reports can be customized.

Agent Group Summary Report Input Window

Figure 3-21 provides an example of an Agent Group Summary Report Input window. You must fill in the report input window to run the report.



```
Rpts: Hist: Agent: Group Summary: att 8200 maplewood
Agent group: skhzeroqrp
Date: -2
Report destination (Select one):
<X> Terminal
<_> Printer, Printer name: _____
<_> File,
File name: _____
Run
```

Figure 3-21: Agent Group Summary Report Input Window

Table 3-19 describes the fields on the input window.

Table 3-19: Agent Group Summary Report Input Fields

Field	Definition
Agent group:	Enter the appropriate group name. Make sure that you enter the agent group name correctly. <i>CentreVu</i> CMS does not check to see if the group name you entered exists in the Dictionary subsystem. Therefore, if you enter a name that is misspelled, the report runs but does not contain data because the group does not exist. You should enter the correct group name and run the report again.
Date: (daily, weekly, monthly)	Enter the date, starting date of the week or month that you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a "-" offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Group Summary Report Example

Figure 3-22 provides an example of an Agent Group Summary report.

Daily Group Summary														
Date: 10/15/96								Printed: 10/16/96 10:48 AM						
Agent group: newemploys														
Agent	ACD Calls	Avg Talk Time	Avg After Call	Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	-----	-----	Total Ring	Agent Other	Time AUX	-----	-----
Totals:	1417	:07	:00	0		0		2:56	:00	18:38	:12	:00	26:12	48:00
agent01	654	:07	:00	0		0		1:21	:00	6:35	:06	:00	15:56	24:00
agent01	763	:07	:00	0		0		1:35	:00	12:03	:05	:00	10:16	24:00

Figure 3-22: Agent Group Summary Report Example

Table 3-20 describes the report fields. The database items used for the Agent Group Summary are stored in the `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.

Table 3-20: Agent Group Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month that the report was run (selected in the report input window).	ROW_DATE
Agent Group	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The name or login ID of the agent.	syn(LOGID)
ACD calls	The number of split/skill and direct agent ACD calls that were answered by the agent that completed during the interval. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI. (O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct [predictive dialing].)	sum(ACDCALLS + DA_ACDCALLS) sum<TOTAL_ACDCALLS>

Table 3-20: Agent Group Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Talk Time	The average time that the agent spent talking on ACD calls (including direct agent calls) that completed during the period covered.	sum(TOTAL_ACDTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_TALK_SUM>
Avg After Call	The average time that the agent spent in ACW for ACD calls during the period covered. This includes direct agent call activities.	sum(TOTAL_ACWTIME)/ sum(TOTAL_ACDCALLS) <AVG_AGENT_ACW_SUM>
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>
Avg Talk Time (for Extn In)	The average time of the agent's inbound extension calls.	sum(ACWINTIME+AUXINTIME)/ sum(ACWINCALLS + AUXINCALLS) <AVG_TALK_TIME_IN_SUM>
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
Avg Talk Time (for Extn Out)	The average length of the agent's outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS) <AVG_TALK_TIM_OUT_SUM>
(Total Agent Times) ACD	The total time that the agent spent talking on all ACD calls during the time period.	sum(I_ACDTIME + I_DA_ACDTIME) sum(<TOTAL_I_ACDTIME>)

Table 3-20: Agent Group Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Total Agent Times) ACW	The total time that the agent spent in ACW for split/skill and direct agent ACD calls, as well as time in ACW not associated with a call. Includes time on extension calls.	sum(I_ACWTIME + I_DA_ACWTIME) sum(<TOTAL_I_ACWTIME>)
(Total Agent Times) Ring	The total time that the agent spent with split/skill and direct agent ACD calls ringing. This only applies to Generic 2 and <i>DEFINITY</i> ECS Generic 3 switches.	sum(I_RINGTIME)
(Agent Time) Other	The time that the agent spent doing other work in all splits/skills. For <i>DEFINITY</i> ECS Generic 3 switches, agents are doing other work while in Auto-in or Manual-In if they: - Put any call on hold while not doing any other activity. - Dial to place a call or to activate a feature - Have a personal call ringing with no other activity. For Generic 2.2, agents are doing other work if they: - Put any call on hold using the Hold button or a switchhook flash while in Auto-In or Manual-In while not doing any other activity. Agent positions show up as OTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent's work state.	sum(TI_OTHERTIME)
(Total Agent Times) AUX	The total time that the agents spent in AUX work in all splits/skills or on AUXIN/AUXOUT calls for the specified time period.	sum(TI_AUXTIME)
(Total Agent Times) Avail	The total time that the agent spent waiting for an ACD call in any split/skill.	sum(TI_AVAILTIME)
(Total Agent Times) Staff	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)

Agent Group AUX Report

The Agent Group AUX report shows the total staffed time, total AUX time, and AUX time for each reason code for all agents in an agent group.

Things to Know About This Report

- The Agent Group AUX report is available in daily, weekly, or monthly versions.
- You must have AUX Reason Codes enabled on the switch for this report to be meaningful.

Agent Group AUX Input Window

Figure 3-23 provides an example of an Agent Group AUX Input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Agent: Group AUX: Daily Input    BullG3V5pe
Agent group: 50
Date: -3
Run

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
  
```

Figure 3-23: Agent Group AUX Input Window

Table 3-21 describes the fields on the input window.

Table 3-21: Agent Group AUX Input Fields

Report Heading	Description
Agent group:	Enter the appropriate group name. Make sure that you enter the agent group name correctly. <i>CentreVu</i> CMS does not check to see if the group name you entered exists in the Dictionary subsystem. Therefore, if you enter a name that is misspelled, the report runs but does not contain data because the group does not exist. You should enter the correct group name and run the report again.

Table 3-21: Agent Group AUX Input Fields (Contd)

Report Heading	Description
Date: (daily, weekly, monthly)	Enter the date or starting day of the week or month that you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a "-" offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Group AUX Report Example

Figure 3-24 provides an example of an Agent Group AUX report.

Daily Agent Group AUX Report													
Date: 10/15/96				Printed: 10/16/96 11:31 AM									
Agent group: service				ACD: Bison35vpe									
Agent	Agent ID	Total Time Staffed	Total AUX Time	Time in AUX Reason Code									
				Internet	Lunch	Break	Train	Personal	Library	StockR	Emerg	Teamwo	Meet
Totals:		48:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
agent01	44001	24:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00
agent02	44002	24:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00	:00

Figure 3-24: Agent Group AUX Report Example

Table 3-22 describes the report fields. The database items used for the Agent Group AUX report are stored in the dagent, wagent, and magent tables.

Table 3-22: Agent Group AUX Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Agent Group	The name of the group of agents. You can make this selection in the report input window.	No database item or calculation.
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The name or login ID of the agent.	syn(LOGID)
Agent ID	The name or login ID of the agent.	LOGID
Total Time Staffed	The total time that the agents were logged in (staffed) for the specified time period in any split/skill. This does not include time the link was down.	sum(TI_STAFFTIME)
Total AUX Time	The total time that the agents spent in AUX work in all splits/skills for the specified time period.	sum(TI_AUXTIME)

Table 3-22: Agent Group AUX Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time in AUX Reason Code 0	The time that the agent spent in AUX with the reason code of 0 (zero). This is the time in the “system” AUX for the switches with active AUX reason codes. It is the same as TI_AUXTIME for switches without active AUX reason codes.	sum(TI_AUXTIME0)
Time in AUX Reason Code 1...9	The time that the agent spent in AUX with each of the reason codes 1-9.	sum(TI_AUXTIME1) ... sum(TI_AUXTIME9)

Inbound/Outbound Call Report

The Agent Inbound/Outbound Call report is a detailed breakdown of the inbound and outbound calls handled by an agent. The report sums the total over all the splits or skills the agent was logged into for the specific period covered.

Things to Know About This Report

- This report is available in interval, daily, weekly, and monthly forms.
- You must have the Outgoing Call Management application of ASAI for data to appear in the Outbound ACD columns.
- These reports can be customized.

Agent Inbound/Outbound Report Input Window

Figure 3-25 provides an example of an Agent Inbound/Outbound Report Input window. You must fill in the report input window to run the report.

```
Rpts: Hist: Agent: In/Outbound Call: I att 8200 maplewood
Agent: 53
Date: -2
Times: 8:00 AM - 9:00 PM
Run

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-25: Agent Inbound/Outbound Report Input Window

Table 3-23 describes the fields on the input window.

Table 3-23: Agent Inbound/Outbound Report Input Fields

Field	Definition
Agent :	Enter the appropriate agent name or login ID.
Date: (interval)	Enter the date that you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a “-” offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the dates for the days or the start dates for the weeks or the months that you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday). You can also specify a range of dates (for example, 0 through -7). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-23: Agent Inbound/Outbound Report Input Fields (Contd)

Field	Definition
Times: (Interval)	Enter the times that you would like the report to cover. • You can use AM/PM format (for example, 7:30AM-5:00PM). • You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Agent Inbound/Outbound Report Example

Figure 3-26 provides an example of an Agent Inbound/Outbound report.

Inbound/Outbound Agent Calls by Interval													
Date: 10/15/96										Printed: 10/16/96 10:49 AM			
Agent: Agent01										ACD: Bison35vpe			
Time	-- Inbound ACD --			- Outbound ACD -			Extn In Calls	Avg Talk Time	Extn Out Calls	Avg Talk Time	Extn External Calls	Avg Talk Time	Trans Assists Out
	Avg Calls	Avg Talk Time	Avg After Call	Avg Calls	Avg Talk Time	Avg After Call							
Totals:	0			0			0		0		0		0
12:00-12:30AM	0			0			0		0		0		0
12:30- 1:00AM	0			0			0		0		0		0
1:00- 1:30AM	0			0			0		0		0		0
1:30- 2:00AM	0			0			0		0		0		0

Figure 3-26: Agent Inbound/Outbound Call Report Example

Table 3-24 describes the report fields. The database items used for the Agent Inbound/Outbound report are stored in the `hagent` (interval), `dagent` (daily), `wagent` (weekly), and `magent` (monthly) tables.

Table 3-24: Inbound/Outbound Call Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Agent	The name or login ID of the agent . You can make this selection in the report input window.	syn(LOGID)
Printed	The date and time that the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	sum(ACD)
Time (interval reports only)	The intrahour intervals for which the report shows data. You can make these selections in the report input window.	STARTTIME, STARTTIME + INTRVL
Date, Week Starting, or Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
(Inbound ACD) Calls	The total number of all inbound ACD calls answered by this agent that completed during the specified time period.	(sum(ACDCALLS + DA_ACDCALLS - O_ACDCALLS)) <INBOUND_ACDCALLS>

Table 3-24: Inbound/Outbound Call Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Inbound ACD) Avg Talk Time	The average length of all inbound ACD calls answered by this agent that completed during the specified time period.	sum(ACDTIME+ DA_ACDTIME- O_ACDTIME)/sum(ACDCALLS+ DA_ACDCALLS- O_ACDCALLS)
(Inbound ACD) Avg After Call	The average length of all ACW sessions by this agent for inbound ACD calls completed during the specified time period. This includes direct agent call activities.	sum(ACWTIME + DA_ACWTIME - O_ACWTIME)/ sum(ACDCALLS+ DA_ACDCALLS- OACDCALLS)
(Outbound ACD) Calls	The total number of all outbound ACD calls for this agent that completed during the specified time period.	sum(O_ACDCALLS)
(Outbound ACD) Avg Talk Time	The average length of all outbound ACD calls for this agent that completed during the specified time period.	sum(O_ACDTIME) / sum(O_ACDCALLS)
(Outbound ACD) Avg After Call	The average length of all ACW sessions by this agent for outbound ACD calls that completed during the specified time period. This includes direct agent call activities.	sum(O_ACWTIME) / sum(O_ACDCALLS)
Extn In Calls	The number of inbound extension calls that were completed by the agent during the period covered. This includes calls received while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWINCALLS + AUXINCALLS) sum<EXT_CALL_IN>
Avg Talk Time (for Extn In)	The average length of this agent's inbound extension calls.	sum((ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS))

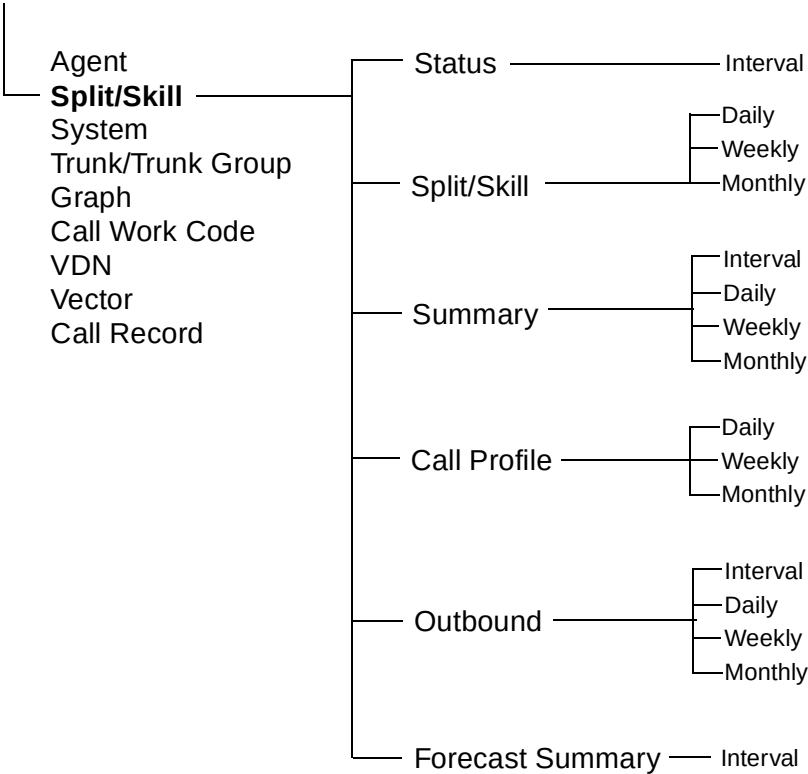
Table 3-24: Inbound/Outbound Call Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Extn Out Calls	The number of outbound extension calls that were completed by the agent during the period covered. This includes calls originated by the agent while the agent was in the following work modes: • Auto-In or Manual-In • ACW mode for ACD calls • ACW mode that was not associated with a call • AUX work mode.	sum(ACWOUTCALLS + AUXOUTCALLS) sum<EXT_CALL_OUT>
Avg Talk Time (for Extn Out)	The average length of this agent's outbound extension calls.	sum(ACWOUTTIME + AUXOUTTIME)/ sum(ACWOUTCALLS + AUXOUTCALLS)
Extn Out External Calls	The number of outbound extension calls that were made by this agent to a location outside the switch during ACW sessions and AUX work. (Does not include DA_ACWOFFCALLS.)	sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
Avg Talk Time (for Extn Out External)	The average length of this agent's calls to a location outside the switch during ACW sessions or AUX work.	sum(ACWOUTOFFTIME + AUXOUTOFFTIME)/ sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)
Assists	The number of calls that were referred to the supervisor by this agent during the specified time period.	sum(ASSISTS)
Trans Out	The number of calls that were transferred by this agent to another destination during the specified time period (for Generic 1 switches, a measured call to a measured split or measured trunk to a measured trunk; for Generic 3 and Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split).	sum(TRANSFERRED)

Split/Skill Reports

CentreVu CMS Split/Skill reports give you access to information on your splits or skills. This information includes looking at the percentage of calls answered within set service levels by split/skill, how many calls were handled by each agent in a split/skill, and summarizing the activity for an entire split/skill.

Historical Reports



The roadmap above shows how the Split/Skill reports are organized in CentreVu CMS. The reports are discussed in the same order as shown on the roadmap (Status report first, then Split/Skill report, etc.).

Figure 3-27 is an example of the Split/Skill menu. The reports are explained in the same order as listed on the menu.

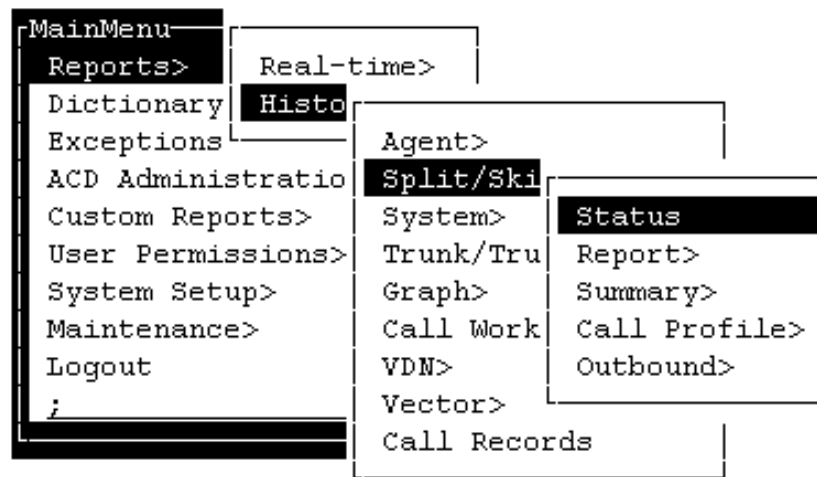


Figure 3-27: Split/Skill Reports Menu

Split/Skill Status Report

The Split/Skill Status report gives an overview of split/skill performance. This report lists the percentage of calls answered within the set service level, the total number of ACD calls, the total number of abandoned calls, the average speed of answer, and the average time to abandon.

If this report is displayed on your terminal for today's date, the data in the report is updated automatically at the end of each intrahour interval. The totals are cumulative for the day up to the last completed interval. If this report is sent to a printer or file, the report is generated only one time with the current values.

Things to Know About This Report

- For the % Within Service Level to be meaningful, you must have administered a split/skill service level in the ACD Administration: Split/Skill Call Profile Setup window. If you have not administered a split/skill service level and service level increments, a zero (0) is assigned to all increments and the percent within service level will display as zero (0) percent.
- The Split/Skill Status report is available in interval form only.
- You cannot customize this report.

Status Report Input Window

Figure 3-28 shows an example of the Split/Skill Status Input window. You must fill in a similar report input window to run the report.

```
Rpts: Hist: Split/Skill: Status      att 8200 maplewood
Split/Skill: 50
Date: -2
Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: 
<_> File,
    File name: 
```

Figure 3-28: Status Report Input Window

Table 3-25 describes the fields on the input window.

Table 3-25: Split/Skill Reports Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).

Table 3-25: Split/Skill Reports Input Fields (Contd)

Field	Description
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i>^a system (/usr/<your login ID>) or <i>Solaris</i>^b system (/export/home/<your login ID>) unless you specify a full path name.

a. UNIX is a registered trademark of Novell, Inc.

b. Solaris is a trademark of Sun Microsystems, Inc.

Status Report Example

Figure 3-29 provides an example of a Split/Skill Status Report.

```

Split/Skill Status
Date: 10/15/96      Printed: 10/16/96 10:53 AM
Split/Skill: billing      ACD: Bison35vpe

% Within Service Level: 51.54
Split/Skill ACD Calls:   15232   Avg Speed of Answer:   :03
Abandoned Calls:       14003   Avg Time to Abandon:   :47

```

Figure 3-29: Split/Skill Status Report Example

Table 3-26 describes the report fields for the time period covered by the report. The database items used for the Status Report are stored in the `hsplit` (intrahour) table.

Table 3-26: Split/Skill Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report ran. You make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer or displayed at the terminal.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
% Within Service Level	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100 * (ACCEPTABLE / CALLSOFFERED) <PERCENT_SLVL_SPL_SUM>
Split/Skill ACD Calls	The number of split/skill ACD calls that were queued to this split/skill answered by an agent for this split/skill and that completed during the time period covered. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI (OCM). The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS

Table 3-26: Split/Skill Status Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Abandoned Calls	The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill queued to) or ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have Outgoing Call Management (OCM). The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Avg Speed of Answer	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS
Avg Time to Abandon	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS

Split/Skill Report

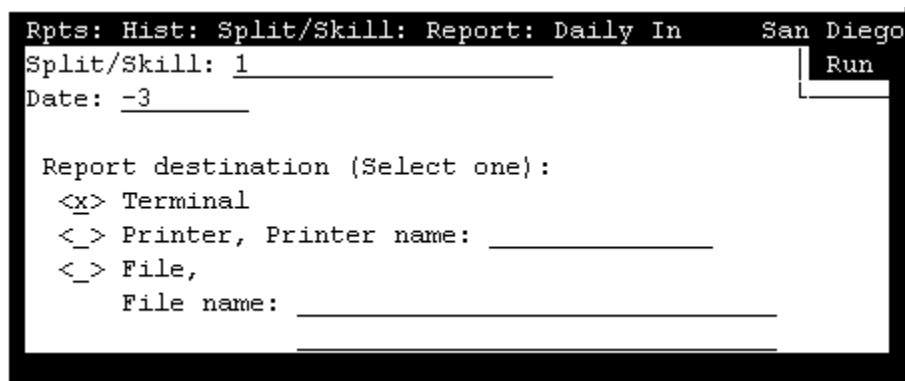
The Split/Skill Report shows the calls handled, agent time spent in each agent state, and the number of assists, transfers, and holds for each agent in a split/skill. This report shows only the time each agent worked in this particular split/skill. An agent could have worked in other splits/skills during the day.

Things to Know About This Report

- If agents work less than 10 hours per day, the weekly report can display totals for at least 140 agents and the monthly report can display totals for at least 320 agents.
- The Split/Skill Report is available in daily, weekly, and monthly formats.
- This report can be customized.

Split/Skill Report Input Window

Figure 3-30 shows an example of a Split/Skill Report Input window. You must fill in the report input window to run the report.



```
Rpts: Hist: Split/Skill: Report: Daily In San Diego
Split/Skill: 1
Date: -3
Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
File name: _____
Run
```

Figure 3-30: Split/Skill Report Input Window

Table 3-27 describes the fields on the input window.

Table 3-27: Split/Skill Reports Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).

Table 3-27: Split/Skill Reports Input Fields (Contd)

Field	Description
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Split/Skill Report Example

Figure 3-31 provides an example of a Split/Skill Report.

Daily Split/Skill Report														
Date: 10/15/96 Split/Skill: billing								Printed: 10/16/96 10:53 AM ACD: Bison35vpe						
Agent	ACD Calls	Avg Talk Time	Avg After Call	ACD	ACW	Ring	Agent Time Other	AUX	Avail	Staff	Assists	Trans Out	Calls Held	Avg Hold Time
Totals:	15232	:07	:00	37:25:28	:00:00	256:50:17	234:25:48	19:02:56	124:15:31	672:00:00	0	0	0	
agent01	18	:08	:00	:02:20	:00:00	1:09:42	6:51:39	:00:00	15:56:19	24:00:00	0	0	0	
agent02	29	:08	:00	:03:40	:00:00	1:13:52	12:26:19	:00:00	10:16:09	24:00:00	0	0	0	
agent03	610	:07	:00	1:14:28	:00:00	14:32:31	2:00:03	:00:00	6:12:58	24:00:00	0	0	0	
agent04	0			:00:00	:00:00	11:31:02	2:28:25	:00:00	10:00:33	24:00:00	0	0	0	
agent05	1566	:07	:00	3:12:30	:00:00	10:51:45	1:21:23	:00:00	8:34:22	24:00:00	0	0	0	

Figure 3-31: Split/Skill Report Example

Table 3-28 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Report are stored in the dagent (daily), wagent (weekly), and magent (monthly) tables.

Table 3-28: Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Agent	The names or login IDs of the agents that logged into the split/skill selected in the report input window.	syn(LOGID)
ACD Calls	The number of split/skill and direct agent ACD calls answered by the agent that connected during interval. Direct agent calls are included if this is the direct agent skill, or the direct agent skill is not measured by CMS and this is the first skill the agent logged into. This total also includes O_ACDCALLS if you have the Outgoing Call Management application on ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct on behalf of a split/skill; this is also referred to as predictive dialing.	ACDCALLS + DA_ACDCALLS <TOTAL_ACDCALLS>
Avg Talk Time	The average time the agent spent talking on ACD calls for this split/skill that completed during the period covered. Direct agent time is included: • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls. This average includes O_ACDTIME if you have Outgoing Call Management (OCM).	$\frac{(ACD\text{TIME} + DA\_ACD\text{TIME})}{(ACDCALLS + DA\_ACDCALLS)}$ <AVG_AGENT_TALK_TIME>

Table 3-28: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg After Call	The average time the agent spent in ACW for ACD and direct agent calls for this split/skill during the time period covered by the report. Direct agent calls are included • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls. This average includes O_ACWTIME if you have Outgoing Call Management (OCM).	$(ACWTIME+DA\_ACWTIME)/$ $(ACDCALLS+DA\_ACDCALLS)$ <AVG_AGENT_ACW_TIME>
(Agent Time) ACD	The total time the agent spent on split/skill ACD calls for this split/skill during the period. Direct agent time is included • if this is the direct agent skill • if the direct agent skill is not measured by CMS and this is the first skill the agent logged into. • if the Direct Agent skill is not assigned, but the agent receives Direct Agent calls.	$I\_ACD TIME+I\_DA\_ACD TIME$ <TOTAL_I_ACDTIME>
(Agent Time) ACW	The total time the agent spent working in after call work activities for this split/skill and direct agent ACD calls attributed to this split/skill.	$I\_ACW TIME+I\_DA\_ACW TIME$ <TOTAL_I_ACWTIME>
(Agent Time) Ring	The total time split/skill and direct agent calls rang before the agent answered. Ring applies to Generic 2 and <i>DEFINITY</i> ECS Generic 3 switches only.	I_RINGTIME

Table 3-28: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Agent Time) Other	The time agents spent doing other work. For all switches “other” time is accumulated when: • An agent first logs into the switch. <i>CentreVu</i> CMS tracks the agent time as “other” time until the switch notifies <i>CentreVu</i> CMS of the agent’s state • The link between CMS and the switch becomes operational. The switch notifies CMS of all agents who are logged in. CMS assumes these agents are in the “other” state until the switch sends it notification of each agent’s current state. For Generic 3 switches, “other” time is accumulated when agents in Auto-In or Manual-In: • Put any call on hold while not doing any other activity • Dialed to place a call or to activate a feature • Had a personal call ringing with no other activity • Were available for other, multiple call handling skills, but not for this skill • Were logged into multiple splits/skills and were doing work for a split/skill other than this split/skill (on an ACD call or in call-related ACW). For Generic 2.2 switches, “other” time is accumulated when: • An agent in Auto-In or Manual-In puts any call on hold using the Hold button or switchhook flash and is not doing any other activity • If you have the EAS feature: agents are logged into multiple skills and doing work for a skill other than this one (on an ACD call or in ACW).	I_OTHERTIME

Table 3-28: Split/Skill Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Agent Time) AUX	The total time the agent spent in auxiliary work for the split/skill.	I_AUXTIME
(Agent Time) Avail	The total time the agent spent waiting for an ACD call in the split/skill.	I_AVAILTIME
(Agent Time) Staff	The total time the agent was logged into the split/skill for the period covered.	I_STAFFTIME
Assists	The number of calls for which an agent requested supervisor assistance for the split/skill. Assists for direct agent calls are included here.	ASSISTS
Trans Out	The number of calls transferred by this agent to another destination during the specified time period. For Generic 1 switches, only a measured call to a measured split or measured trunk to a measured trunk is counted here; for <i>DEFINITY</i> ECS Generic 3 or Generic 2.2 switches, any call transferred; for System 85 and Generic 2.1 switches, transfers to a VDN or split.	TRANSFERRED
Calls Held	The number of calls the agent put on hold. This is any type of call for Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches, and ACD calls only for System 85 and Generic 2.1 switches.	HOLDCALLS
Avg Hold Time	The average time callers spent on hold at the agent. This is any type of call for Generic 2.2 and <i>DEFINITY</i> ECS Generic 3 switches, and ACD calls only for System 85 and Generic 2.1 switches.	HOLDTIME/HOLDCALLS <AVG_HOLD_TIME>

Summary Report

The Split/Skill Summary report summarizes the activity for an entire split/skill by time. The report can be used to analyze the overall performance of a split/skill or to compare two or more comparable splits/skills.

Things to Know About This Report

- Dequeued calls on Generic 3 switches with vectoring and Generic 2.2 switches with EAS are calls that queued to this split/skill as the second or third split/skill in the VDN, but for which the call disposition was recorded in another split/skill. Call disposition can be one of the following: answered, abandoned, outflowed, forced busy, or forced disconnected.
- Direct agent call data are not included in any of the Split/Skill Summary reports. Direct agent calls are considered calls to the agent instead of calls to the split/skill. If you wish to include direct agent calls as split/skill calls, you can create a custom report using the agent table data.
- The Split/Skill Summary report is available in interval, daily, weekly, and monthly forms.
- This report can be customized.

Summary Report Input Window

Figure 3-32 shows an example of a Summary Input window. You must fill in the report input window to run the report.

The screenshot shows a terminal-style window titled "Summary Report Input". The title bar contains the text: "Rpts: Hist: Split/Skill: Summary: Interval att 8200 maplewood". The main area contains the following fields and options:

- Split/Skill:** 53
- Date:** -4
- Times:** 8:00 AM - 6:00 PM
- Report destination (Select one):**
 - ☒ Terminal
 - ☐ Printer, Printer name: _____
 - ☐ File, File name: _____
- Run** button

Figure 3-32: Summary Report Input Window

Table 3-29 describes the fields on the input window.

Table 3-29: Summary Report Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).

Table 3-29: Summary Report Input Fields (Contd)

Field	Description
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Summary Report Example

Figure 3-33 provides an example of the Split/Skill Summary Report.

Split/Skill Summary by Interval												Printed: 10/16/96 10:51 AM				
Date: 10/15/96 Split/Skill: sales												ACD: Bison35upe				
- Dequeued -																
Time	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	Avg Queue Time	% ACD Time	% Ans	Avg Pos Stf	Calls per Pos
Totals:	:03	:47	15232	:07	:00	14003	1:51	335	0	0		119	:01	5.57	51.89	28.0 544
12:00-12:30AM	:03	:44	808	:08	:00	284	:51	0	0	0		0		12.76	73.99	28.0 29
12:30- 1:00AM	:03	:47	815	:08	:00	275	:51	0	0	0		0		12.88	74.77	28.0 29
1:00- 1:30AM	:03	:45	821	:08	:00	285	:51	0	0	0		0		13.02	74.23	28.0 29
1:30- 2:00AM	:03	:48	717	:08	:00	281	:51	0	0	0		0		10.91	71.84	28.0 26
2:00- 2:30AM	:03	:45	732	:07	:00	318	:51	0	0	0		0		10.28	69.71	28.0 26
2:30- 3:00AM	:03	:48	725	:07	:00	277	:51	0	0	0		0		10.07	72.36	28.0 26

Figure 3-33: Summary Report Example

Table 3-30 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Summary Report are stored in the `hsplit` (interval), `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-30: Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data, selected in the report input window.	STARTTIME, STARTTIME + INTRVL
Avg Speed Ans	The average time the completed split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI (OCM). The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Talk Time	The average time the agents spent talking on ACD calls for this split/skill that completed during the interval. This average includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	The average time the agents spent in after call work associated with ACD calls for this split/skill. This average includes O_ACWTIME if you have OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>

Table 3-30: Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • being answered • abandoning • being redirected • receiving a busy signal • being disconnected. The value shown in the Totals line for this column is the maximum of the Max Delay values shown in the individual intervals.	MAXOCWTIME

Table 3-30: Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	The number of calls that were redirected to this split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue • For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a “queue-to-main split” vector step or a “check-backup split” vector step) • With multiple split/skill queuing (<i>DEFINITY</i> ECS Generic 3 switches with vectoring and Generic 2.2 switches with EAS), calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill • For <i>DEFINITY</i> ECS Generic 3 Version 2 and later Generic 3 switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the “Redirection on No Answer to a Split/Skill” feature. When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: • calls that queue to the “zero” skill after having been queued to a “non-zero” skill • calls that queue to a “non-zero” skill after having been queued to the “zero” skill • calls that queue to another skill group after having been queued to a skill group.	INFLOWCALLS

Table 3-30: Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: • If the call routes to another VDN • If the call routes to a number or digits • If the call queues to another split (Generic 2 switches without EAS) For <i>DEFINITY</i> ECS Generic 3 switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and <i>DEFINITY</i> ECS Generic 3 switches) • If the call queues to a messaging split/skill • If the call rang at an agent in this split/skill and was answered using call pickup • If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS

Table 3-30: Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow out (continued)	For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	ACWOUTCALLS+AUXOUTCALLS <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS) <AVG_TALK_TIME_OUT>
Dequeued Calls	For switches with multiple split/skill queuing, the number of calls queued to this split/skill as a nonprimary split/skill (that is, this was not the first split/skill to which the call queued) for which the disposition (answered, outflowed, abandoned, busy, forced disconnect) was recorded in another split/skill.	DEQUEECALLS

Table 3-30: Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Dequeued Avg Queue Time	For switches with multiple split/skill queuing, average time the dequeued calls spent queued to this split/skill before leaving the queue.	DEQUETIME/DEQUECALLS
% ACD Time	The percentage of staffed time that agents in this split/skill spent on ACD calls and in after call work for this split/skill.	$100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	$100 * (ACDCALLS / CALLSOFFERED)$ <PERCENT_CALL_ANS>
Avg Pos Stf (Interval report only)	The average number of positions staffed in this split/skill during the interval.	$I\_STAFF\_TIME / (INTRVL * 60)$ <AVG_POS_STAFF>
Calls Per Pos (Interval report only)	The average number of calls answered by each position staffed during the interval. (If an agent is staffed for part of an interval, the calculation reports what the agent would have handled had the agent been staffed during the entire interval.)	$(60 * INTRVL * ACDCALLS) / I\_STAFF\_TIME$ <CALLS_PER_POS>

Call Profile Report

The Split/Skill Call Profile Report shows the number of calls answered and abandoned in time increments that you administer. Calls are displayed in ten columns, with each column representing a progressively longer wait time. This report also displays the percentage of calls answered within your acceptable service level. See “ACD Administration—Split/Skill Call Profile Setup,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document for both the time increments and acceptable service levels.

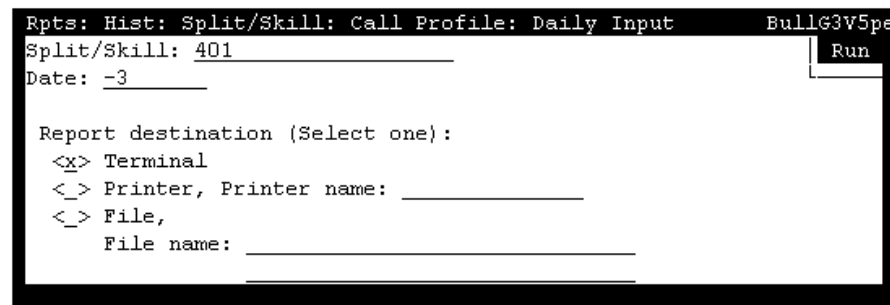
Because this report shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

Things to Know About This Report

- Calls are displayed in ten columns, with each column representing a progressively longer wait time.
- The Split/Skill Call Profile report is available in daily, weekly, and monthly formats.
- This report can be customized.

Call Profile Report Input Window

Figure 3-34 shows an example of a Split/Skill Call Profile Input windows. You must fill in the report input window to run the report.



```
Rpts: Hist: Split/Skill: Call Profile: Daily Input      BullG3V5pe
Split/Skill: 401
Date: -3
Run

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-34: Call Profile Report Input Window

Table 3-31 describes the fields on the input windows.

Table 3-31: Call Profile Report Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).

Table 3-31: Call Profile Report Input Fields (Contd)

Field	Description
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Call Profile Report Example

Figure 3-35 provides an example of a Split/Skill Call Profile Report.

```

Daily Split/Skill Call Profile
Date: 10/15/96          Printed: 10/16/96 10:54 AM
Split/Skill: billing    ACD: Bison35vpe

x Within Service Level: 51.54    Service Intervals Changed: YES
                                   Acceptable Service Changed: YES

Secs. 0- 23 - 137 - 285 - 307 - 413 - 543 - 619 - 716 - 892 - >

Ans   15121    9    0    0    0    0    0    0    0    0
Aban   612 13112    0    0    0    0    0    0    0    0

Total Calls Answered    15232    Total Calls Abandoned    14003
Average Speed of Answer :03      Average Time to Abandon :47
Percentage Answered     51.89     Percentage Abandoned    47.70

```

Figure 3-35: Call Profile Report Example

Table 3-32 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-32: Split/Skill Call Profile Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
% Within Service Level	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>
Printed	The date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Service Intervals Changed	A YES appears if you changed your service interval increments during the time period covered by the report. A NO appears if you have not changed your service interval increments. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	PERIODCHG
Acceptable Service Changed	A YES appears if you changed your acceptable service level during the period covered by the report. A NO appears if you have not changed your acceptable service level. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	SVCLEVELCHG
Secs .	The values administered for the service level increments. Each Secs (seconds) interval represents a progressively longer wait time for a call, and each interval can be a different length.	PERIOD1-9
Ans (Answered)	The number of split/skill ACD calls answered within each service level increment.	ACDCALLS1-10
Aban (Abandoned)	The number of split/skill ACD calls that abandoned within each service level increment.	ABNCALLS1-10

Table 3-32: Split/Skill Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Total Calls Answered	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Average Speed of Answer	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Percentage Answered	The percentage of calls queued to the split/skill that were answered by agents for this split/skill.	100*(ACDCALLS/ CALLSOFFERED) <PERCENT_CALL_ANS>
Total Calls Abandoned	The number of ACD calls to the split/skill that disconnected while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Average Time to Abandon	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
Percentage Abandoned	The percentage of calls queued to the split/skill that abandoned before being answered by an agent.	100*(ABNCALLS/ (CALLSOFFERED)) <PERCENT_CALL_ABAN>

Outbound Split/Skill Report

The Outbound Split/Skill report displays the numbers and average talk times for each type of outbound call for a given split/skill. This report is used for splits/skills that use an adjunct to deliver outbound ACD calls or to dial outbound extension calls.

Things to Know About This Report

- This report requires the Outgoing Call Management application of ASAI.
- The Outbound Split/Skill report is available in interval, daily, weekly, and monthly formats.
- This report can be customized.

Outbound Split/Skill Input Window

Figure 3-36 shows an example of an Outbound Split/Skill Input windows. You must fill in a similar report input window to run the report.

The screenshot shows a terminal-style input window for the Outbound Split/Skill report. The title bar contains the text 'Rpts: Hist: Split/Skill: Outbound: Interval Input BullG3V5pe'. Below the title bar, there are several input fields: 'Split/Skill: 401', 'Date: -3', and 'Times: 8:00 AM - 5:00 PM'. A 'Run' button is located in the top right corner. Below these fields, there is a section titled 'Report destination (Select one):' with three options: '<x> Terminal', '<_> Printer, Printer name: _____', and '<_> File, File name: _____'. The 'Terminal' option is currently selected.

Figure 3-36: Outbound Split/Skill Input Window

Table 3-33 describes the fields on the input windows.

Table 3-33: Outbound Split/Skill Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).

Table 3-33: Outbound Split/Skill Input Fields (Contd)

Field	Description
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Outbound
Split/Skill
Report
Example

Figure 3-37 provides an example of an Outbound Split/Skill Report.

Outbound Split/Skill by Interval

Date: 10/15/96Printed: 10/16/96 10:55 AM

Split/Skill: billingACD: Bison35vpe

Time	----- Auto-paced -----		----- Extension -----	
	Calls	Avg Talk Time Avg After Call	Calls	Avg Talk Time Adjunct-dialed Calls
Totals:	0		0	0
12:00-12:30AM	0		0	0
12:30- 1:00AM	0		0	0
1:00- 1:30AM	0		0	0
1:30- 2:00AM	0		0	0
2:00- 2:30AM	0		0	0

Figure 3-37: Outbound Split/Skill Report Example

Table 3-34 describes the report fields for the time period covered by the report. The database items used for the Outbound Split/Skill Report are stored in the `hsplit` (interval), `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-34: Outbound Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time (for interval reports only)	The intrahour intervals for which the report shows data, as selected in the report input window.	STARTTIME, STARTTIME+INTRVL
Auto-paced Calls	The number of outbound ACD calls placed by an adjunct processor and queued to this split/skill and answered by agents for this split/skill.	O_ACDCALLS
Auto-paced Avg Talk Time	The average time the agents spent talking on outbound ACD calls placed by an adjunct for this split/skill.	O_ACDTIME/O_ACDCALLS
Auto-paced Avg After Call	The average time the agents spent in after call work associated with outbound ACD calls placed by an adjunct for this split/skill.	O_ACWTIME/O_ACDCALLS
(Outbound) Extension Calls	The number of outbound extension calls made by agents logged into this split/skill during the period covered. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	ACWOUTCALLS+AUXOUTCALLS <EXT_CALL_OUT>

Table 3-34: Outbound Split/Skill Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Outbound) Extension Avg Talk Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$
(Outbound) Extension Adjunct- Dialed Calls	The number of outbound extension calls for this split/skill that were placed by an adjunct for an agent; these are also referred to as keyboard-dialed calls.	ACWOUTADJCALLS + AUXOUTADJCALLS

Forecast Summary Report

The Split/Skill Forecast Summary report summarizes the activity by time intervals for an entire split or skill. This report includes columns for the forecasted number of agent positions required and the forecasted calls for a given interval. You can use this report to analyze the overall performance of a split or skill and compare the forecasted numbers to your actual numbers.

Note

The Forecast Summary report is available only if you have purchased the Forecast feature.

Things to Know About This Report

- Dequeued calls on *DEFINITY* ECS Generic 3 switches with vectoring and Generic 2.2 switches with EAS are calls that queued to this split or skill as the second or third split/skill in the VDN, but the disposition of the call was recorded for another split/skill. Call disposition can be one of the following: answered, abandoned, outflowed, forced busy, or forced disconnected.
- Direct agent call data is not included in the Forecast Summary report. Direct agent calls are not really split/skill calls. If you wish to include them as split/skill calls, you can create a custom report using the agent tables.
- The Forecast Summary report is available in the interval version only.
- To get data for setting up a forecast for this report, see the *CentreVu CMS R3V5 Forecast* (585-215-825) document for details.
- This report can be customized.

Forecast Summary Input Window

Figure 3-38 shows an example of a Split/Skill Forecast Summary input window. You must fill in a similar report Input window to run the report.

The screenshot shows a terminal-style input window titled "Rpts: Hist: Split/Skill: Forecast Summary: Interval Input" with a user identifier "BullG3V5pe" in the top right corner. The window contains the following fields and options:

- Split/Skill:** 401
- Date:** -4
- Times:** 8:00am-5:00pm
- Report destination (Select one):**
 - ☒ Terminal
 - ☐ Printer, Printer name: _____
 - ☐ File, File name: _____
- Run:** A button in the top right corner.

Figure 3-38: Forecast Summary Input Window

Table 3-35 describes the fields on the input window.

Table 3-35: Forecast Summary Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) you would like the report to cover: • Daily — enter the day(s). • Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. • Monthly — enter the first day of the month(s). Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.

Table 3-35: Forecast Summary Input Fields (Contd)

Field	Description
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • Military time (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Forecast Summary Report Example

Figure 3-39 provides an example of a Split/Skill Forecast Summary Report.

Split/Skill Forecast Summary by Interval																		
Date: 10/15/96										Printed: 10/16/96 10:58 AM								
Split/Skill: billing										ACD: Bison35vpe								
- Dequeued -																		
Time	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	Avg Queue Time	% ACD Time	% Ans	Avg Pos Stf	Calls per Pos	Avg Pos Req	Fcst Calls
Totals:	:09	1:07	92	1:00	2:03	1	1:10	13	19	0		0	93.79	82.14	5	5		
11:00-11:15AM	:00		23	1:00	1:59	0	:00	5	7	0		0	89.44	76.67	5	5		
11:15-11:30AM	:04		22	1:00	2:01	0	:52	6	8	0		0	92.56	73.33	5	4		
11:30-11:45AM	:18		24	1:00	2:06	0	:51	1	1	0		0	98.93	96.00	5	5		
11:45-12:00PM	:15	1:07	23	1:00	2:05	1	1:10	1	3	0		0	94.22	85.18	5	5		

Figure 3-39: Split/Skill Forecast Summary Report

Table 3-36 describes the report fields for the time period covered by the report. The database items for Avg Pos Req and Fcst Calls are stored in the f_cdayrep table. The remaining database items used for the Split/Skill Forecast Summary report are stored in the hsplit (interval) table.

Table 3-36: Split/Skill Forecast Summary Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report ran. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Time	The intrahour intervals for which the report was requested to show data. You can make these selections in the report input window.	STARTTIME, STARTTIME+INTRVL
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill that completed during the time period covered by the report. This total also includes O_ACDCALLS if you have the Outgoing Call Management application of ASAI (OCM). The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Talk Time	The average time the agents spent talking on ACD calls for this split/skill that completed during the time period covered by the report. This average includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>

Table 3-36: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg After Call	The average time the agents spent in after call work associated with ACD calls for this split/skill during the time period covered by the report. This average includes O_ACWTIME if you have OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	The number of ACD calls to this split/skill that abandoned while waiting in queue (if this was the first split/skill queued to) or while the call was ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time, during the intrahour interval, that a caller waited in queue and ringing before: • being answered • abandoning • being redirected • receiving a busy signal • being disconnected The value shown in the Totals line is the maximum of the Max Delay values shown in the individual intervals.	MAXOCWTIME

Table 3-36: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	The number of calls that were redirected to this split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue • For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue-to-main split" vector step or a "check-backup split" vector step) • With multiple split/skill queuing (<i>DEFINITY</i> ECS Generic 3 switches with vectoring and Generic 2.2 switches with EAS), a call queues to this split/skill as a nonprimary split/skill and is either answered by an agent in this split/skill or abandons from ringing in this split/skill • For Generic 3 Version 2 and later <i>DEFINITY</i> ECS Generic 3 switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the "Redirection on No Answer to a split/skill" feature. When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: • calls that queue to the "zero" skill after having been queued to a "non-zero" skill • calls that queue to a "non-zero" skill after having been queued to the "zero" skill • calls that queue to another skill group after having been queued to a skill group.	INFLOWCALLS

Table 3-36: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: • If the call routes to another VDN • If the call routes to a number or digits • If the call queues to another split (Generic 2 switches without EAS) For Generic 3 switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and later Generic 3 switches). • If the call queues to a messaging split/skill (Generic 3 switches) • If the call rang at an agent in this split/skill and was answered using call pickup • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS

Table 3-36: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow out (continued)	For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group. • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	
Extn Out Calls	The number of outbound calls completed by agents logged into this split/skill during the period covered. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	ACWOUTCALLS + AUXOUTCALLS <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS)<AVG_TALK_TIME_OUT>
Dequeued Calls	For switches with multiple split/skill queuing, the number of calls queued to this split/skill as a nonprimary split/skill (that is, this was not the first split/skill to which the call queued) for which the disposition (answered, outflowed, abandoned, busy, forced disconnect) was recorded in another split/skill.	DEQUEECALLS

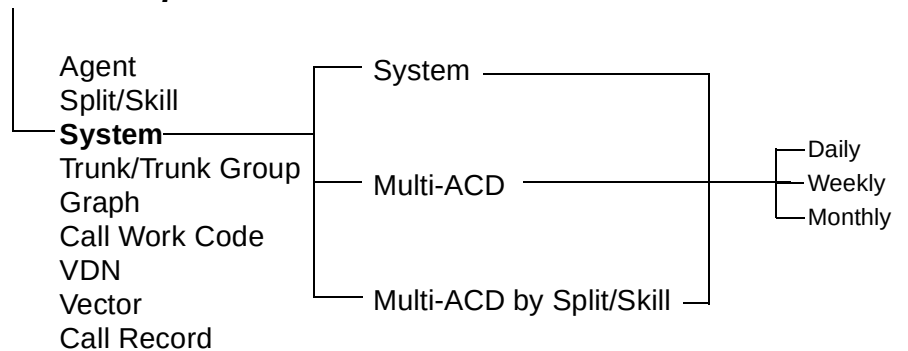
Table 3-36: Split/Skill Forecast Summary Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Dequeued Avg Queue Time	For switches with multiple split/skill queuing, average time the dequeued calls spent queued to this split/skill before leaving the queue.	DEQUETIME/DEQUECALLS
% ACD Time	The percentage of staffed time that agents for this split/skill spent on ACD calls and in after call work for this split/skill.	$100 * ((I\_ACD\_TIME + I\_ACW\_TIME) / I\_STAFF\_TIME)$ <PERCENT_ACD_TIME>
% Ans	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	$100 * (ACDCALLS / CALLS\_OFFERED)$ <PERCENT_CALL_ANS>
Avg Pos Stf	The average number of positions staffed in the split/skill during the interval.	$I\_STAFF\_TIME / (INTRVL * 60)$
Calls Per Pos	The average number of calls answered by each agent position staffed during the interval. If an agent is staffed for part of an interval, the report calculates what the agent would have handled had the agent been staffed the entire interval.	$(ACDCALLS / I\_STAFF\_TIME) * INTRVL$ <CALLS_PER_POS>
Avg Pos Req	The average number of agent positions required to answer ACD calls as forecasted by the Forecasting feature. You must have the Forecasting feature.	NUMAGREQ
Fcst Calls	The number of calls forecasted for this split/skill for the time period covered by the report. You must have the Forecasting feature.	FCALLS

System Reports

From the System Reports menu you can access summary data on a set of measured splits/skills for a particular ACD, the summary data over all splits/skills for a particular ACD, and the call data on similar splits/skills for different ACDs.

Historical Reports



The roadmap above shows how the System reports are organized in *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (System report first, then Multi-ACD report, etc.).

Figure 3-40 is an example of the System Reports menu. The reports are discussed in the same order as listed on the menu.

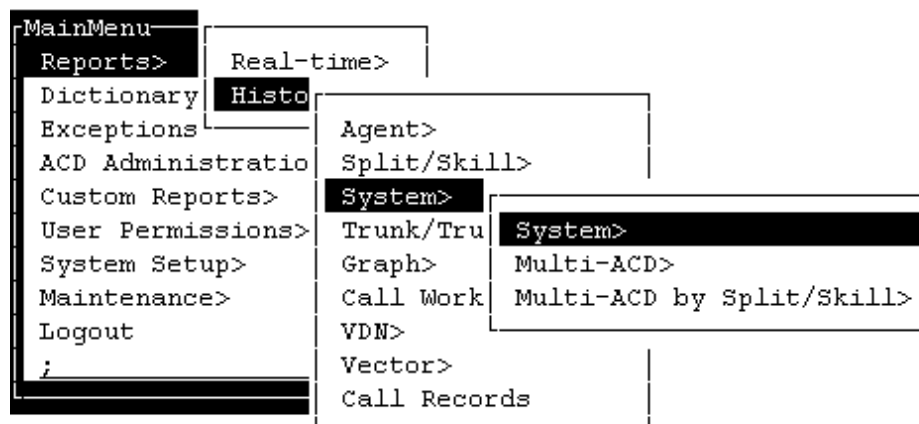


Figure 3-40: Historical System Reports Menu

System Report

The System report summarizes the activity for a set of splits/skills for the same ACD. You can use this report to compare split/skill performance for splits/skills performing similar functions for the same ACD.

Things to Know About This Report

- If you have a switch without the vectoring feature, Flow Out represents the number of calls redirected by way of call forwarding or call coverage from this split to another destination. In many cases, the summary numbers for Flow Out of one split may not match the Flow In numbers for another split. These numbers may not match because calls were intraflowed into unmeasured splits, extensions within the ACD, or elsewhere. The Flow In and Flow Out for a given split are typically not equal.
- If you have a *DEFINITY* ECS Generic 3 switch with vectoring or a Generic 2.2 switch with EAS see Table 3-38 for a complete description of the report items Flow In and Flow out.
- Statistics in the report such as Percent Auxiliary Work (**% AUX**) and Number of Extension-Out Calls are indicators of activities not directly related to ACD traffic.
- The System report is available in daily, weekly, or monthly formats.
- This report can be customized.

System Report
Input Window

Figure 3-41 provides an example of a System Daily Input window. You must fill in the report input window to run the report.

Rpts: Hist: System: Daily Inputatt 8200 maplewood

Split(s)/Skill(s): 50-53

Run

Date: -4

Report destination (Select one):

<x> Terminal

<_> Printer, Printer name:

<_> File,File name:

Figure 3-41: System Report Daily Input Window Example

Table 3-37 describes the fields on the input window

Table 3-37: System Report Input Fields

Field	Description
Split(s)/Skill(s):	Enter the appropriate split/skill name or number that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. You can enter more than one split/skill by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.

Table 3-37: System Report Input Fields (Contd)

Field	Description
Date:	Enter the date you would like the report to cover: • Daily — enter the day. • Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. • Monthly — enter the first day of the month. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96)
Report destination (Select one):	Enter an <code>x</code> next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the <code>x</code>. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i>^a system/<i>Solaris</i>^b system (<code>/usr/<your login ID></code>) unless you specify a full path name.

a. UNIX is a registered trademark of Novell, Inc.

b. Solaris is a trademark of Sun Microsystems, Inc.

System Report Examples

Figure 3-42 provides an example of a System report.

Daily System													
Date: 10/15/96										Printed: 10/16/96 11:02 AM ACD: Bison35vpe			
Split/Skill	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:	:03	:47	53651	:07	:00	32737	1:51	364	364	1580	:30	4.76	61.76
billing			0			0	:00	0	0	0		0.00	
billing	:03	:51	3623	:07	:00	3850	:52	29	0	1580	:30	1.24	48.48
billing	:03	:47	15232	:07	:00	14003	1:51	335	0	0		5.57	51.89
sales	:03	:50	18560	:07	:00	8504	1:02	0	364	0		7.76	67.67
service			0			0	:00	0	0	0		0.00	

Figure 3-42: System Report Example

Table 3-38 describes the report fields for the time period covered by the report. The database items used for the System report are stored in the dsplit (daily), wsplit (weekly), and msplit (monthly) tables.

Table 3-38: System Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Printed	The date and time the report was sent to the printer.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>

Table 3-38: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management (OCM) application of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Talk Time	The average time the agents spent talking on ACD calls for the split/skill. This average time includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	The average time the agent spent in after call work associated with ACD calls for the split/skill. This average time includes O_ACWTIME if you have OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being answered • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown in the individual intervals.	MAXOCWTIME

Table 3-38: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	The number of calls that were redirected to the split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue • For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue-to-main split" vector step or a "check-backup split" vector step) • With multiple split/skill queuing (<i>DEFINITY</i> ECS Generic 3 switches with vectoring and Generic 2.2 switches with EAS), calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill • For <i>DEFINITY</i> ECS Generic 3 Version 2 and later Generic 3 switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the "Redirection on No Answer to a split/skill" feature. When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: • Calls that queue to the "zero" skill after having been queued to a "non-zero" skill • Calls that queue to a "non-zero" skill after having been queued to the "zero" skill • Calls that queue to a skill group after having been queued to a different skill group.	INFLOWCALLS

Table 3-38: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: • If the call routes to another VDN • If the call routes to a number or digits • If the call queues to another split (Generic 2 switches without EAS) For <i>DEFINITY</i> ECS Generic 3 switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and later <i>DEFINITY</i> ECS Generic 3 switches). • If the call queues to a messaging split/skill • If the call rang at an agent in this split/skill and was answered using call pickup • If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandoned from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS

Table 3-38: System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow out (continued)	For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group. • If the call queued to this split/skill as primary and was either answered by an agent in a nonprimary split/skill or abandoned from ringing at an agent in a nonprimary split/skill.	
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. The direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTCALLS+AUXOUTCALLS) <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case, the outbound call is recorded for the split/skill associated with the ACD call.	(ACWOUTTIME+AUXOUTTIME)/ (ACWOUTCALLS+AUXOUTCALLS) <AVG_TALK_TIME_OUT>
% ACD Time	The percentage of staffed time that agents for this split/skill spent on ACD calls and in after call work for this split/skill.	100*((I_ACDTIME+ I_ACWTIME)/I_STAFFTIME) <PERCENT_ACD_TIME>
% Ans	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	100*(ACDCALLS / CALLSOFFERED) <PERCENT_CALL_ANS>

Multi-ACD System Report

The Multi-ACD System Report summarizes data over all splits/skills in the ACD for each ACD requested. You can evaluate and compare different ACD configurations to determine workload and call-handling performance. After reviewing this report, you could choose different ACD configurations to balance workloads along with reducing abandoned calls.

If you have vectoring you may want to create a custom report that summarizes data over all VDNs instead of over all splits/skills.

Things to Know About This Report

- The Multi-ACD System report is available in daily, weekly, or monthly formats.
- This report can be customized.

Multi-ACD System Report Input Window

Figure 3-43 provides an example of a System Multi-ACD Daily Input window. You must fill in the report input window to run the report...

```
Rpts: Hist: System: Multi-ACD: Daily Inp      att 8200 maplewood
ACDs: 1-4
Date: -3

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: 
<_> File,
    File name: 
```

Figure 3-43: Multi-ACD System Report Daily Input Window Example

Table 3-39 describes the fields on the input window.

Table 3-39: Multi-ACD System Report Input Fields

Field	Description
ACDs:	Enter the appropriate ACD name(s) or number(s). You can enter more than one ACD by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.
Date:	Enter the date you would like the report to cover. • Daily — enter the day. • Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. • Monthly — enter the first day of the month. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an <code>x</code> next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the <code>x</code>. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (<code>/usr/<your login ID></code>) unless you specify a full path name.

Multi-ACD System Report Examples

Figure 3-44 provides an example of a Multi-ACD System Report.

```

                                Daily Multi-ACD System Report
Date: 10/15/96                                Printed: 10/16/96 11:03 AM

      Avg   Avg   Avg   Avg   Avg   Avg   Extn   Avg   %
      Speed Aban  ACD  Talk After  Aban  Max   Out   Talk  ACD  %
      Ans   Time Calls Time Call  Calls Delay Calls Time Time Ans
-----
Totals:      :03   :47  53651   :07   :00   32737  1:51  1580   :30  4.76  61.76
-----
Bison35vpe      :03   :47  53651   :07   :00   32737  1:51  1580   :30  4.76  61.76
  
```

Figure 3-44: Multi-ACD System Report Example

Table 3-40 describes the report fields for the time period covered by the report. The database items used for the Multi-ACD System report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-40: Multi-ACD System Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You make these selections in the report input window.	ROW_DATE
Printed	The date and time the report was sent to the printer.	No database item or calculation
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	sum(ANSTIME)/ sum(ACDCALLS) <AVG_ANSWER_SPEED_SUM>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	sum(ABNTIME)/ sum(ABNCALLS) <AVG_ABANDON_TIME_SUM>

Table 3-40: Multi-ACD System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls	The number of split/skill ACD calls that were queued to splits/skills in the ACD and answered by an agent for those splits/skills. This total also includes O_ACDCALLS if you have the Outgoing Call Management application (OCM) of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	sum(ACDCALLS)
Avg Talk Time	The average time the agents spent talking on ACD calls for this ACD. The average time includes O_ACDTIME if you have OCM.	sum(ACDTIME)/ sum(ACDCALLS) <AVG_ACD_TALK_TIM_SUM>
Avg After Call	The average time the agents spent in after call work for ACD calls to this ACD. This average time includes O_ACWTIME if you have OCM.	sum(ACWTIME)/sum(ACDCALLS) <AVG_ACW_TIME_SUM>
Aban Calls	The number of ACD calls queued to split/skills in the ACD that abandoned while waiting in queue or ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	sum(ABNCALLS)
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being serviced • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown for the individual ACDs.	max(MAXOCWTIME)
Extn Out Calls	The number of outbound extension calls made by agents logged into this ACD. Direct agent ACW out calls are not included.	sum(ACWOUTCALLS+ AUXOUTCALLS) <EXT_CALL_OUT>

Table 3-40: Multi-ACD System Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
(Extn Out) Avg Talk Time	The average time agents in this ACD spent talking on outbound extension calls.	sum(ACWOUTTIME+ AUXOUTTIME)/ sum(ACWOUTCALLS+ AUXOUTCALLS) <AVG_TALK_TIME_OUT_SUM>
% ACD Time	The percentage of staffed time that agents for the splits/skills in this ACD spent on ACD calls and in after call work.	100*(sum(I_ACDTIME+ I_ACWTIME)/ sum(I_STAFFTIME)) <PERCENT_ACD_TIME_SUM>
% Ans	The percentage of calls queued to the splits/skills in this ACD that were answered by agents for the splits/skills.	100*(sum(ACDCALLS)/ sum(CALLSOFFERED)) <PERCENT_CALL_ANS_SUM>

Multi-ACD System Report by Split/Skill

The Multi-ACD System Report by Split/Skill Report displays call-handling information on different splits/skills for different ACDs. You can compare similar splits/skills in different ACDs and use the information to:

- Determine workload
- Evaluate call-handling performance
- Reassign agents

Perform other ACD configuration alternatives for balancing workloads and/or reducing abandoned calls.

Things to Know About This Report

- You can specify a list of splits/skills for each ACD desired.
- The Multi-ACD Report by Split/Skill report is available in daily, weekly, and monthly formats.
- This report cannot be customized.

Multi-ACD System Report by Split/Skill Input Window

Figure 3-45 provides an example of the Multi-ACD by Split/Skill Daily Input window. You must fill in the report input window to run the report.

```

Rpts: Hist: System: Multi-ACD by Split/Skill: Daily Inp   att 8200 maplewood
Date: -3
First ACD: 1
First split(s)/skill(s): 50
Second ACD: 2
Second split(s)/skill(s): 403
Third ACD: 3
Third split(s)/skill(s): 53
Fourth ACD: 4
Fourth split(s)/skill(s): 5
Report destination (Select one):
<x> Terminal
<_> Printer, Printer name:
Run
24x51

```

Figure 3-45: Multi-ACD System Report by Split/Skill Input Window

Table 3-41 describes the fields on the input window.

Table 3-41: Multi-ACD System Report by Split/Skill Input Fields

Field	Description
Date:	Enter the date you would like the report to cover. - Daily — enter the day. - Weekly — enter the start date for the week. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. - Monthly — enter the first day of the month. You can use any of the following formats: - A month/day/year (for example, 3/21/96). - A minus (-) offset based on today's date (for example, -1 for yesterday).

Table 3-41: Multi-ACD System Report by Split/Skill Input Fields (Contd)

Field	Description
First through Fourth ACD:	Enter the ACD name or number that corresponds to the following Split(s)/Skill(s) field.
First through Fourth Split(s)/Skill(s):	Enter the appropriate split/skill name(s) or number(s) that you want to view in this report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem. You can enter more than one split/ skill by using a semicolon (;) to separate individual entries or using a hyphen (-) for a range of values.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

Multi-ACD System Report by Split/Skill Examples

Figure 3-46 provides an example a System Multi-ACD Report by Split/Skill.

Daily Multi-ACD System Report by Split/Skill														
Date: 10/15/96													Printed: 10/16/96 11:04 AM	
Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg Talk Time	Avg After Call	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Talk Time	% ACD Time	% Ans
Totals:		:03	:47	53651	:07	:00	32737	1:51	364	364	1580	:30	4.76	61.76
DEN ACD1	Bison35vpe			0			0	:00	0	0	0		0.00	
DEN ACD2	Bison35vpe	:03	:51	3623	:07	:00	3850	:52	29	0	1580	:30	1.24	48.48
DEN ACD3	Bison35vpe	:03	:47	15232	:07	:00	14003	1:51	335	0	0		5.57	51.89
DEN ACD4	Bison35vpe	:03	:50	18560	:07	:00	8504	1:02	0	364	0		7.76	67.67

Figure 3-46: Multi-ACD System Report by Split/Skill Example

Table 3-42 describes the report fields for the time period covered by the report. The database items used for the Multi-ACD Report by Split/Skill report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-42: Multi-ACD System Report by Split/Skill Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report ran. You can make these selections in the report input window.	ROW_DATE
Printed	The date and time the report was sent to the printer.	No database item or calculation
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
ACD	The ACD name or number for which the data was collected.	syn(ACD)
Avg Speed Ans	The average time the split/skill ACD calls were waiting in queue and ringing before being answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED>
Avg Aban Time	The average time the split/skill ACD calls were waiting in queue or ringing before abandoning.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME>

Table 3-42: Multi-ACD System Report by Split/Skill Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD Calls	The number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes O_ACDCALLS if you have the Outgoing Call Management application (OCM) of ASAI. The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS
Avg Talk Time	The average time the agents spent talking on ACD calls for this split/skill. This average time includes O_ACDTIME if you have OCM.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	The average time the agents spent in after call work associated with ACD calls for this split/skill. This average time includes O_ACWTIME if you have the OCM.	ACWTIME/ACDCALLS <AVG_ACW_TIME>
Aban Calls	The number of ACD calls to the split/skill that abandoned while either waiting in queue (if this was the first split/skill the call was queued to), or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of outbound ACD calls that were abandoned by the far end.	ABNCALLS
Max Delay	The maximum time that a caller waited in queue and ringing before: • Being serviced • Abandoning • Being redirected • Receiving a busy signal • Being disconnected. The value shown in the Totals line is the maximum of the Max Delay values shown for the individual splits/skills.	MAXOCWTIME

Table 3-42: Multi-ACD System Report by Split/Skill Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow In	The number of calls that were redirected to the split/skill queue from another queue. The following calls are considered inflows: • For switches without vectoring, calls that intraflow from another split's queue to this split's queue • For Generic 2 and System 85 switches with vectoring and without EAS, calls that are queued to one split and then successfully queue to this split (either by a "queue-to-main split" vector step or a "check-backup split" vector step) • With multiple split/skill queuing (Generic 3 switches with vectoring and Generic 2.2 switches with EAS), calls that queue to this split/skill as a nonprimary split/skill and are either answered by an agent in this split/skill or abandoned from ringing in this split/skill • For Generic 3 Version 2 and later Generic 3 switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the "Redirection on No Answer to a split/skill" feature. When a call leaves a VDN (for example by routing to a VDN) or leaves vector processing (for example by routing to a split/skill), the next split/skill to which the call queues is not credited with an inflow. For Generic 2.2 with EAS, the following calls are not counted as inflows: • Calls that queue to the "zero" skill after having been queued to a "non-zero" skill • Calls that queue to a "non-zero" skill after having been queued to the "zero" skill • Calls that queue to a skill group after having been queued to a different skill group.	INFLOWCALLS

Table 3-42: Multi-ACD System Report by Split/Skill Description (Contd)

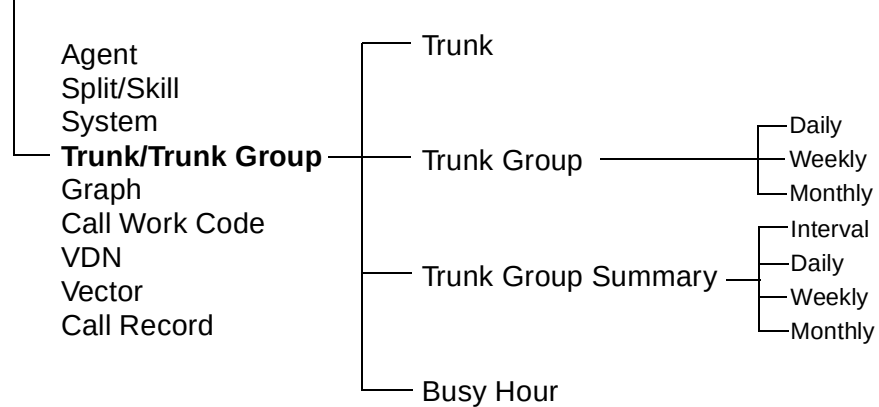
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow Out	The number of calls offered to this split/skill that were redirected to another destination. For switches without vectoring, calls that intraflow or interflow to another destination are counted as outflows. For switches with vectoring, an outflow is counted: • If the call routes to another VDN • If the call routes to a number or digits • If the call queues to another split (Generic 2 switches without EAS) For Generic 3 switches with vectoring, an outflow is also counted: • If the call queues to this split/skill as the primary split/skill and is redirected by the Redirection on No Answer feature (Generic 3 Version 2 and later Generic 3 switches). • If the call queues to a messaging split/skill • If the call rang at an agent in this split/skill and is answered using call pickup • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	OUTFLOWCALLS

Table 3-42: Multi-ACD System Report by Split/Skill Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Flow out (continued)	For Generic 2.2 switches with EAS, if this skill is the primary skill, outflows are counted: • If calls queue to the “zero” skill and then subsequently queue to a “nonzero” skill • If calls queue to a “nonzero” skill and then subsequently queue to the “zero” skill • If calls queue to a skill group and then subsequently queue to another skill group. • If the call queued to this split/skill as primary and is either answered by an agent in a nonprimary split/skill or abandons from ringing at an agent in a nonprimary split/skill.	
Extn Out Calls	The number of outbound extension calls made by agents logged into this split/skill. Direct agent ACW out calls are not included. For agents in multiple splits/skills, outbound AUX extension calls are included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	$(ACWOUTCALLS + AUXOUTCALLS)$ <EXT_CALL_OUT>
(Extn Out) Avg Talk Time	The average time agents in this split/skill spent talking on outbound extension calls. For agents in multiple splits/skills, time spent on outbound AUX extension calls is included here if this split/skill is the first one that the agent logged into, unless the agent has an ACD call on hold. In this case the outbound call is recorded for the split/skill associated with the ACD call.	$(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)$ <AVG_TALK_TIME_OUT>
% ACD Time	The percentage of staffed time that agents for this split/skill spent on ACD calls and in after call work for this split/skill.	$100 * ((I\_ACDTIME + I\_ACWTIME) / I\_STAFFTIME)$ <PERCENT_ACD_TIME>
% Ans	The percentage of calls queued to this split/skill that were answered by agents for this split/skill.	$100 * (ACDCALLS / CALLSOFFERED)$ <PERCENT_CALL_ANS>

Trunk/Trunk Group Reports

Historical Reports



Trunk and Trunk Group reports display traffic data for a single trunk, summarize the incoming and outgoing traffic of every trunk in a trunk group for a specific time period, display the level of incoming and outgoing call traffic for an individual trunk group, or display the busiest hour of the day for each trunk group you select.

The Trunk/Trunk Group reports roadmap shows how the Trunk/Trunk Group reports are organized in the *CentreVu* CMS. The reports are discussed in the same order as shown on the roadmap (Trunk report first, then Trunk Group report, etc.).

Trunk Report

The Trunk report displays call traffic data for a single trunk. With this report, you can review trunks in any measured trunk group.

You can use this report to verify that call traffic levels for a trunk are appropriate throughout the time period specified. You can also monitor outgoing calls made throughout the day.

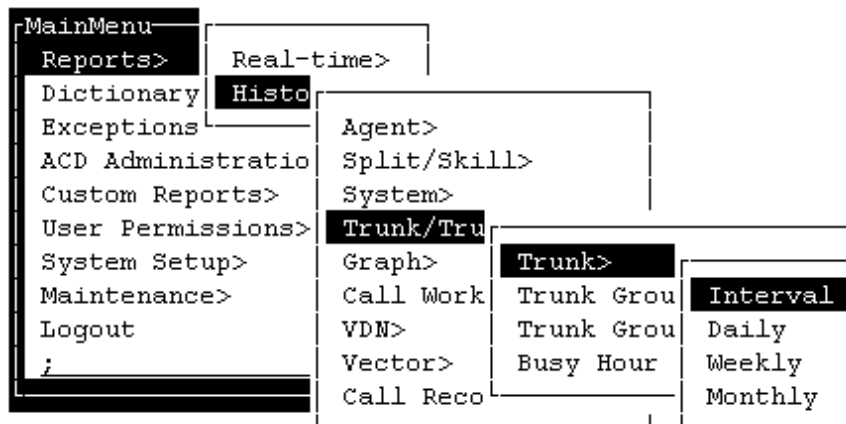
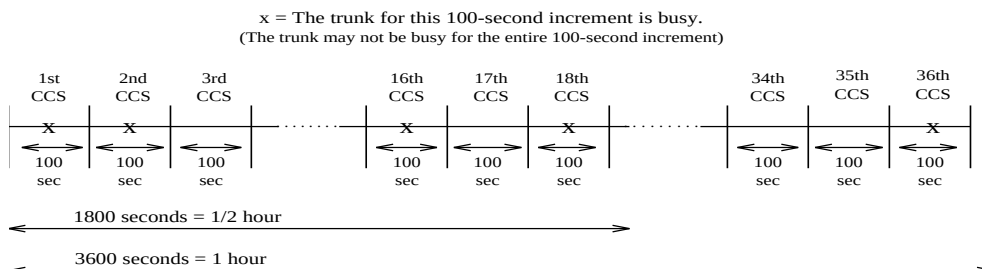


Figure 3-47: Trunk Report Menu

Things to Know About This Report

- The Trunk report is available in interval, daily, weekly, and monthly versions.
- This report can be customized.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is in queue and while the call is connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. A CCS example follows.



Trunk Report
Input Windows

Figure 3-48 shows an example of the interval Trunk Report Input window. You must fill in the report input window to run the report.

Rpts: Hist: Trunk/Trunk Group: Trunk: Interval Inputg3v4noeas

Trunk location:

Run

Date:

Times:

Report destination (Select one):

<x> Terminal

<_> Printer, Printer name:

<_> File,File name:

Figure 3-48: Trunk Report Input Windows

Table 3-43 describes the fields on the Trunk Report Input windows.

Table 3-43: Trunk Reports Input Fields

Field	Definition																																				
Trunk location: (interval, daily, weekly, and monthly)	Enter the trunk number (for example, 0104A0102) that corresponds to the physical location of the equipment. See the information below. <table><tr><th>Switch Type</th><th>Module</th><th>Cabinet</th><th>Carrier</th><th>Slot</th><th>Circuit</th></tr><tr><td>ECS/Generic 3r</td><td>00</td><td>01-22</td><td>A-E</td><td>01-20</td><td>01-24</td></tr><tr><td>Generic 3i/si</td><td>00</td><td>01-03</td><td>A-E</td><td>01-20</td><td>01-24</td></tr><tr><td>Generic 2.2</td><td>00-30</td><td>00-07</td><td>0-3</td><td>00-21</td><td>00-03</td></tr><tr><td>Generic 2.1</td><td>00-30</td><td>00-07</td><td>0-3</td><td>00-21</td><td>00-03</td></tr><tr><td>Generic 2.1 with Universal Modules</td><td>00-30</td><td>00</td><td>A-E</td><td>01-20</td><td>00-11</td></tr></table>	Switch Type	Module	Cabinet	Carrier	Slot	Circuit	ECS/Generic 3r	00	01-22	A-E	01-20	01-24	Generic 3i/si	00	01-03	A-E	01-20	01-24	Generic 2.2	00-30	00-07	0-3	00-21	00-03	Generic 2.1	00-30	00-07	0-3	00-21	00-03	Generic 2.1 with Universal Modules	00-30	00	A-E	01-20	00-11
Switch Type	Module	Cabinet	Carrier	Slot	Circuit																																
ECS/Generic 3r	00	01-22	A-E	01-20	01-24																																
Generic 3i/si	00	01-03	A-E	01-20	01-24																																
Generic 2.2	00-30	00-07	0-3	00-21	00-03																																
Generic 2.1	00-30	00-07	0-3	00-21	00-03																																
Generic 2.1 with Universal Modules	00-30	00	A-E	01-20	00-11																																
Date: (interval)	Enter the date you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday).																																				

Table 3-43: Trunk Reports Input Fields (Contd)

Field	Definition
Dates: (daily, weekly, monthly)	Enter the date(s) for the day(s) or the start date(s) for the week(s) or the month(s) you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.
Times: (interval)	Enter the time you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. <code>Terminal</code> is the default destination. - If you selected <code>Printer</code> and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected <code>File</code>, enter a file name and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (<code>/usr/<your login ID></code>) or the <i>Solaris</i> system (<code>/export/home/<your login ID></code>) unless you specify a full path name.

Trunk Report Example

Figure 3-49 provides an example of a Trunk Report.

```

Daily Trunk
Trunk group: trunkgroup110      Printed: 10/16/96 11:12 AM
Trunk location: 0001E1722      ACD: Bison35vpe

----- Inbound -----      ----- Outbound -----
      Avg Trk                      Avg Trk
Date   Calls  Calls Holding  Total   Calls  Calls Holding  Total   Time
      Carr  Aban  Time    CCS    Carr  Aban  Time    CCS    Maint
-----
Totals:   1186   458   :23   275.03   753    0   :44   551.89   :00
10/15/96  1186   458   :23   275.03   753    0   :44   551.89   :00

```

Figure 3-49: Trunk Report Example

Table 3-44 describes the report fields. The database items for the Trunk report are stored in the `htrunk` (interval), `dtrunk` (daily), `wtrunk` (weekly), and `mttrunk` (monthly) tables.

Table 3-44: Trunk Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Trunk group	Trunk group name or number associated with this trunk.	syn(TKGRP)
Trunk location	Trunk number (physical equipment location) of the trunk.	EQLOC
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	syn(ACD)
Time (Interval only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL

Table 3-44: Trunk Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Inbound Calls Carr	Total number of inbound calls carried by this trunk that completed during the specified time period.	INCALLS
Inbound Calls Aban	Total number of inbound calls abandoned by the caller during the specified time period.	ABNCALLS
Inbound Avg Trk Holding Time	Average holding time for all incoming calls that completed during the specified time period. Average holding time includes time in vector processing, in queue, ringing, talking, and holding.	INTIME / INCALLS <AVG_TRK_HOLD_TIME_IN>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	I_INOCC/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk that completed during the time period.	OUTCALLS
Outbound Calls Aban	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) abandoned at the far end. (Generic 2.2 switches with the ASAI Gateway Interface or <i>DEFINITY</i> ECS Generic 3 switches with ASAI.)	O_ABNCALLS
Outbound Avg Trk Holding Time	Average holding time of all outgoing calls on this trunk that completed during the time period.	OUTTIME / OUTCALLS <AVG_TRK_HOLD_TIM_OUT>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	I_OUTOCC/100
Time Maint Busy	Total time of all maintenance-busy periods for this trunk for the time period.	MBUSYTIME

Trunk Group Report

The Trunk Group report summarizes the incoming and outgoing traffic of every trunk in a trunk group for the specified time period. You could use this report to verify that the number of trunks available to your splits/skills is appropriate and to monitor the number of outgoing calls.

Also, because it lists trunks by physical location on the switch and totals trunk failures, the Trunk Group report can be useful for troubleshooting problems with trunks.

Things to Know About This Report

- The Trunk Group report is available in daily, weekly, and monthly formats.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is in queue and while the call is connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. Refer to the CCS example given in the "Trunk Report" section chapter.
- The failures are only reported for Generic 2/System 85 switches. For the *DEFINITY* ECS and Generic 3 switches, trunks that fail are immediately put in the Maintenance Busy State.
- This report can be customized.

Trunk Group Reports Input Windows

Figure 3-50 shows an example of the Trunk Group report input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Trunk/Trunk Group: Trunk Group: Daily Input      Zebu2G32ve
Trunk group: _____                                     Run
Date: _____

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
  
```

Figure 3-50: Trunk Group Report Input Windows

Table 3-45 describes the fields on the input windows.

Table 3-45: Trunk Group Reports Input Fields

Field	Definition
Trunk group:	Enter the appropriate trunk group name or number. See on-line help for the valid numerical entries for your particular switch.
Dates:	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-45: Trunk Group Reports Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or the <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Trunk Group Report Example

Figure 3-51 provides an example of a Trunk Group report.

Daily Trunk Group									
Date: 10/15/96					Printed: 10/16/96 11:15 AM				
Trunk group: trunkgroup110					ACD: Bison35vpe				
----- Inbound -----					----- Outbound -----				
Trunk Location	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Aban	Avg Trk Holding Time	Total CCS	Trunk Fail-ures
Totals:	17499	7633	:22	5341.26	22823	0	:44	11428.20	0
0001E1701	611	332	:16	100.58	1142	0	:44	505.50	0
0001E1702	600	319	:18	109.45	1118	0	:44	494.80	0
0001E1703	662	336	:18	117.12	1095	0	:44	485.92	0
0001E1704	613	292	:19	115.97	1095	0	:44	485.59	0
0001E1705	623	314	:20	122.08	1083	0	:44	480.87	0

Figure 3-51: Trunk Group Report Example

Table 3-46 describes the report fields. The database items for the Trunk Group report are stored in the `dtrunk` (daily), `wtrunk` (weekly), and `mttrunk` (monthly) tables.

Table 3-46: Trunk Group Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day for which the report was run (selected in the report input window).	ROW_DATE
Trunk group	Trunk group name or number for which the report was requested.	syn(TKGRP)
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	syn(ACD)
Trunk location	Trunk number (physical equipment location) of the trunk.	EQLOC
Inbound Calls Carr	Total number of inbound calls carried by this trunk that completed during the specified time period.	sum(INCALLS)
Inbound Calls Aban	Total number of inbound calls abandoned by the caller during the specified time period.	sum(ABNCALLS)
Inbound Avg Trk Holding Time	Average holding time for all incoming calls that completed during the time period. Average holding time includes time in vector processing, in queue, ringing, talking, and on hold.	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC)/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk that completed during the specified time period.	sum(OUTCALLS)
Outbound Calls Aban	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) that abandoned at the far end.	sum(O_ABNCALLS)

Table 3-46: Trunk Group Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Outbound Avg Trk Holding Time	Average holding time of all outgoing calls on this trunk that completed during the specified time period.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) / 100
Trunk Failures	Number of trunk failures for this trunk or total for the trunk group. These can be hardware failures or failures due to internal switch errors (System 85 and Generic 2 switches only).	sum(FAILURES)

Trunk Group Summary Report

The Trunk Group Summary report shows the level of incoming and outgoing call traffic for an individual trunk group. This report is used to verify that the number of trunks available to splits/skills is appropriate and monitor the number of outgoing calls.

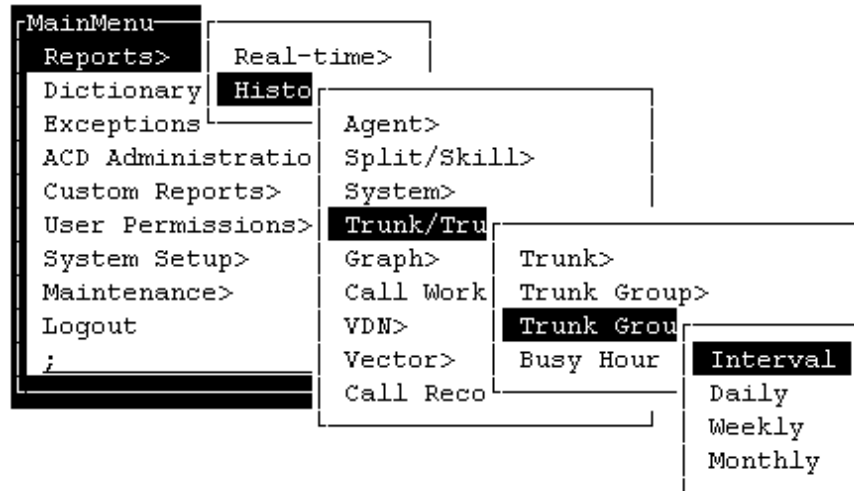


Figure 3-52: Trunk Group Summary Report Menu

Things to Know About This Report

- The Trunk Group Summary report is available in interval, daily, weekly, and monthly formats.
- For both inbound and outbound calls, Call Carr (calls carried) = ACD Calls Answered + Calls Abandoned + Other Calls. Also, Other Calls includes calls given a busy signal, calls disconnected by the switch, extension calls, short calls, and calls with unknown dispositions.
- The report item Centum Call Seconds (CCS) is the number of 100-second increments in which the trunk was busy during the intrahour interval. A trunk is "seized" while the call is both in queue and connected to an agent. Therefore, wait time for abandoned calls is figured into the CCS figures. For example, since a half-hour has 1800 seconds, the maximum CCS for each trunk in a trunk group is 18 CCS. Multiplying 18 CCS by the number of trunks in a trunk group gives you the maximum occupancy for the trunk group, which you can then compare with your actual CCS. Refer to the CCS example given earlier in this chapter.

- A Trunk Group Summary report can have two entries for one interval if the trunk group termination changed during that interval. For example, at the start of the interval, trunk group 2 terminates at VDN58803. During the interval the termination is changed to VDN58804. The system shows two trunk group records for reports (interval, daily, weekly, and monthly) containing the interval in which the termination was changed.
- The report item % Time All Trunks Busy, which is a good indicator of how many callers are getting a busy signal, should be a relatively low figure in most call centers.
- This report can be customized.

Trunk Group
Summary
Reports Input
Windows

Figure 3-53 shows an example of the interval Trunk Group Summary report input window. You must fill in the report input window to run the report.

Rpts: Hist: Trk/Trk Group: Trunk Group Summary: Interval InputZebu2G32ve

Trunk group:

Date:

Times:

Report destination (Select one):
<X> Terminal
<_> Printer, Printer name:
<_> File,
File name:

Run

Figure 3-53: Trunk Group Summary Report Input Window

Table 3-47 describes the fields on the input window.

Table 3-47: Trunk Group Summary and Busy Hour Reports Input Fields

Field	Definition
Trunk group: (daily, weekly, and monthly)	Enter the appropriate trunk group name or number. See on-line help for the valid numerical entries for your particular switch.
Date: (interval)	Enter the date you would like the report to cover. • You can use the month/day/year (for example, 3/21/95). • You can use a “-” offset based on today’s date (for example, -1 for yesterday).

Table 3-47: Trunk Group Summary and Busy Hour Reports Input Fields (Contd)

Field	Definition
Dates: (daily, weekly, monthly)	Enter the date(s) for the day(s) or the start date(s) for the week(s) or the month(s) you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.
Times: (interval)	Enter the time you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use 24-hour time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. <code>Terminal</code> is the default destination. - If you selected <code>Printer</code> and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected <code>File</code>, enter a file name and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (<code>/usr/<your login ID></code>) or the <i>Solaris</i> system (<code>/export/home/<your login ID></code>) unless you specify a full path name.

Trunk Group Summary Report Example

Figure 3-54 provides an example of a Trunk Group Summary report.

Interval Trunk Group Summary																
Date: 10/15/96										Printed: 10/16/96 11:14 AM						
Trunk group: trunkgroup110										ACD: Bison35vpe						
Number of trunks: 23																
Time	----- Inbound -----						----- Outbound -----								% Time	% Time
	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Calls Carr	Calls Ans	Calls Aban	Other Calls	Avg Trk Holding Time	Total CCS	Far End Comp	Calls Blckd	All Trunks Busy	Maint Busy
Totals:	17499	9861	7633	5	:22	5341.26	22823	0	0	22823	:44	11428.20	1199	0	19.47	0.00
12:00-12:30AM	602	463	138	1	:15	89.51	715	0	0	715	:40	288.53	294	0	18.72	0.00
12:30- 1:00AM	592	462	130	0	:15	90.92	722	0	0	722	:40	290.91	274	0	18.17	0.00
1:00- 1:30AM	535	406	129	0	:15	80.65	709	0	0	709	:42	297.09	176	0	16.56	0.00
1:30- 2:00AM	509	385	124	0	:16	81.28	719	0	0	719	:43	306.03	144	0	24.00	0.00
2:00- 2:30AM	558	424	134	0	:14	79.78	714	0	0	714	:43	306.27	138	0	21.39	0.00

Figure 3-54: Trunk Group Summary Report Example

Table 3-48 describes the report fields. The database items for the Trunk Group Summary report are stored in the `htkgrp` (interval), `dtkgrp` (daily), `wtkgrp` (weekly), and `mtkgrp` (monthly) tables.

Table 3-48: Trunk Group Summary Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week starting, Month starting	Day for which the report was run (selected in the report input window).	ROW_DATE
Trunk group	Name or number of the trunk group for which the report was requested.	syn(TKGRP)
Number of trunks	Number of trunks in the trunk group.	TRUNKS
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	syn(ACD)

Table 3-48: Trunk Group Summary Report Descriptions (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Time (for interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL
Inbound Calls Carr	Total number of inbound calls carried by this trunk group that completed during the specified time period.	sum(INCALLS)
Inbound Calls Ans	Total number of inbound split/skill or direct agent calls answered by agents that completed during the specified time period.	sum(ACDCALLS)
Inbound Calls Aban	Total number of inbound calls abandoned by the caller during the specified time period.	sum(ABNCALLS)
Inbound Other Calls	Number of inbound calls that were not answered as ACD calls or abandoned. This includes calls that were forced busy, disconnected, answered extension-in calls, calls outflowed off the switch, short inbound calls, and calls with unknown dispositions.	sum(OTHERCALLS)
Inbound Avg Trk Holding Time	Average trunk holding time for all incoming calls that completed during the period. This is the average length of time a typical incoming call made use of a trunk (the trunk could not be used for another call during that time).	sum(INTIME)/sum(INCALLS) <AVG_TRK_HOLD_IN_SUM>
Inbound Total CCS	Total trunk occupancy by incoming calls during the specified time period.	sum(I_INOCC) (in seconds)/100
Outbound Calls Carr	Number of outbound calls that were carried by this trunk group that completed during the specified time period.	sum(OUTCALLS)
Outbound Calls Ans	Total number of outbound calls (if you have the Outgoing Call Management application on ASAI) that were offered to one or more splits/skills and handled by an agent in one of those splits/skills.	sum(O_ACDCALLS)
Outbound Calls Aban	Number of outbound ACD calls (if you have the Outgoing Call Management application on ASAI) that abandoned at the far end.	sum(O_ABNCALLS)

Table 3-48: Trunk Group Summary Report Descriptions (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Outbound Other Calls	Number of outbound calls that were not answered or abandoned as ACD calls. This includes calls that were given a busy or disconnect by the switch, extension-out calls, short outgoing calls, and calls of unknown disposition.	sum(O_OTHERCALLS)
Outbound Avg Trk Holding Time	Average trunk holding time for outgoing calls carried by this trunk group that completed during the specified time period.	sum(OUTTIME)/ sum(OUTCALLS) <AVG_TRK_HOLD_OUT_SUM>
Outbound Total CCS	Total trunk occupancy of outgoing calls during the specified time period.	sum(I_OUTOCC) / 100
Outbound Far End Comp	Number of outbound calls that were answered at the far end (Generic 1 and <i>DEFINITY</i> ECS Generic 3 switches only).	sum(COMPLETED)
Outbound Calls Blckd	With Generic 2 and System 85 switches only, the number of outbound call attempts that were blocked because all the trunks were busy.	sum(BLOCKAGE)
% Time All Trunks Busy	Percentage of time that all trunks were busy during the specified time period.	For interval 100*sum(ALLINUSETIME) / sum(INTRVL*60) For daily: <PERCENT_AL_BSY_SUM_D> For weekly: <PERCENT_AL_BSY_SUM_W> For monthly: <PERCENT_AL_BSY_SUM_M>
% Time Maint Busy	Percentage of time that trunks were out of service for maintenance during the specified time period.	for interval: 100*sum(MBUSYTIME) / (avg(INTRVL*60)*sum(TRUNKS)) For daily: <PERCENT_MBUSY_SUM_D> For weekly: <PERCENT_MBUSY_SUM_W> For monthly: <PERCENT_MBUSY_SUM_M>

Busy Hour by Trunk Group Report

The Busy Hour by Trunk Group report displays the busiest hour of the day for each trunk group you select. The busiest hour is calculated as a set of contiguous intervals that make up an hour (one 60-minute interval, two 30-minute intervals, or four 15-minute intervals) in which the total holding time for the trunks in the trunk group was the maximum for the day.

Things to Know About This Report

- The Busy Hour Trunk Group report is available in daily format only.
- The busiest hour is calculated as a set of contiguous intervals that make up an hour (one 60 minute interval, two 30 minute intervals, or four 15 minute intervals) in which the total holding time for the trunks in the trunk group was the maximum for the day.
- You cannot customize this report.

Busy Hour by Trunk Group Report Input Window

The Busy Hour by Trunk Group Input window requires you to complete the same fields as you do in the Trunk Group Summary daily report input window. Figure 3-55 shows an example of the Busy Hour by Trunk Group report input window.

```
Rpts: Hist: Trunk/Trunk Group: Busy Hour In att 8200 maplewood
Trunk Groups: 12
Date: -3
Run

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
```

Figure 3-55: Busy Hour by Trunk Group Report Input Window

Table 3-47 describes the fields on the input windows.

Table 3-49: Trunk Group Summary and Busy Hour Reports Input Fields

Field	Definition
Trunk group: (daily, weekly, and monthly)	Enter the appropriate trunk group name or number. See on-line help for the valid numerical entries for your particular switch.
Date: (interval)	Enter the date you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday).
Dates: (daily, weekly, monthly)	Enter the date(s) for the day(s) or the start date(s) for the week(s) or the month(s) you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - You can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-49: Trunk Group Summary and Busy Hour Reports Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or the <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Busy Hour by Trunk Group Report Example

Figure 3-56 provides an example of the Busy Hour by Trunk Group daily report.

Busy Hour by Trunk Group										
Date: 10/15/96				Printed: 10/16/96 11:16 AM				ACD: Bison35vpe		
Trunk Group	Busy Hour	Avg Trk Holding Time	Calls Carried	Inbound Calls Carried	Outbound Calls Carried	ACD Calls Answered	Calls Other Aban	Calls	% Time All Trunks Busy	% Occ
trkgroup102	1:00PM	:00:35	2219	926	1293	524	401	1294	30.08	94.68

Figure 3-56: Busy Hour by Trunk Group Report Example

Table 3-50 describes the report fields. The database items for the Busy Hour by Trunk Group report are stored in the `dtkgrp` (daily) table.

Table 3-50: Busy Hour by Trunk Group Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the trunk group.	syn(ACD)
Trunk group	Trunk group name or number for which the report was requested.	syn(TKGRP)
Busy Hour	Start time of the hour in which the trunk group was the busiest.	BH_STARTTIME
Avg Trk Holding Time	Average holding time for all incoming and outgoing calls in the trunk group that completed during the busy hour.	$(BH\_INTIME+BH\_OUTTIME)/$ $(BH\_INCALLS+BH\_OUTCALLS)$
Calls Carried	Total number of all incoming and outgoing calls carried by this trunk group that completed during the busy hour.	BH_INCALLS+BH_OUTCALLS
Inbound Calls Carried	Total number of all incoming calls carried by this trunk group that completed during the busy hour.	BH_INCALLS
Outbound Calls Carried	Total number of all outgoing calls carried by this trunk group that completed during the busy hour.	BH_OUTCALLS
ACD Calls Answered	Total number of all ACD calls carried by this trunk group and answered by an agent that completed during the busy hour.	BH_ACDCALLS + BH_OACDCALLS

Table 3-50: Busy Hour by Trunk Group Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Aban	Total number of all calls abandoned by callers on this trunk group during the busy hour. With vectoring, this includes calls that were abandoned from vector processing. With Generic 2.2 and Generic 3 switches, this includes all calls carried by the trunk group that were abandoned, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill.	BH_ABNCALLS + BH_OABNCALLS
Other Calls	Number of calls that received a busy signal, calls disconnected, extension calls, short calls, and calls of unknown disposition.	BH_OTHERCALLS + BH_OOTHERCALLS
% Time All Trunks Busy	Percentage of time during the hour that all trunks were busy.	BH_ALLINUSETIME/36
% Occ	Percentage of time during the hour that trunks were occupied by incoming and outgoing calls.	(BH_INTIME + BH_OUTTIME)/36

Graph Reports

Historical Graph reports allow you to see selected reports in a bar-graph form. These reports display historical call-handling information such as number of calls waiting, how long callers waited before the call was answered, and the percent within service level. Graph reports can be displayed on color or monochrome terminals. Figure 3-57 is an example of the Graph menu. The reports are explained in the same order as listed on the menu.

Historical Reports

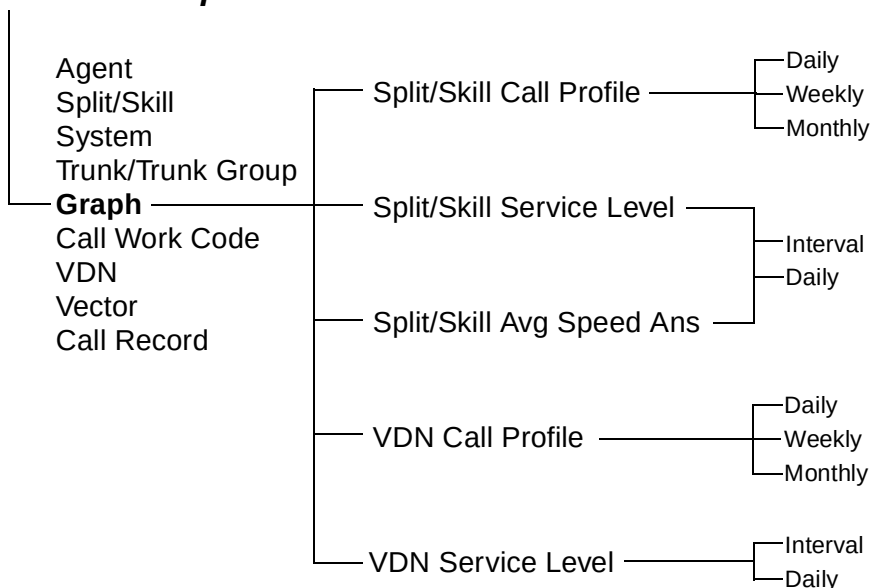


Figure 3-57: Historical Graph Reports Menu

Things to Know About This Report

- You must have purchased the separate Graphics package for *CentreVu* CMS to use these reports.
- Graph reports are designed to work on character terminals only.
- If you are using a color terminal, you can change the colors of the graph by selecting the **Options** menu item from the **Commands** Screen-Labeled Keys. See “User Basics,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document to learn how to change window colors.
- Bar graphs use standard Dictionary calculations.
- When the value of the data that is displayed on a bar is greater than the maximum value given for that bar, three asterisks (***) are displayed on the top line of the bar.
- When bar graphs are printed, periods (...) are used to represent a bar. Once the first threshold is met, the bar is printed using the plus (+) sign. When the second threshold is met, the bar is printed using the pound (#) sign.
- If your thresholds and maximums do not change on a day-to-day basis, you can enter the input parameters once and save them as your default values. See “User Basics,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document to learn how to save entries as defaults.

How the Bars are Displayed

The outline and appearance of the bars on the Graph reports is based on whether the data is classified as Normal, Caution, or Warning. Table 3-51 shows the outline and appearance combinations.

Table 3-51: Graph Report Bar Appearance

Threshold	Outline of Bar	Monochrome Terminal	Color Terminal	Default Colors
Normal	Periods (...)	Dim reverse video	First color choice	Green
Caution (First threshold)	Plus (+) signs	Bold reverse video	Second color choice	Yellow
Warning (Second threshold)	Pound (#) signs	Blink reverse video	Third color choice	Red

Graph Terminology

The following terms are used consistently in the Graph reports. They are included to help you understand and use the Graph reports.

First threshold	The lower limit you enter for a particular condition in the report. The bar(s) change appearance when the defined limit is met. You are telling the system that when this limit is met, you want to be notified that a possible Caution condition exists.
Second threshold	The upper limit you enter for a particular condition in the report. When this defined limit is met, the bar(s) change appearance. You are telling the system that when this second limit is met, you want to be notified that a possible Warning condition exists.
Normal condition	The bars in the graph are within your acceptable limits.
Caution condition	The bars in the graph have changed to one of the following: • The color or intensity indicating that the data being displayed met your defined first threshold limit • The bars have changed from the Warning condition back to the Caution condition.
Warning condition	The bars in the graph have changed color or intensity indicating that the data being displayed met your defined second threshold limit.

Graph Menu Example

Figure 3-58 is an example of a Graph menu.

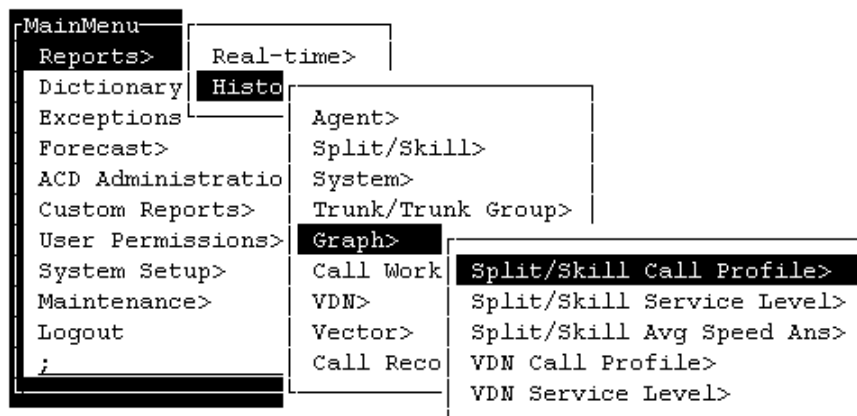


Figure 3-58: Graph Menu Example

Split/Skill Call Profile Graph

The Split/Skill Call Profile graph report is a bar graph showing the number of calls answered and abandoned in time increments that you administer. Calls are displayed in ten columns, with each column representing a progressively longer wait time. This report also displays the percentage of calls answered within your acceptable service level. See “ACD Administration—Split/Skill Call Profile Setup,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document for both the time increments and acceptable service levels.

Since this report visually shows you how long it takes for calls to be answered or abandoned, you can determine how long a caller is willing to wait for an agent before hanging up. With this information, you can determine the appropriate answering speed required to reduce abandoned calls.

Things to Know About This Report

- The number of calls are displayed in ten columns, with each column representing a progressively longer wait time.
- This report is available in daily, weekly, and monthly versions.
- This report can be customized.

Prerequisite System Administration

You must define your acceptable service level and service level increments for this split/skill in the Split/Skill Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information, see “ACD Administration—Split/Skill Call Profile Setup,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document.

Relationships to Other Subsystems

The descriptive words used in the Split/Skill Call Profile Report headings Service Intervals Changed and Acceptable Service Changed are defined in the Dictionary—Split/Skill String Values window. For more information, see “Dictionary—Split/Skill String Values,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document.

Split/Skill Call Profile Graph Input Window

Figure 3-59 provides an example of a Split/Skill Call Profile Graph daily input window. The weekly and monthly input windows are similar to the daily input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Graph: Split/Skill Call Profile: Dail att 8200 maplewood
Split/Skill: 50
Date: -3
Maximum number of calls answered: 34
First calls abandoned threshold: 15
Second calls abandoned threshold: 30

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
Run
  
```

Figure 3-59: Split/Skill Call Profile Graph Report Input Window

Table 3-52 describes the fields on the input window.

Table 3-52: Split/Skill Call Profile Graph Report Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this graph report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date:	Enter the date(s) you would like the report to cover: - Daily — enter the day(s). - Weekly — enter the start date for the week(s). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. - Monthly — enter the first day of the month(s). Use any of the following formats: - A month/day/year (for example, 3/21/96). - A minus (-) offset based on today's date (for example, -1 for yesterday).

Table 3-52: Split/Skill Call Profile Graph Report Input Fields (Contd)

Field	Description
Maximum number of calls answered:	Enter the maximum number of calls that you anticipate could be answered during any increment. • This number appears on the vertical axis of the bar graph under Answered. • The bars in this graph equal or exceed this number when they are at maximum height.
First calls abandoned threshold:	Enter the number of abandoned calls that separate the Normal condition from the Caution condition. • This number must be less than or equal to the number entered in the Second calls abandoned threshold field. • The bars in this graph change color/intensity when the first threshold is met or exceeded.
Second calls abandoned threshold:	Enter the number of abandoned calls that separate the Caution condition from the Warning condition. • This number must be greater than the number entered in the First calls abandoned threshold field. • The bars in this graph change color/intensity when the second threshold is met or exceeded.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i>^a system/<i>Solaris</i>^b system (/usr/<your login ID>) unless you specify a full path name.

a. UNIX is a registered trademark of Novell, Inc.

b. Solaris is a trademark of Sun Microsystems, Inc.

Split/Skill Call Profile Graph Report Example

Figure 3-60 provides an example of a Split/Skill Call Profile Graph Report.

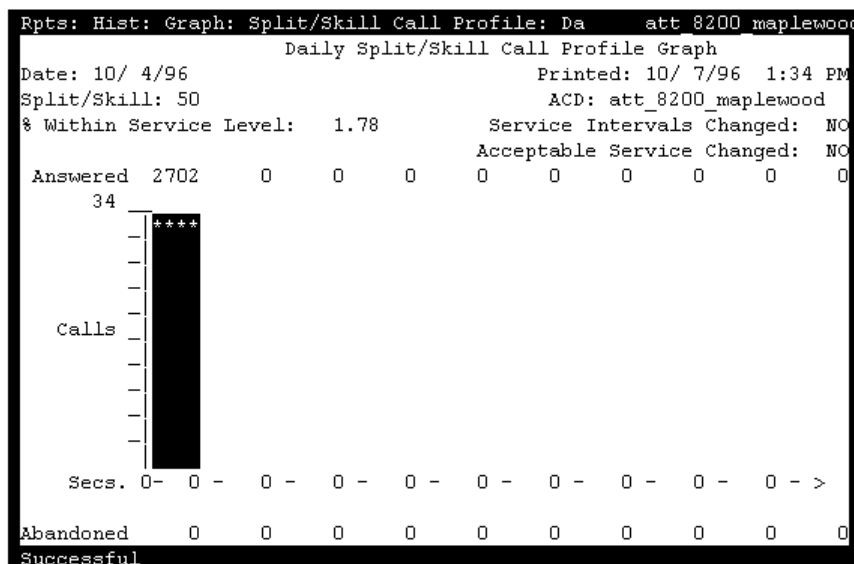


Figure 3-60: Split/Skill Call Profile Graph Report Example

Table 3-53 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Call Profile Report are stored in the `dsplit` (daily), `wsplit` (weekly), and `msplit` (monthly) tables.

Table 3-53: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, or Month Starting	The day, week, or month the report was requested to run. You can make these selections in the report input window.	ROW_DATE
Printed:	The date and time the report was sent to the printer.	No database item or calculation.
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
ACD:	The ACD name or number for which the data was collected.	syn(ACD)
% Within Service Level:	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL>

Table 3-53: Split/Skill Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Service Intervals Changed:	A YES appears if you changed your service intervals increments during the time period covered by the report. A NO appears if you have not changed your service interval increments. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	syn(PERIODCHG)
Acceptable Service Changed:	A YES appears if you changed your acceptable service level during the period covered by the report. A NO appears if you have not changed your acceptable service level. The words displayed for YES or NO represent the values defined in the Dictionary subsystem.	syn(SVCLEVELCHG)
Answered	Within each of the service level increments, the number of split/skill ACD calls that were queued to this split/skill and answered by an agent for this split/skill. This total also includes I_ACDCALLS if you have the Outgoing Call Management application of ASAI (OCM). The O_ACDCALLS is the number of ACDCALLS that were placed by an adjunct; this is also referred to as predictive dialing.	ACDCALLS1-10
Secs .	The length of each service level increment that is measured in seconds. The call profile increments are defined by you. Each interval represents a progressively longer wait time for a call in queue, and each interval can be a different length.	PERIOD1-9
Abandoned	Within each of the service level increments, the number of ACD calls that disconnected while either waiting in queue to the first split/skill queued or while ringing. This total includes calls with talk time less than the phantom abandoned call timer value, if it is set. This total also includes O_ABNCALLS if you have OCM. The O_ABNCALLS is the number of OUTCALLS that were abandoned by the far end. The calls in each increment are represented by numbers. The bars do not change in height, but do change color when an upper or lower threshold is reached.	

Split/Skill Service Level Graph Report

The Split/Skill Service Level graph report displays the percentage of split/skill ACD calls answered within your designated service level for the given time period. This report allows you to see where the split/skill has difficulty in maintaining the target service level.

Note

Activation of thresholds is reversed for the bars in this report. This means that as the percentage of calls within the service level goes down, and the bars get shorter, the bars will change to the Caution color, and then to the Warning color.

Things to Know About This Report

- Percentages for each increment or day are displayed in separate bars on the graph. Actual numbers do not display.
- The Split/Skill Service Level graph report is available in interval and daily versions.
- This report can be customized.

Prerequisite System Administration

You must define your acceptable service level and service level increments for this split/skill in the Split/Skill Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. For more information see “ACD Administration—Split/Skill Call Profile Setup,” in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document.

Split/Skill
Service Level
Graph Input
Window

Figure 3-61 provides an example of the interval Split/Skill Service Level Graph input window. You must fill in the report input window to run the report.

Rpts: Hist: Graph: Split/Skill Service Level: Intervaatt 8200 maplewood

Split/Skill: 50

Date: -23

Times: 8:00 AM - 5:00 PM

Second Service Level Percentage Threshold: 20

First Service Level Percentage Threshold: 5

Report destination (Select one):
<X> Terminal
<_> Printer, Printer name: _____
<_> File,
File name: _____

Run

Figure 3-61: Split/Skill Service Level Graph Input Window

Table 3-54 describes the fields on the input window.

Table 3-54: Split/Skill Service Level Graph Report Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this graph report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).

Table 3-54: Split/Skill Service Level Graph Report Input Fields (Contd)

Field	Description
Dates: (daily)	Enter the date(s) you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • military time (for example, 7:30-17:00).
Second Service Level Percentage Threshold:	Enter the service level percentage below which you want the graph to change from the Normal condition to the Caution condition. This threshold is the Caution condition level. • This number must be greater than the number entered in the First Service Level Percentage Threshold. • Because the bars in this report work in reverse, the Caution condition bar(s) are lower than the Normal condition bar(s). Any percentage that meets or falls below the value entered in this field indicates a Caution condition.

Table 3-54: Split/Skill Service Level Graph Report Input Fields (Contd)

Field	Description
First Service Level Percentage Threshold:	Enter the service level percentage below which you want the graph to change from the Caution condition to the Warning condition. This threshold is the Warning condition level. • This number must be less than the number entered in the Second Service Level Percentage Threshold field. • Because the bars in this report work in reverse, the Warning condition bar(s) are lower than the Caution condition bar(s). Any percentage that meets or falls below the value enter in this field indicates a Warning condition.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

Split/Skill Service Level Graph Report Example

Figure 3-62 provides an example of a Split/Skill Service Level Graph Reports.

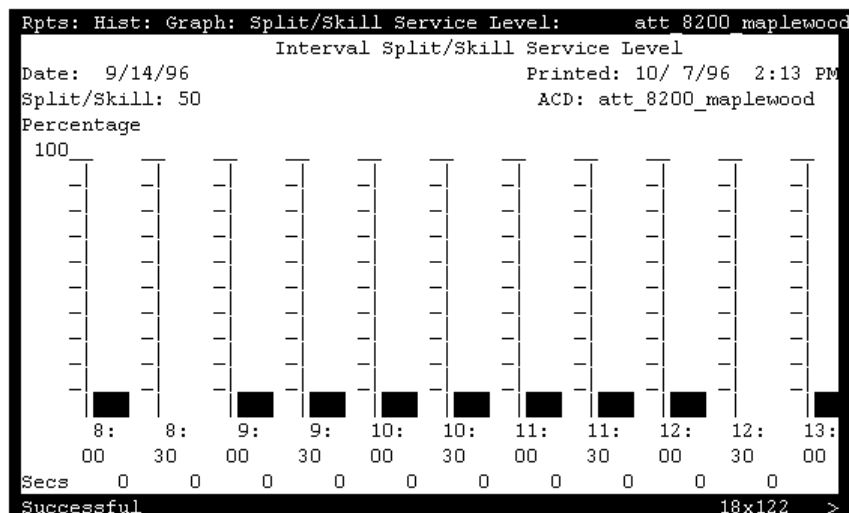


Figure 3-62: Split/Skill Service Level Graph Report Example

Table 3-55 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Service Level Graph Report are stored in the `hsplit` (interval) and `dsplit` (daily) tables.

Table 3-55: Split/Skill Service Level Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report was requested to run. You can make these selections in the report input window.	ROW_DATE
Split/Skill	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
Printed	The date and time the report was sent to the printer.	No database item or calculation.
ACD	The ACD name or number for which the data was collected.	syn(ACD)

Table 3-55: Split/Skill Service Level Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Percentage	The percentage of split/skill ACD calls that were queued to this split/skill and answered within your administered service level. Within each of the service level increments the percentage is shown as a bar on the graph.	100*(ACCEPTABLE/ CALLSOFFERED) <PERCENT_SERV_LVL_SPL >
Secs	The acceptable amount of time measured in seconds that calls must be answered.	SERVICELEVEL

Split/Skill Average Speed of Answer Graph Report

The Split/Skill Average Speed of Answer graph report shows the average speed of answer for split/skill ACD calls during the time period covered by the report. You can see where the split/skill has difficulty in maintaining the appropriate speed of answer.

Things to Know About This Report

- The number of seconds that calls wait for each interval or day are displayed in separate bars on the graph.
- The Split/Skill Avg Speed of Answer graph report is available in interval and daily formats.
- This report can be customized.

Split/Skill Average Speed of Answer Input Window

Figure 3-63 provides an example of the interval and daily Split/Skill Average Speed of Answer Graph input windows. You must fill in the report input window to run the report.

```

Rpts: Hist: Graph: Split/Skill Avg Speed Answer: Interv    att 8200 maplewood
Split/Skill: 50
Date: -3
Times: 8:00 AM - 5:00 PM
Maximum average speed of answer (secs): 15
First avg answer speed threshold: 15
Second avg answer speed threshold: 20

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
Run
  
```

Figure 3-63: Split/Skill Avg Speed of Answer Input Window

Table 3-56 describes the fields on the input window.

Table 3-56: Split/Skill Avg. Speed of Answer Graph Report Input Fields

Field	Description
Split/Skill:	Enter the appropriate split/skill name or number that you want to view in this graph report. Any name(s) you want to appear on the report must have been previously defined and entered in the Dictionary subsystem.
Date: (interval)	Enter the date you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday).
Dates: (daily)	Enter the date(s) you would like the report to cover. Use any of the following formats: • A month/day/year (for example, 3/21/96). • A minus (-) offset based on today's date (for example, -1 for yesterday). • A semicolon (;) to separate individual data entry items (for example, 3/21/96;3/23/96;3/25/96) • A hyphen (-) to designate a range of dates (for example, 3/21/96-3/25/96). For the weekly and monthly versions, the report includes any weeks or months that begin in the range.
Times: (interval)	Enter the time you would like the report to cover. Use any of the following formats: • AM/PM (for example, 7:30AM-5:00PM) • military time (for example, 7:30-17:00).
Maximum average speed of answer (secs):	Enter (in seconds) the maximum average speed of answer for ACD calls in this split/skill. • The bars in the graph equal or exceed this number when they are at maximum height.

Table 3-56: Split/Skill Avg. Speed of Answer Graph Report Input Fields (Contd)

Field	Description
First avg answer speed threshold:	Enter the number of seconds that separate the average speed of answer Normal condition from the Caution condition. • This number must be less than the number entered in the Second avg answer speed threshold. • The bars in the graph change color or intensity when this first threshold is met or exceeded.
Second avg answer speed threshold:	Enter the number of seconds that separate the average speed of answer Caution condition from the Warning condition. • This number must be greater than the number entered in the First avg answer speed threshold. • The bars in the graph change color/intensity when this second threshold is met or exceeded.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

Split/Skill
Average Speed
of Answer
Graph Report
Example

Figure 3-64 provides an example of a Split/Skill Average Speed of Answer Graph Report.

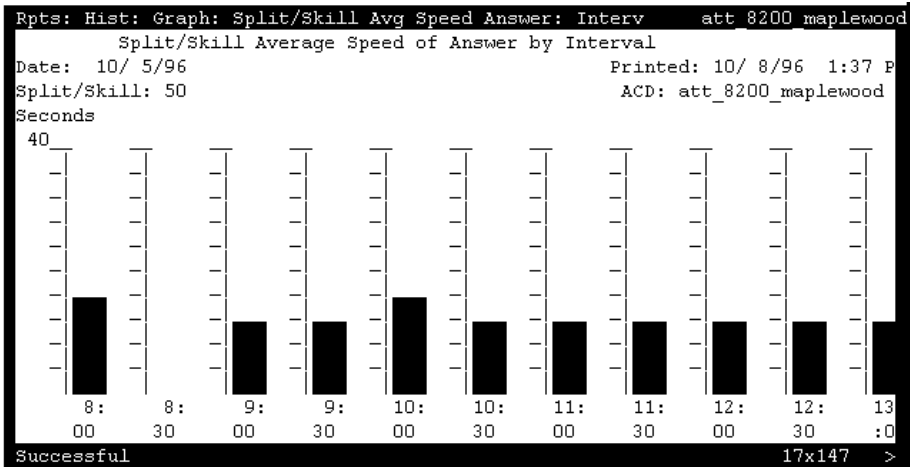


Figure 3-64: Split/Skill Average Speed of Answer Graph Report Example

Table 3-57 describes the report fields for the time period covered by the report. The database items used for the Split/Skill Average Speed of Answer Graph Report are stored in the `hsplit` (interval) and `dsplit` (daily) tables.

Table 3-57: Split/Skill Average Speed of Answer Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date:	The day for which the report was requested to run. You can make these selections in the report input window.	ROW_DATE
Printed:	The date and time the report was sent to the printer.	No database item or calculation.
Split/Skill:	The name or number of the split/skill that is selected for this report. You can make these selections in the report input window.	syn(SPLIT)
ACD:	The ACD name or number for which the data was collected.	syn(ACD)

VDN Call Profile Graph Report

The VDN Call Profile graph report displays the number of VDN-processed calls completed during the reporting period that were either answered/connected or abandoned within administered increments of time. Each of the ten bars represents a progressively longer wait time. For example, the first bar shows calls answered/connected in less than or equal to PERIOD1 seconds, the second bar shows calls answered/connected in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.

The VDN Call Profile Graph report also displays the acceptable service level administered for the VDN and the percentage of calls completed during the reporting period that were answered or connected within that service level.

Things to Know About This Report

- This report is only available if the *CentreVu* CMS Vectoring feature and Graphics package have been purchased and authorized for you to use.
- The bars representing answered or connected calls vary in height according to the number of those calls. The bars representing numbers of abandoned calls vary in color or intensity depending on how they compare to the upper and lower thresholds you set for abandoned calls.
- An answered VDN call is an ACD call answered by a measured agent. A VDN connected call is any call processed by the VDN that is a non-ACD answered call; for example, a call routed to an attendant while being processed by a VDN.
- The VDN Call Profile graph report is available in daily, weekly, and monthly formats.
- These reports can be customized.

Prerequisite System Administration

You must first define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, then zero (0) is used for all increments, and all calls appear in the first increment. For more information, see the “ACD Administration” chapter of the *CMS R3V5 Administration* (585-215-820) document.

VDN Call
Profile Graph
Input Window

Figure 3-65 provides an example of the VDN Call Profile Graph input window. You must complete the report input window to run the report.

Rpts: Hist: Graph: VDN Call Profile: Daily I

BullG3V5pe

VDN:

Run

Date:

Maximum number of calls ans/conn:

First calls abandoned threshold:

Second calls abandoned threshold:

Report destination (Select one):

<x> Terminal

<_> Printer, Printer name:

<_> File,
File name:

Figure 3-65: VDN Call Profile Graph Report Input Window

Table 3-58 describes the fields on the input window.

Table 3-58: VDN Call Profile Graph Report Input Fields

Field	Definition
VDN :	Enter the name or number of the VDN that you want to view in this graph.
Date :	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today's date (for example, -1 for yesterday). - This report only accepts a single date, even for weekly and monthly versions, so you cannot use semicolons separators or enter hyphenated ranges. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-58: VDN Call Profile Graph Report Input Fields (Contd)

Field	Definition
Maximum number of calls ans/conn:	Enter the maximum number of calls that you anticipate could be answered during any increment. • This number appears on the vertical axis of the bar graph under Ans/Conn. • The bars in this graph equal or exceed this number when they are at maximum height.
First calls abandoned threshold:	Enter the number of abandoned calls that separates the Normal condition from the Caution condition. • This number must be less than the number entered in the Second calls abandoned threshold field. • The bars in this graph change color/intensity when the first threshold is met or exceeded.
Second calls abandoned threshold:	Enter the number of abandoned calls that separates the Caution condition from the Warning condition. • This number must be greater than the number entered in the First calls abandoned threshold field. • The bars in this graph change color/intensity when the second threshold is met or exceeded.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

VDN Call
Profile Graph
Example

Figure 3-66 provides an example of a VDN Call Profile Graph Report. The database items used for the VDN Call Profile Graph Report are stored in the dvdn (daily), wvdn (weekly), and mvdn (monthly) tables.

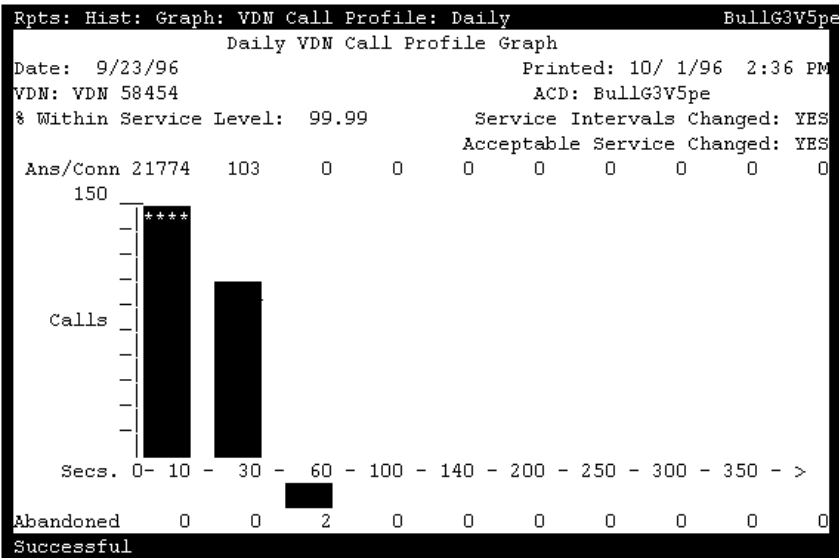


Figure 3-66: VDN Call Profile Graph Report Example

Table 3-59 describes the report fields for the VDN Call Profile Graph Report.

Table 3-59: VDN Call Profile Graph Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	The day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
VDN	The number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
% Within Service Level	The percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window).	100*(sum(ACCEPTABLE)/sum(INCALLS)) <PERCENT_SERV_LVL_VDN>
Printed	The day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.

Table 3-59: VDN Call Profile Graph Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
ACD	The ACD that contains the associated VDN in the report.	syn(ACD)
Service Intervals Changed	A YES appears if you changed your service intervals increments during the period covered by the report. Otherwise, NO appears.	syn(PERIODCHG)
Acceptable Service Changed	A YES appears if you changed the service level considered acceptable during the period covered by the report. Otherwise, NO appears.	syn(SVCLEVELCHG)
Ans/Conn	The number of calls that, while being processed by this VDN, were answered by an agent or were connected to a non-ACD destination within each of the service level increments. This includes direct agent calls. With Generic 3 switches, <i>connected</i> means calls that were answered at a non-ACD destination. With Generic 2 and System 85 switches, <i>connected</i> means calls that rang at a non-ACD destination.	sum(ANSCONNCALLS1), sum(ANSCONNCALLS2) through sum (ANSCONNCALLS10)
Secs.	The lower and upper limit in seconds of each service level increment as defined in the VDN Call Profile Setup window. These increments represent progressively longer wait time segments in which calls may be answered or abandoned.	PERIOD1-9
Abandoned	The number of incoming calls to the ACD that, while connected to this VDN, were abandoned from vector processing, from queue, or from ringing within each of the service level increments. Calls in each increment are represented by numbers. Bars do not change in height, but they do change color when an upper or lower threshold is reached.	sum(ABNCALLS1), sum(ABNCALLS2 through sum(ABNCALLS10)

VDN Service Level Graph Report

The VDN Service Level graph report displays the percentage of calls completed during the reporting period that were answered or connected within the acceptable service level administered for the VDN. This report displays data for each intrahour interval specified or for the day specified.

Things to Know About This Report

- This report is only available if the *CentreVu* CMS Vectoring feature and Graphics package have been purchased and authorized for you to use.
- Percentages are represented only as bars on a graph. Actual numbers do not appear.
- The VDN Service Level graph report is available in interval and daily formats.
- These reports can be customized.

Prerequisite System Administration

You must first define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. For more information, see the "ACD Administration" chapter of the *CMS R3V5 Administration* (585-215-820) document.

VDN Service Level Graph Input Window

Figure 3-67 provides an example of the VDN Service Level Graph input window. You must complete the report input window to run the report.

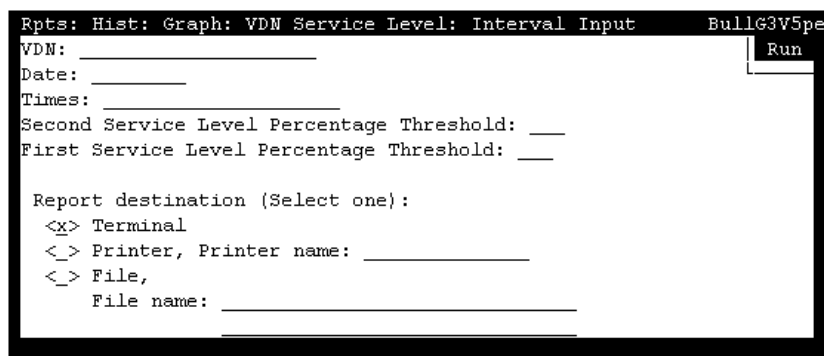


Figure 3-67: VDN Service Level Graph Report Input Window

Table 3-60 describes the fields on the report input window.

Table 3-60: VDN Service Level Graph Report Input Fields

Field	Definition
VDN:	Enter the name or number of the VDN that you want to view in this graph.
Date:	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - For daily reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95).
Times: (interval)	Enter the period of time you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Second Service Level Percentage Threshold:	Enter the service level percentage below which you want the graph to change from the Normal condition to the Caution condition. This threshold is actually the Caution condition level. - This number must be greater than the number entered in the First Service Level Percentage Threshold. - The Caution condition bar(s) are lower than the Normal condition bar(s) because lower percentages within service level are worse. (Note that other Caution conditions are usually higher than Normal.) Any percentage that meets or falls below the value entered in this field indicates a Caution condition.

Table 3-60: VDN Service Level Graph Report Input Fields (Contd)

Field	Definition
First Service Level Percentage Threshold:	Enter the service level percentage below which you want the graph to change from the Caution condition to the Warning condition. This threshold is actually the Warning condition level. • This number must be less than the number entered in the Second Service Level Percentage Threshold field. • The Warning condition bar(s) are lower than the Caution condition bar(s) because lower percentages within service level are worse. (Note that other Warning conditions are usually higher than Caution.) Any percentage that meets or falls below the value enter in this field indicates a Warning condition.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name, and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

VDN Service Level Graph Example

Figure 3-68 provides an example of a VDN Service Level Graph Report. The database items used for the VDN Service Level Graph Report are stored in the hvdn (interval) and dvdn (daily) tables.

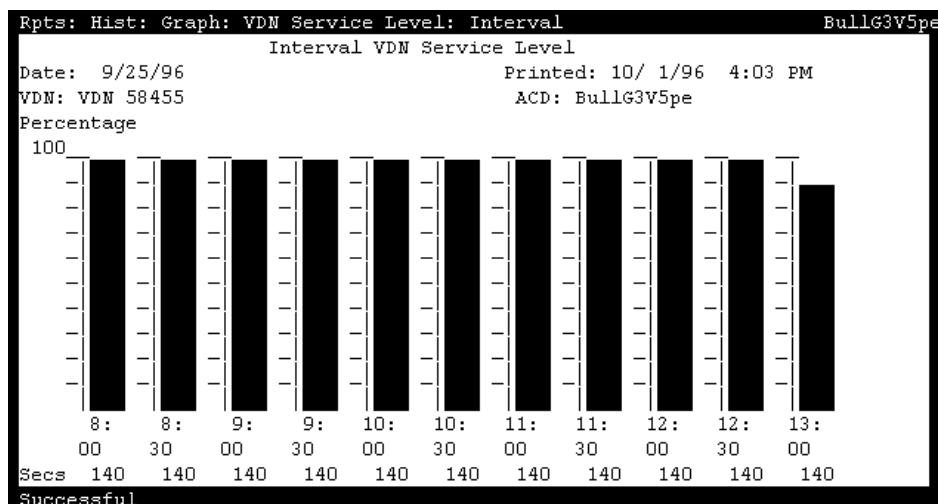


Figure 3-68: VDN Service Level Graph Report Example

Table 3-61 describes the report fields for the VDN Service Level Graph Report.

Table 3-61: VDN Service Level Report Graph Description

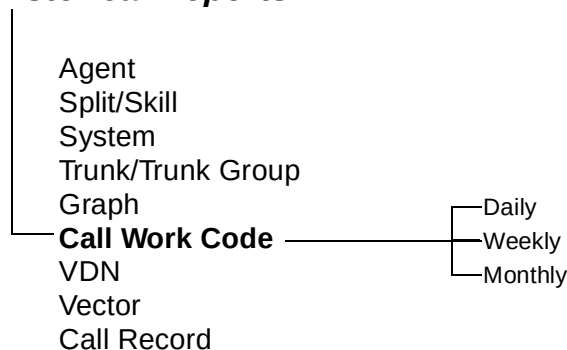
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	For interval reports only, the day the report was requested to run. You can make these selections in the report input window.	ROW_DATE
VDN	The number or name of the VDN for which the report was requested to show data. You can select the VDN in the report input window.	syn(VDN)
Printed	The day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	The ACD sending calls to the VDN. This ACD is always the current ACD.	syn(ACD)

Table 3-61: VDN Service Level Report Graph Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Percentage (Within Service Level)	The percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level, which is specified in the VDN Call Profile Setup window. Data is for each specified intrahour interval or day which is selected in the report input window.	$100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$ <PERCENT_SERV_LVL_VDN>
Secs	The administered service level during the time periods covered by this report. This is the number of seconds within which calls must have been answered or connected to be considered acceptable (within service level) for this VDN.	SERVICELEVEL
Times (For interval reports only)	The intrahour intervals for which Percent Within Service Level is measured.	STARTTIME
Dates	For daily reports only, the dates for which Percent Within Service Level is measured.	ROW_DATE

Call Work Code

Historical Reports



Use this report to track certain call activities of your call center, such as special sale items, complaints, or how many times a customer made a purchase based on a special sales campaign. Agents enter a specific call work code that is associated with a particular call activity when the activity occurs. Those entries are tracked on this report.

To produce data in this report, you must have a Generic 2.2 switch or the Call Work Codes feature on a Generic 3 switch.

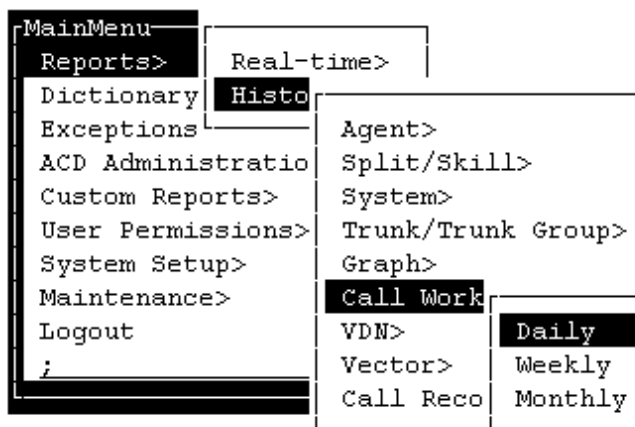


Figure 3-69: Call Work Code Reports Menu

Things to Know About This Report

- The Call Work Code report is available in daily, weekly, and monthly formats.
 - Call Work Codes can only be nine or fewer digits if you want to assign names to them in the Dictionary.
 - This report can be customized.
-

Prerequisite System Administration

If you wish to use this report, you must do the following:

- Allocate the number of call work codes to be saved by *CentreVu* CMS in the System Setup—Data Storage Allocation window. See the “System Setup” chapter in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document for more information.
- Identify and specify where you want to store call work code data in the System Setup—Free Space Allocation window. See the “System Setup” chapter in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document for more information.
- Assign the call work codes for which *CentreVu* CMS collects data in the ACD Administration—Call Work Codes window. See the “ACD Administration” chapter in the *CentreVu™ CMS R3V5 Administration* (585-215-820) document for more information.

Call Work Codes Report Input Window

Figure 3-70 shows an example of the Call Work Code Daily Input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Call Work Code: Daily Input          g3v4 noeas
Call work code(s): _____ Run
Date: _____

Report destination (Select one):
<X> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
  
```

Figure 3-70: Call Work Code Report Input Window

Table 3-62 describes the fields on the input window.

Table 3-62: Call Work Code Report Input Fields

Field	Definition
Call work code(s):	Enter the call work code name(s) or number(s) that you want to view in this report.
Date:	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-62: Call Work Code Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name and then press Return. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system (/usr/<your login ID>) or the <i>Solaris</i> system (/export/home/<your login ID>) unless you specify a full path name.

Call Work Code Report Example

Figure 3-71 provides an example of a Call Work Code report.

```

                                Daily Call Work Code Report
Date: 10/15/96                                Printed: 10/16/96 11:17 AM
                                              ACD: Bison35vpe

Call Work Code   Call Work Code Name   ACD   Total   Total   Avg   Avg
              Call Work Code Name   Calls Talk   After   Talk   After
              Call Work Code Name   Calls Time   Call   Time   Call
-----
Totals:                                xxxx hh:mm:ss hh:mm:ss mm:ss mm:ss
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx hh:mm:ss hh:mm:ss mm:ss mm:ss
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx hh:mm:ss hh:mm:ss mm:ss mm:ss
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx hh:mm:ss hh:mm:ss mm:ss mm:ss

```

Figure 3-71: Call Work Code Report Example

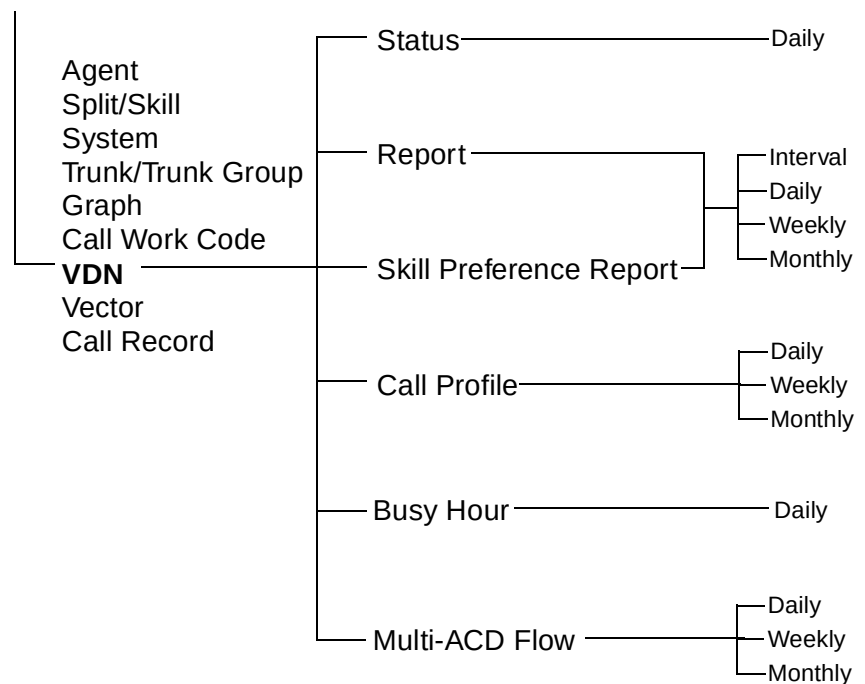
Table 3-63 describes the report fields. The database items for the Call Work Code reports are stored in the `dcwc` (daily), `wcwc` (weekly), and `mcwc` (monthly) tables.

Table 3-63: Call Work Code Report Descriptions

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	The day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Date and time the report was sent to the printer.	No database item or calculation.
ACD	ACD name or number associated with the call work code(s).	syn(ACD)
Call Work Code	Call work code number.	CWC
Call Work Code Name	Name associated with the call work code number.	syn(CWC)
ACD Calls	Number of times the call work code was entered while agents were on ACD calls or in ACW associated with an ACD call.	ACDCALLS
Total Talk Time	Total talk time associated with ACDCALLS that have this call work code.	ACDTIME
Total After Call	Total after call work time associated with ACDCALLS with this call work code.	ACWTIME
Avg Talk Time	Average talk time associated with the call work code.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME>
Avg After Call	Average after call work time associated with the call work code.	ACWTIME/ACDCALLS <AVG_ACW_TIME>

VDN Reports

Historical Reports



The VDN reports give you the following specific information about VDNs and vectors:

- A summary of incoming ACD call-handling performance for a specified VDN
- Specific call data for a single VDN
- The number of calls answered by a measured agent or calls connected to a non-ACD destination (like an attendant) and the abandoned calls that were processed by a VDN in a selected time period
- For the busiest hour in a selected day, call-handling data for selected VDNs
- Call-handling data for several VDNs and ACDs.

The VDN reports are organized in the same order as shown on the Historical VDN Report menu (see Figure 3-72).

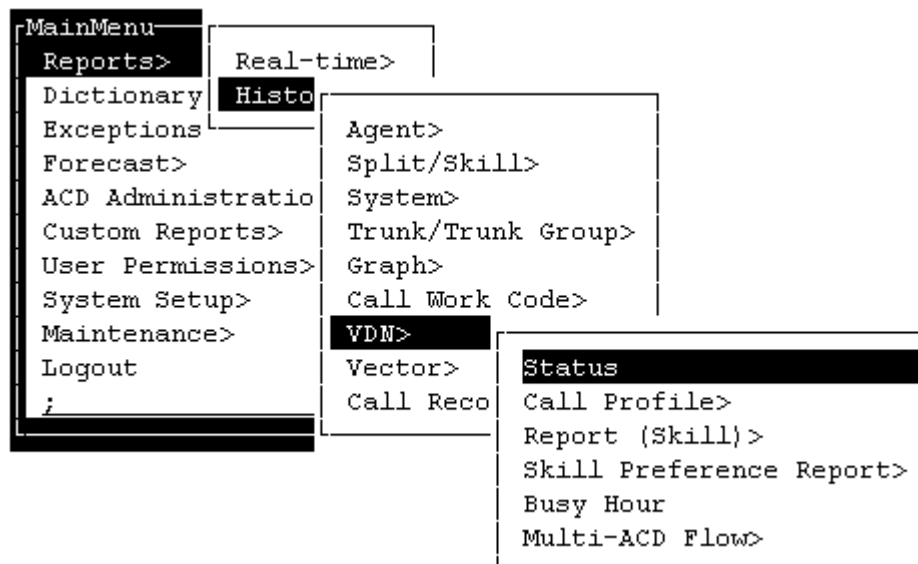


Figure 3-72: Historical VDN Report Menu

VDN Status Report

The VDN Status report displays, for the specified VDN and date, a summary of incoming ACD call-handling performance. The information includes the percentage of calls answered/connected within your set service level, the total number of calls connected to a non-ACD destination, the total number of abandoned calls, the average speed of answer, and the average time to abandon for the VDN.

The VDN Status report, which provides data for one day only, uses intrahour interval data summed up to the last interval in the day. If you run the report on your terminal for the current day, the report shows a daily total up to the last intrahour interval. If you leave the report on your terminal, *CentreVu* CMS updates the data in the report automatically as each new intrahour interval is archived.

Note

This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Things to Know About This Report

- The Average Time to Abandon is based on all calls that were abandoned during vector processing or ringing, including calls that abandoned after a “goto vector” step.
- Other calls may be carried by the VDN but not displayed in this report. For example, calls that are disconnected or given a forced busy are not included.
- ACD Calls contains only calls that queued to splits/skills or direct agents and were answered by agents. It does not include calls that received forced busy or disconnect treatment or that were not routed to a split/skill or direct agent destination.
- The database items used in the VDN Status report are stored in the hvdn table.
- You cannot customize this report.

VDN Status Input Window

Figure 3-73 provides an example of a VDN Status input window.

```

Rpts: Hist: VDN: Status Input      att 8200 maplewood
VDN: _____
Date: _____
Report destination (Select one):
<x> Terminal
<> Printer, Printer name: _____
<> File,
    File name: _____
Run
  
```

Figure 3-73: VDN Status Report Input Window

Table 3-64 describes the input fields on historical VDN Status report input windows.

Table 3-64: VDN Status Report Input Fields

Field	Definition
VDN:	Enter the name or number of the VDN you want to include in the report.
Date:	Enter the date for the day you would like the report to cover. You can use the month/day/year (for example, 3/21/95). You can use a "-" offset based on today's date (for example, -1 for yesterday).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. Terminal is the default destination. If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x . If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/ <i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

VDN Status Report Examples

Figure 3-74 provides an example of a VDN Status report.

```

VDN Status
Date: 10/15/96      Printed: 10/16/96 11:18 AM
VDN: billing_VDN   ACD: Bison35vpe

% Within Service Level: 48.12
ACD Calls Answered:    4735  Avg Speed of Answer:    :03
Other Calls Connected: 0     Avg Time to Connect:
Abandoned Calls:      5106  Avg Time to Abandon:    :40

```

Figure 3-74: VDN Status Report Example

Table 3-65 describes the report fields. The database items used for the VDN Status report are stored in the dvdn (daily) table.

Table 3-65: VDN Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of the VDN for which the report shows data (selected in the report input window)	syn(VDN)
ACD	ACD name or number for which the report was run.	syn(ACD)
% Within Service Level	Percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile window).	100*(sum(ACCEPTABLE)/ sum(INCALLS)) <PERCENT_SERV_LVL_VDN>
ACD Calls Answered	Number of ACD calls completed during the reporting period that were answered by an agent in a split/skill or as a direct agent call (while being carried by the VDN).	ACDCALLS
Avg Speed of Answer	Average time, in minutes and seconds, that split/skill and direct agent ACD calls waited before an agent answered.	sum(ANSTIME)/sum(ACDCALLS) <AVG_ANSWER_SPEED_SUM>

Table 3-65: VDN Status Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Other Calls Connected	Number of calls that were connected to a non-ACD destination (while being carried by the VDN). With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches connected means calls <i>answered</i> at a non-ACD destination. With Generic 2 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	CONNECTCALLS
Avg Time to Connect	Average time, in minutes and seconds, that calls waited before connecting to a non-ACD destination. <i>CentreVu</i> CMS tracks time starting from the moment a call reaches the VDN and ending the moment the call connects to the destination. With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	sum(CONNECTTIME)/ sum(CONNECTCALLS) <AVG_CONNECT_TIME_SUM>
Abandoned Calls	Number of calls that hung up while being carried by this VDN.	ABNCALLS
Avg Time to Abandon	Average time, in minutes and seconds, that calls waited before abandoning.	sum(ABNTIME)/sum(ABNCALLS) <AVG_ABANDON_TIME_SUM>

VDN Call Profile Report

The VDN Call Profile report displays the numbers of answered/ connected and abandoned calls within each of the administered service level increments for the VDN. The VDN Call Profile report also displays the acceptable service level administered for the VDN and the percentage of calls completed during the reporting period that were answered/connected within that service level.

Because this report shows you how long it takes for calls to be answered or abandoned, you can determine how long callers are willing to wait for agents before hanging up. With this information, you can determine the answering speed required to reduce the number of abandoned calls.

Note

This menu item is available only if the *CentreVu* CMS Vectoring feature has been purchased and authorized for you to use.

Things to Know About This Report

- The database items used in the VDN Call Profile report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- Each of the ten columns represents a progressively longer wait time. For example, the first column shows calls answered/connected in less than or equal to PERIOD1 seconds, the second bar shows calls answered/connected in less than or equal to PERIOD2 seconds, but greater than PERIOD1 seconds, and so on.
- The VDN Call Profile report displays in daily, weekly, or monthly formats.
- These reports can be customized.

The following types of calls are **not** displayed in the VDN Call Profile report:

- Calls receiving a forced busy
- Calls receiving a forced disconnect
- Calls that outflow (for example, route to another VDN).

Prerequisite System Administration

- You must define your acceptable service level and service level increments for this VDN in the VDN Call Profile Setup window. If you do not define your service level and increments, zero (0) is used for all increments, and all calls appear in the first increment. See the “ACD Administration” chapter of the *CMS R3V5 Administration* (585-215-820) document for more information.

VDN Call Profile
Input Window

Figure 3-75 provides an example of the VDN Call Profile input window.

Rpts: Hist: VDN: Call Profile: Daily Input

BullG3V5pe

VDN:

Date:

Report destination (Select one):

<x> Terminal
<_> Printer, Printer name:
<_> File,
File name:

Run

Figure 3-75: VDN Call Profile Report Input Window

Table 3-66 describes the input fields on historical VDN Call Profile report input windows.

Table 3-66: VDN Call Profile Report Input Fields

Field	Definition
VDN :	Enter the name or number of the VDN you want to include in the report.
Date :	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a “-” offset based on today’s date (for example, -1 for yesterday). - For daily, weekly, and monthly reports, you must enter only a single date. You cannot use semicolon separators or enter hyphenated ranges for this report. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.

Table 3-66: VDN Call Profile Report Input Fields (Contd)

Field	Definition
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. Terminal is the default destination. If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

VDN Call Profile Example

Figure 3-76 provides an example of a VDN Call Profile report.

```

Daily VDN Call Profile
Date: 10/15/96          Printed: 10/16/96 11:20 AM
VDN: billing_VDN       ACD: Bison35vpe
x Within Service Level: 48.12   Service Intervals Changed: NO
                               Acceptable Service Changed: NO

Secs.    0- 12 - 190 - 300 - 387 - 457 - 567 - 612 - 740 - 810 - >
Ans/Conn 4645   90    0    0    0    0    0    0    0    0
Aban     611 4495   0    0    0    0    0    0    0    0

Total Calls Ans/Conn      4735      Total Calls Abandoned      5106
Average Speed of Ans/Conn :03      Average Time to Abandon   :40
Percentage Ans/Conn      48.12      Percentage Abandoned     51.88

```

Figure 3-76: VDN Call Profile Report Example

Table 3-67 describes the report fields. The database items used for the VDN Call Profile report are stored in the *dvdn* (daily), *wvvn* (weekly), and *mvvn* (monthly) tables.

Table 3-67: VDN Call Profile Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
ACD	ACD name or number for which the report was run.	syn(ACD)
% Within Service Level	Percentage of incoming calls to the VDN that were answered by a measured agent or connected to a non-ACD destination within the service level (as specified in the VDN Call Profile Setup window).	100*(sum(ACCEPTABLE)/ sum(INCALLS)) <PERCENT_SERV_LVL_VDN>
Service Intervals Changed	Indication (YES/NO) as to whether the call profile increments (in the VDN Call Profile window) were changed within the time frame of the report.	syn(PERIODCHG)
Acceptable Service Changed	Indication (YES/NO) as to whether the acceptable service level (in the VDN Call Profile Setup window) was changed within the time frame of the report.	syn(SVCLEVELCHG)
Secs.	Lower and upper limits in seconds of each service level increment (as defined in the VDN Call Profile Setup window). These increments represent progressively longer wait time segments in which calls may be answered by a measured agent, connected to a non-ACD destination, or abandoned.	PERIOD1-9
Ans/Conn	Number of calls that, while carried by this VDN, were answered by a measured agent or were connected to a non-ACD destination within each of the service level increments. With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, connected means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, connected means calls <i>rang</i> at the non-ACD destination.	sum(ANSCONNCALLS1), sum(ANSCONNCALLS2), through sum(ANSCONNCALLS10)

Table 3-67: VDN Call Profile Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Aban	Number of incoming calls to the VDN that hung up before they could be answered within each of the service level increments.	sum(ABNCALLS1), sum(ABNCALLS2), through sum(ABNCALLS10)
Total Calls Ans/Conn	Number of calls that, while being carried by this VDN, were answered by an agent or were connected (to a non-ACD destination). With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	sum(ACDCALLS + CONNECTCALLS)
Average Speed of Ans/Conn	Average time, in minutes and seconds, that calls completed in this interval waited before they were answered by an agent or were connected (to a non-ACD destination). This average includes direct agent calls (Generic 3 switches only). With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	sum(ANSTIME + CONNECTTIME) / sum(ACDCALLS + CONNECTCALLS)
Percentage Ans/Conn	Percentage of calls to the VDN answered by a measured agent or connected to a non-ACD destination within the service level. With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	100*(sum(ACDCALLS + CONNECTCALLS) / sum(INCALLS)) <PERCENT_VDN_ANSCONN>
Total Calls Abandoned	Number of calls that were abandoned while being carried by the VDN.	sum(ABNCALLS)
Average Time to Abandon	Average time that calls waited before the callers abandoned them.	sum(ABNTIME)/ sum(ABNCALLS) <AVG_ABANDON_TIME_SUM>
Percentage Abandoned	Percentage of calls that abandoned while carried by this VDN.	100*(sum(ABNCALLS) / sum(INCALLS)) <PERCENT_VDN_ABAN>

VDN Report

The VDN Report displays historical information for a specified VDN and period of time. The interval, daily, weekly, and monthly VDN Reports display, for a particular VDN, various types of data that show how well calls to that VDN were handled.



This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Things to Know About This Report

- The database items used in the VDN Report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- If you have EAS, the VDN report includes three VDN Skill Preference columns on the right-hand side of the report (not shown in the following examples).
- On Generic 2 and System 85 switches, if calls connect to a destination via a “route to” step to the ASAI Gateway, those calls will be recorded under “VDN Flow Out” report item. Those calls will **not** be included as abandons or answered calls in the VDN reports because the calls are neither answered nor abandoned while connected to the VDN.
- On a Generic 2.2 and Generic 3 switches, the “go to vector” command allows the ACD to process calls using more than one vector, even though those calls remain connected to the original VDN. Therefore, for a report item like “Calls Ans in Main,” the main splits in which calls are answered may be referenced in a vector other than the first vector to which the VDN is assigned.
- The VDN Report is available in interval, daily, weekly, and monthly formats.
- These reports can be customized.

VDN Report Input Window

Figure 3-77 provides an example of the historical VDN Reports input window. (You see the `Times:` field **only** when requesting an interval report.)

```

Rpts: Hist: VDN: Report (Skill): Interv      BullG3V5pe
VDN: _____ Run
Date: _____
Times: _____

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____

```

Figure 3-77: VDN Report Input Window

Table 3-68 describes the input fields on historical VDN report input windows.

Table 3-68: VDN Report Input Fields

Field	Definition
VDN :	Enter the name or number of the VDN you want to include in the report.
Date :	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-68: VDN Report Input Fields (Contd)

Field	Definition
Times: (interval)	Enter the time you would like the report to cover. You can use AM/PM format (for example, 7:30AM-5:00PM). You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. Terminal is the default destination. If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x . If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/ <i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

VDN Report Example

Figure 3-78 provides an example of a VDN Report.

Interval VDN Report (Skill)																		
Date: 10/15/96										Printed: 10/16/96 11:18 AM								
VDN: billing_VDN										ACD: Bison35vpe								
Time	Vec	Calls Offered	VDN Flow In	Calls Ans	Avg Speed Ans	Avg Talk Time	Avg After Call	Calls Ans Main	Calls Ans Back	Other Calls Conn	Avg Conn Time	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	VDN Flow Out	Avg Time in VDN	-VDN Skill- Preferences 1st 2nd 3rd
Totals:		9841	808	4735	:03	:07	:00	0	4735	0		5106	:40	0	0	0	:26	
12:00-12:30AM	152	417	78	279	:03	:08	:00	0	279	0		138	:36	0	0	0	:19	52 52 52
12:30- 1:00AM	152	423	86	301	:02	:08	:00	0	301	0		122	:41	0	0	0	:19	52 52 52
1:00- 1:30AM	152	431	147	290	:03	:08	:00	0	290	0		141	:39	0	0	0	:20	52 52 52
1:30- 2:00AM	152	360	93	231	:03	:08	:00	0	231	0		129	:44	0	0	0	:23	52 52 52
2:00- 2:30AM	152	393	92	246	:03	:07	:00	0	246	0		147	:37	0	0	0	:20	52 52 52
2:30- 3:00AM	152	377	50	267	:03	:07	:00	0	267	0		110	:43	0	0	0	:20	52 52 52
3:00- 3:30AM	152	326	53	193	:03	:07	:00	0	193	0		133	:35	0	0	0	:20	52 52 52
3:30- 4:00AM	152	321	34	196	:03	:07	:00	0	196	0		125	:41	0	0	0	:22	52 52 52
4:00- 4:30AM	152	309	39	167	:03	:07	:00	0	167	0		142	:34	0	0	0	:21	52 52 52
4:30- 5:00AM	152	318	48	169	:03	:07	:00	0	169	0		149	:41	0	0	0	:25	52 52 52
5:00- 5:30AM	152	308	51	174	:03	:07	:00	0	174	0		134	:38	0	0	0	:22	52 52 52

Figure 3-78: VDN Report Example

Table 3-69 describes the report fields. The database items used for these historical VDN Reports are stored in the hvdn (interval), dvdn (daily), wvdn (weekly), and mvdn (monthly) tables.

Table 3-69: VDN Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day(s), week(s), or month(s) for which the report was run (selected in the report input window).	ROW_DATE
VDN	Number or name of the VDN for which the report shows data (selected in the report input window).	syn(VDN)
Printed	Day/time <i>CentreVu</i> CMS printed the report.	No database item or calculation.
ACD	ACD name or number that is sending calls to the VDN.	syn(ACD)
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME + INTRVL
Vector No.	Number of the vector to which the VDN is assigned. If the VDN-vector association changed during the reporting period, two rows appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Calls Offered	Number of calls to the VDN within the specified time period. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INCALLS sum(INCALLS)
VDN Flow In	Number of calls that, in the specified time period, were redirected to this VDN via the "route to VDN" vector command. Calls are counted regardless of whether they were answered in the VDN, were abandoned, or were routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS)
Calls Ans	Number of split/skill and direct agent ACD calls completed during the reporting period that were answered while carried by the VDN. This includes calls from "queue to main," "check backup," "route to" split/skill, and "adjunct routing" to a split/skill or direct agent.	ACDCALLS sum(ACDCALLS)

Table 3-69: VDN Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Speed Ans	Average time, in minutes and seconds, split/skill and direct agent ACD calls waited before they were answered by an agent.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM>
Avg Talk Time	Average talk time, in minutes and seconds, for split/skill and direct agent ACD calls for this VDN. This does not include HOLDTIME.	ACDTIME/ACDCALLS <AVG_ACD_TALK_TIME> <AVG_ACD_TALK_TIM_SUM>
Avg After Call	Average amount of time, in the specified time period, that agents spent in after-call work for split/skill and direct agent ACD calls to this VDN.	ACWTIME/ACDCALLS <AVG_ACW_TIME> <AVG_ACW_TIME_SUM>
Calls Ans in Main	Number of calls to the VDN completed during the specified time period that were answered by an agent in a main split/skill. The calls are directed to the main split/skill by the “queue to main” vector command. This item does not include direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS)
Calls Ans in Backup	Number of calls to the VDN completed during the specified time period that were answered by an agent in a backup split/skill (split/skill other than the main split/skill). The calls can be directed to a backup split/skill by a “check backup,” “messaging split/skill,” or “route to split/skill” or direct agent vector command. This item does include direct agent calls.	BACKUPCALLS sum(BACKUPCALLS)
Other Calls Connect	Number of calls to the VDN that were connected to a non-ACD destination. With Generic 3 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	CONNECTCALLS
Avg Connect Time	Average time, in minutes and seconds, that calls to the VDN waited before connecting to a non-ACD destination. <i>CentreVu</i> CMS tracks time starting from the moment a call connects to the VDN and ending the moment the call connects to the destination. With <i>DEFINITY</i> ECS Generic 3 and Generic 2.2 switches, “connected” means calls <i>answered</i> at a non-ACD destination. With Generic 2.1 and System 85 switches, “connected” means calls <i>rang</i> at the non-ACD destination.	CONNECTTIME / CONNECTCALLS <AVG_CONNECT_TIME> <AVG_CONNECT_TIME_SUM>

Table 3-69: VDN Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Aban	Number of calls to the ACD that hung up while being carried by this VDN. The number of calls applies to the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Avg Aban Time	Average time, in minutes and seconds, that abandoned calls waited in this VDN before they were abandoned. This average, which applies to the specified time period, includes direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only).	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM> (for the "Totals" line)
Calls Forced Busy	Number of calls that, for the specified time period, received a forced busy signal while being carried by the VDN.	BUSYCALLS sum(BUSYCALLS) (for the "Totals" line)
Calls Forced Disc	Number of calls that, in the specified time period, received a forced disconnect while being carried by the VDN. For Generic 2.1, System 85, and Generic 3 Version 1 switches, calls are counted if callers were disconnected after listening to the entire announcement; otherwise, they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the "Totals" line)
VDN Flow Out	Number of calls that, for the specified time period, were routed to another VDN or external destination via a "route to" step or "adjunct routing" command (<i>DEFINITY</i> ECS Generic 3 switches only). It does not include calls routed to a new vector via a "go to vector" command.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
Avg Time in VDN	Average time, in minutes and seconds, that calls were carried by the VDN, including talk time. This average, which applies to the specified time period, is for all calls, including direct agent calls (<i>DEFINITY</i> ECS Generic 3 switches only), abandoned calls, disconnected calls, interflowed calls, and so on.	INTIME/INCALLS <AVG_VDN_TIME> <AVG_VDN_TIME_SUM> (for the "Totals" line)
1st (VDN Skill Preference)	For switches with EAS only, the first skill assigned to this VDN.	SKILL1
2nd (VDN Skill Preference)	For switches with EAS only, the second skill assigned to this VDN.	SKILL2
3rd (VDN Skill Preference)	For switches with EAS only, the third skill assigned to this VDN.	SKILL3

VDN Skill Preference Report (EAS only)

The VDN Skill Preference Report (Figure 3-79) displays the number of calls answered, average talk time, and average after call work time for calls to the VDN by skill preference for which they were answered. The report lists information for the first, second, and third VDN skill preferences.



This menu item is available only if you have purchased the *CentreVu* CMS Vectoring and EAS feature and that feature has been authorized for you to use.

Things to Know About This Report

- The database items used in the VDN Skill Preference report are stored in the `hvdn` (interval), `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- If the VDN skill preferences are referred to explicitly in the vector (for example, “queue to main skill xx” instead of “queue to main skill 1st”) as well as being assigned to the VDN, then the calls answered for that skill are included in this report.
- The VDN Skill Preference report displays in interval, daily, weekly, and monthly formats.
- These reports can be customized.

VDN Skill Preference Report Example

Figure 3-79 provides an example of a VDN Skill Preference Report.

Interval VDN Skill Preference Report																	
Date: 10/15/96									Printed: 10/16/96 11:21 AM								
VDN: billing_VDN									ACD: Bison35vpe								
Time	Vec	Calls No. Offered	Avg Speed Ans	Calls Aban	Avg Aban Time	ACD Calls Ans	Avg Talk Time	Avg After Call	----- 1st Skill -----			----- 2nd Skill -----			----- 3rd Skill -----		
									ACD No.	Calls Ans	Avg Talk Time	Avg After Call	ACD No.	Calls Ans	Avg Talk Time	Avg After Call	ACD No.
Totals:		9841	:03	5106	:40	4735	:07	:00	4735	:07	:00	0			0		
12:00-12:30AM	152	417	:03	138	:36	279	:08	:00	52	279	:08	:00	52	0	52	0	0
12:30- 1:00AM	152	423	:02	122	:41	301	:08	:00	52	301	:08	:00	52	0	52	0	0
1:00- 1:30AM	152	431	:03	141	:39	290	:08	:00	52	290	:08	:00	52	0	52	0	0
1:30- 2:00AM	152	360	:03	129	:44	231	:08	:00	52	231	:08	:00	52	0	52	0	0
2:00- 2:30AM	152	393	:03	147	:37	246	:07	:00	52	246	:07	:00	52	0	52	0	0
2:30- 3:00AM	152	377	:03	110	:43	267	:07	:00	52	267	:07	:00	52	0	52	0	0
3:00- 3:30AM	152	326	:03	133	:35	193	:07	:00	52	193	:07	:00	52	0	52	0	0
3:30- 4:00AM	152	321	:03	125	:41	196	:07	:00	52	196	:07	:00	52	0	52	0	0
4:00- 4:30AM	152	309	:03	142	:34	167	:07	:00	52	167	:07	:00	52	0	52	0	0

Figure 3-79: VDN Skill Preference Report Example

Table 3-70 describes the report fields. The database items used for these historical VDN Skill Preference Reports are stored in the *hvdn* (interval), *dvdn* (daily), *wvdn* (weekly), and *mvdn* (monthly) tables.

Table 3-70: VDN Skill Preference Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
VDN	Name or number of the VDN for which the report was run.	syn(VDN)
Printed	Date and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	Name or number of the ACD for which the report was run.	syn(ACD)
Date, Week Starting, Month Starting	Dates for which the report was run. For weekly and monthly reports, these dates are the starting dates of the weeks or months.	ROW_DATE
Time (for interval reports only)	Intervals which the report covers.	STARTTIME, STARTTIME + INTRVL

Table 3-70: VDN Skill Preference Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Vector No.	Number of the vector to which the VDN is assigned. If the VDN-vector association changes during the reporting period, two rows will appear in the report for that period, one for each vector associated with the VDN.	VECTOR
Calls Offered	Number of inbound calls that were directed to the VDN.	INCALLS sum(INCALLS)
Avg Speed Ans	Average speed of answer for split/skill and direct agent ACD calls to the VDN that were completed during the reporting period.	ANSTIME / ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM>
Calls Aban	Number of calls to the VDN during the reporting period that hung up before they could be answered.	ABNCALLS sum(ABNCALLS)
Avg Aban Time	Average time callers to the VDN waited before abandoning.	ABNTIME / ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM>
ACD Call Ans	Number of skill and direct agent ACD calls to the VDN completed during the reporting period that were answered by an agent. This includes calls from "queue to main," "check backup," "messaging skill," "route to" skill, and "adjunct routing" to a skill or direct agent.	ACDCALLS sum(ACDCALLS)
Avg Talk Time	Average time agents spent talking on skill and direct agent ACD calls to this VDN that were completed during the reporting period. This does not include HOLDDTIME.	ACDTIME / ACDCALLS <AVG_ACD_TALK_TIME> <AVG_ACD_TALK_TIM_SUM>
Avg After Call	Average time agents spent in after call work associated with skill and direct agent calls to this VDN that were completed during the reporting period.	ACWTIME / ACDCALLS <AVG_ACW_TIME> <AVG_ACW_TIME_SUM>
1st Skill No.	First VDN skill assigned to this VDN.	SKILL1
1st Skill ACD Calls Ans	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the first VDN skill.	SKILLCALLS1 sum(SKILLCALLS1)
1st Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the first VDN skill preference. This does not include HOLDDTIME.	SKILLTIME1 / SKILLCALLS1 sum(SKILLTIME1) / sum(SKILLCALLS1)

Table 3-70: VDN Skill Preference Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
1st Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the first VDN skill preference.	SKILLACWTIME1/SKILLCALLS1 sum(SKILLACWTIME1) / sum(SKILLCALLS1)
2nd Skill No.	Second VDN skill assigned to this VDN.	SKILL2
2nd Skill ACD Calls Ans	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the second VDN skill preference.	SKILLCALLS2 sum(SKILLCALLS2)
2nd Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the second VDN skill. This does not include HOLDTIME.	SKILLTIME2 / SKILLCALLS2 sum(SKILLTIME2) / sum(SKILLCALLS2)
2nd Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the second VDN skill.	SKILLACWTIME2/SKILLCALLS2 sum(SKILLACWTIME2) / sum(SKILLCALLS2)
3rd Skill No.	Third VDN skill assigned to this VDN.	SKILL3
3rd Skill ACD Calls Ans	Number of ACD calls to the VDN completed during the reporting period that were answered by an agent in the third VDN skill.	SKILLCALLS3 sum(SKILLCALLS3)
3rd Skill Avg Talk Time	Average talk time for calls to this VDN answered by agents in the third VDN skill. This does not include HOLDTIME.	SKILLTIME3 / SKILLCALLS3 sum(SKILLTIME3) / sum(SKILLCALLS3) (for the "Totals" line)
3rd Skill Avg After Call	Average after call work time for calls to this VDN answered by agents in the third VDN skill.	SKILLACWTIME3/SKILLCALLS3 sum(SKILLACWTIME3)/sum(SKI LLCALLS3) (for the "Totals" line)

Busy Hour by VDN Report

The Busy Hour by VDN report displays call handling data for the busiest hour in the selected day for each selected VDN.

The busiest hour is the set of contiguous intervals totaling an hour that had the highest number of incoming calls for the VDN. For example, if your system stores data in 15-minute intervals, the busiest hour might be the four intervals from 10:15 a.m. to 11:15 a.m. or the four intervals from 4:30 p.m. to 5:30 p.m.

Note

This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Things to Know About This Report

- The database items used in the Busy Hour by VDN report are stored in the `hvdn` (interval) table.
- The “Calls Offered” report item includes all calls to the VDN that were completed during the busy hour.
- The Busy Hour by VDN report displays in interval format.
- You can customize this report.

Busy Hour by VDN Report Example

Figure 3-80 provides examples of Busy Hour by VDN report.

Date: 10/15/96		Busy Hour by VDN				Printed: 10/16/96 11:23 AM			
						ACD: Bison35vpe			
VDN	Busy Hour	Calls Offered	Calls Answered	Avg Talk Time	Calls Aban	Calls Forced Busy	Calls Forced Disc	Other Calls	
billing_VDN	12:30AM	854	591	:08	263	0	0	0	

Figure 3-80: Busy Hour by VDN Report Example

Table 3-71 describes the report fields. The database items used for the Busy Hour by VDN report are stored in the `hvdn` (interval) table.

Table 3-71: Busy Hour by VDN Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date	Day for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	ACD associated with the VDNs in the report. This ACD is always the current ACD.	syn(ACD)
VDN	Number or name of each VDN for which the report shows data (selected in the report input window).	syn(VDN)
Busy Hour	Busiest hour is the set of contiguous intervals totaling an hour that had the highest number of completed incoming calls to the associated VDN.	BH_STARTTIME
Calls Offered	Number of calls to the VDN that were completed in the busy hour.	BH_VDNCALLS
Calls Answered	Number of calls to the VDN completed during the busy hour that were answered by an agent as split/skill or direct agent calls.	BH_ACDCALLS
Avg Talk Time	Average time that agents spent talking to callers on split/skill and direct agent ACD calls that completed during the busy hour to the VDN. This does not include HOLDTIME.	BH_ACDTIME/BH_ACDCALLS
Calls Aban	Number of calls to the VDN that were abandoned during the busy hour.	BH_ABNCALLS
Calls Forced Busy	Number of calls that received a forced busy signal while being processed by the VDN (in the busy hour).	BH_BUSYCALLS
Calls Forced Disc	Number of calls that received a forced disconnect while being processed by the VDN (in the busy hour).	BH_DISCCALLS
Other Calls	Number of calls that connected to a non-ACD destination while being processed by the VDN (in the busy hour).	BH_OTHERCALLS - BH_BUSYCALLS - BH_DISCCALLS

Multi-ACD Call Flow by VDN Report

The Multi-ACD Call Flow by VDN report displays call-handling data for the VDNs and the ACDs you select.



This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Things to Know About This Report

- The database items used in the Multi-ACD Call Flow by VDN report are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.
- You must have the Lookahead Interflow feature active on your ACD to get Lookahead Attempts and Completions data.
- You must have a *DEFINITY* ECS Generic 3 switch to get adjunct routing data.
- Adjunct routing accomplished on a Generic 2 switch using a “route to” step and an ASAI Gateway is reported as VDN Flow Interflow data only, not as adjunct routing.
- The `VDN Flow Out` report item includes only calls that route to another VDN or route to an external (off-switch) destination.
- The `VDN Flow Interflow` report item includes both Lookahead Interflow and other types of interflow call completions.
- The Multi-ACD Call Flow by VDN report displays in daily, weekly, and monthly formats.
- You cannot customize this report.

Multi-ACD Call Flow by VDN Input Window

Figure 3-81 provides an example of the Daily Multi-ACD Call Flow by VDN report input window.

```

Rpts: Hist: VDN: Multi-ACD Flow: Daily Input      BullG3V5pe
Date: _____
ACD: _____
VDNs: _____
ACD: _____
VDNs: _____
ACD: _____
VDNs: _____
ACD: _____
VDNs: _____

Report destination (Select one):
<X> Terminal
<> Printer, Printer name: _____
<> File,
    File name: _____
  
```

Figure 3-81: Multi-ACD Call Flow by VDN Report Input Window

Table 3-72 describes the report input fields.

Table 3-72: Multi-ACD Call Flow by VDN Input Window

Field	Definition
Date:	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). For daily, weekly, and monthly reports, you must enter only a single date. You cannot use semicolon separators or enter hyphenated ranges for this report. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <code>No records found</code> displays in the status line. The month start date must be the first day of the month.

Table 3-72: Multi-ACD Call Flow by VDN Input Window (Contd)

Field	Definition
ACD :	Enter the ACD name or number that corresponds to the following VDN(s) field.
VDNs :	Enter the names or numbers of the VDNs you want to include in the report.
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. Terminal is the default destination. If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

Multi-ACD Call Flow by VDN Example

Figure 3-82 provides an example of a Multi-ACD Call Flow by VDN report.

Date: 10/15/96 Printed: 10/16/96 11:23 AM

Daily Multi-ACD Call Flow by VDN

VDN	ACD	Calls Offered	Calls Ans	Calls Aban	Calls Busy/Disc	Calls Handled/Backup	----- VDN Flow -----	Inter-Flow	-Lookahead Attempts	Interflow- Completions	- Adjunct Routing Attempts	- Completions
Totals:		9841	4735	5106	0	4735	808	0	0	0	0	0
billing_VDN	Bison35upe	9841	4735	5106	0	4735	808	0	0	0	0	0

Figure 3-82: Multi-ACD Call Flow by VDN Report Examples

Table 3-73 describes the report fields. The database items used for these historical Multi-ACD Call Flow by VDN reports are stored in the `dvdn` (daily), `wvdn` (weekly), and `mvdn` (monthly) tables.

Table 3-73: Multi-ACD Call Flow by VDN Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day, week, or month for which the report was run (selected in the report input window).	ROW_DATE
Printed	Day and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
VDN	Number or name of each VDN for which the report shows data (selected in the report input window). If the same VDN name or number is used on two or more ACDs, that name or number will be repeated for each ACD.	syn(VDN)
ACD	ACD that contains the associated VDN in the report.	syn(ACD)
Calls Offered	Number of calls to the VDN that were completed in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)
Calls Ans	Number of split/skill and direct agent ACD calls to the VDN completed during the specified time period that were answered by an agent.	ACDCALLS sum(ACDCALLS) (for the "Totals" line)

Table 3-73: Multi-ACD Call Flow by VDN Report Description (Contd)

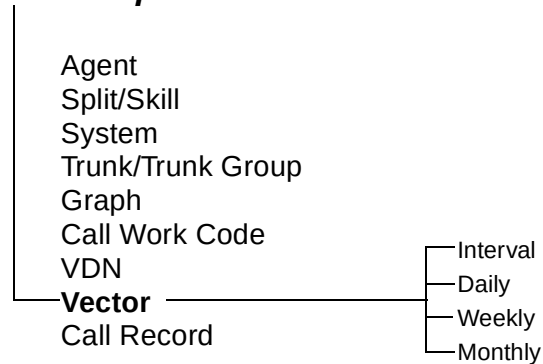
Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Calls Aban	Number of ACD calls to the VDN that hung up before being answered during the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Calls Busy/Disc	Number of calls to the VDN that, during the specified time period, received a forced busy signal or disconnect.	BUSYCALLS+DISCCALLS <BUSY_DISCONNECT> sum(BUSY+DISCCALLS) (for the "Totals" line)
Calls Handled/Backup	Number of calls that, in the specified time period, were answered by an agent in a backup split/skill (split/skill other than the main split/skill) while carried by the VDN. This report item includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
VDN Flow In	Number of calls that, in the specified time period, were redirected to this VDN via a "route to" VDN. Calls are counted regardless of whether they remained connected to the VDN, were abandoned, or were subsequently routed to some other destination.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
VDN Flow Out	Number of calls that, in the specified time period, were routed to another destination via a "route to" VDN or external destination. It does not include calls routed to another vector via a "go to vector" step.	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
VDN Flow Interflow	Number of calls that, in the specified time period, were routed from this VDN to a destination outside the switch. This report item includes Lookahead Interflow calls.	INTERFLOWCALLS sum(INTERFLOWCALLS) (for the "Totals" line)
Lookahead Interflow Attempts	Number of times that, in the specified time period, the switch attempted to route from this VDN using the Lookahead Interflow feature.	LOOKATTEMPTS sum(LOOKATTEMPTS) (for the "Totals" line)
Lookahead Interflow Completions	Number of calls that, in the specified time period, the switch successfully routed from this VDN using the Lookahead Interflow feature.	LOOKFLOWCALLS sum(LOOKFLOWCALLS) (for the "Totals" line)

Table 3-73: Multi-ACD Call Flow by VDN Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Adjunct Routing Attempts	Number of times that, in the specified time period, a VDN (<i>DEFINITY</i> ECS Generic 3 switches only) attempted to request routing from an adjunct. This report item includes unsuccessful adjunct routing attempts, which means the adjunct was not able, within the given amount of time established in the vector, to route the call.	ADJATTEMPTS sum(ADJATTEMPTS) (for the "Totals" line)
Adjunct Routing Completions	Number of calls that, in the specified time period, were successfully routed by an adjunct via an "adjunct routing" command in a vector. This report item includes direct agent calls completed via the adjunct.	ADJROUTED sum(ADJROUTED) (for the "Totals" line)

Vector Report

Historical Reports



The Vector report displays, for a single vector, various types of data that show how calls were handled by the vector.



This menu item is available only if you have purchased the *CentreVu* CMS Vectoring feature and that feature has been authorized for you to use.

Things to Know About This Report

- The database items for the Vector reports are stored in the `hvector` (interval), `dvector` (daily), `wvector` (weekly), and `mvector` (monthly) tables.
- With a Generic 2 or System 85 switch, if calls connect to a destination via a "route to" step to the ASAI Gateway, they are recorded under **Vector Flow Out**. Those calls are **not** included as abandons or answered calls in the vector reports because the calls are neither answered nor abandoned while connected to the vector.
- The Vector report is available in interval, daily, weekly, and monthly formats.
- This report can be customized.

Vector Report Input Window

Figure 3-83 provides an example of the Vector Report input window. You must complete the report input window to run the report.

```

Rpts: Hist: Vector: Interval Input      BullG3V5pe
Vector: _____
Date: _____
Times: _____

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
Run
  
```

Figure 3-83: Vector (Interval) Report Input Window

See Table 3-74 for descriptions of the fields on the historical Vector report input window.

Table 3-74: Vector Report Input Fields

Field	Definition
Vector:	Enter the name or number of the vector you want to include in the report.
Date: (for interval report only)	Enter the date you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday).

Table 3-74: Vector Report Input Fields (Contd)

Field	Definition
Dates : (for daily, weekly, and monthly reports)	Enter the date for the day or the start date for the week or the month you would like the report to cover. - You can use the month/day/year (for example, 3/21/95). - You can use a "-" offset based on today's date (for example, -1 for yesterday). - For daily, weekly, and monthly reports, you can separate individual data entry items using a semicolon (for example, 3/21/95;3/23/95;3/25/95), and you can enter ranges by placing a hyphen between entries (for example, 3/21/95-3/25/95). For weekly and monthly reports, specifying a range produces all weeks and/or months that begin in the range. When you specify a date for a weekly report, that date must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message No records found displays in the status line. The month start date must be the first day of the month.
Times : (for interval report only)	Enter the time you would like the report to cover. - You can use AM/PM format (for example, 7:30AM-5:00PM). - You can use military time format (for example, 7:30-17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. - Terminal is the default destination. - If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. - If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the <i>UNIX</i> system/<i>Solaris</i> system (/usr/<your login ID>) unless you specify a full path name.

Vector Report Example

Figure 3-84 provides an example of a Vector report.

Interval Vector												
Date: 10/15/96						Printed: 10/16/96 11:27 AM						
Vector: billing_vec						ACD: Bison35vpe						
Time	Calls Offered	Avg Speed Ans	Calls Ans in Main	Calls Ans in Backup	Calls Aban	Avg Aban Time	Calls Forced Busy	Calls Forced Disc	Vector Flow In	Vector Flow Out	Other Calls	Avg Time in Vector
Totals:	28900	:03	0	15163	13737	:47	0	0	808	0	0	:24
12:00-12:30AM	1092	:03	0	808	284	:44	0	0	78	0	0	:13
12:30- 1:00AM	1090	:03	0	815	275	:47	0	0	86	0	0	:14
1:00- 1:30AM	1106	:03	0	821	285	:45	0	0	147	0	0	:14
1:30- 2:00AM	998	:03	0	717	281	:48	0	0	93	0	0	:15
2:00- 2:30AM	1050	:03	0	732	318	:45	0	0	92	0	0	:15

Figure 3-84: Vector Report Example

Table 3-75 describes the report fields. The database items used for these historical Vector reports are stored in the *hvector* (interval), *dvector* (daily), *wvector* (weekly), and *mvector* (monthly) tables.

Table 3-75: Vector Reports Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Date, Week Starting, Month Starting	Day (for interval report) or dates (for daily, weekly, and monthly reports) for which the report was run (selected in the report input window).	ROW_DATE
Vector	Number or name of the vector for which the report shows data (selected in the report input window).	syn(VECTOR)
Printed	Date and time <i>CentreVu</i> CMS printed or displayed the report.	No database item or calculation.
ACD	ACD that contains the vector. This ACD is always the ACD that was current when you ordered the report.	syn(ACD)
Time (for Interval reports only)	Intrahour intervals for which the report shows data (selected in the report input window).	STARTTIME, STARTTIME+INTRVL
Calls Offered	Number of calls processed by the vector that completed in the specified time period.	INCALLS sum(INCALLS) (for the "Totals" line)

Table 3-75: Vector Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Avg Speed Ans	Average time, in minutes and seconds, that split/skill and direct agent ACD calls waited before they were answered by an agent. This item includes only calls that were answered as a result of processing by this vector.	ANSTIME/ACDCALLS <AVG_ANSWER_SPEED> <AVG_ANSWER_SPEED_SUM> (for the "Totals" line)
Calls Ans in Main	Number of calls completed during the specified time period that were answered by an agent in a main split/skill because of processing by this vector. The calls are directed to the main split/skill by the "queue to main" vector command. This item does not include direct agent calls.	ACDCALLS-BACKUPCALLS sum(ACDCALLS) - sum(BACKUPCALLS) (for the "Totals" line)
Calls Ans In Backup	Number of calls completed during the specified time period that were answered by an agent in a backup split/skill using a vector command other than "queue to main." This report item includes messaging split/skill calls, check backup calls, route to split/skill calls, and direct agent calls.	BACKUPCALLS sum(BACKUPCALLS) (for the "Totals" line)
Calls Aban	The number of calls that were abandoned by the caller while in vector processing. This item includes calls that abandoned either while in a split/skill or direct agent queue or while ringing at agent voice terminals or while in vector processing (call need not have queued yet). The number of calls applies for the specified time period.	ABNCALLS sum(ABNCALLS) (for the "Totals" line)
Avg Aban Time	The average time, in minutes and seconds, that calls waited in the vector before they were abandoned.	ABNTIME/ABNCALLS <AVG_ABANDON_TIME> <AVG_ABANDON_TIME_SUM> (for the "Totals" line)
Calls Forced Busy	The number of calls that, in the specified time period, received a forced busy signal as a result of processing by this vector.	BUSYCALLS sum(BUSYCALLS) (for the "Totals" line)
Calls Forced Disc	The number of calls that, in the specified time period, received a forced disconnect as a result of processing by the vector. For Generic 2.1, System 85, and Generic 3.1 switches, calls are counted in this field if callers were disconnected after listening to the entire announcement; otherwise they are counted as abandoned calls.	DISCCALLS sum(DISCCALLS) (for the "Totals" line)

Table 3-75: Vector Reports Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Vector Flow In	The number of calls that, in the specified time period, were redirected to this vector from within the switch via "route to VDN" and "go to vector" commands.	INFLOWCALLS sum(INFLOWCALLS) (for the "Totals" line)
Vector Flow Out	Number of calls that, in the specified time period, were redirected to another destination by way of a "go to vector," "route to," or "adjunct routing" command to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.)	OUTFLOWCALLS sum(OUTFLOWCALLS) (for the "Totals" line)
Other Calls	This includes forced busy calls, forced disconnect calls and outflow calls. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS.	OTHERCALLS
Avg Time in Vector	The average time, in minutes and seconds, that calls were being processed by the vector. This average, which applies to the specified time period of the report, is for all calls to the vector. The item includes calls that were abandoned, disconnected calls, interflowed calls, and so on. Talk time is not included because calls are removed from the vector when the calls connect to agent voice terminals. Vector processing stops when the "stop" step or the "go to vector" step is processed or the "route to" completes successfully; or at the completion of the last step in the vector, when busy or disconnect is sent, when the call abandons, or when a messaging split/skill or adjunct routing command succeeds.	INTIME/INCALLS <AVG_VEC_TIME> <AVG_VEC_TIME_SUM> (for the "Totals" line)

Call Records

The Call Record report allows you to view selected information about each call. For example, you might have a caller that complained about being put on hold three times and then was transferred. This report gives you this type of information about a call.

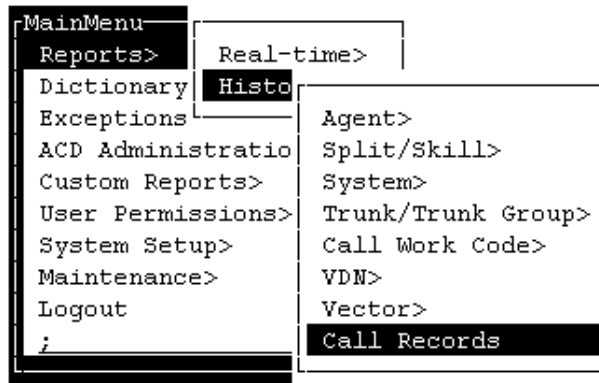


Figure 3-85: Call Records Report Menu

Things to Know About This Report

- Call Records allow you to see information about particular calls. Each call is represented by one or more records, because a new record is created whenever the call is conferenced or transferred. However, all records for a particular call will have the same call ID, so that you know the records represent the same call.
- The standard Call Record report is provided as a model for customized call record reports. Most call record reporting will need to be done from custom reports.

See Appendix A for a complete listing of the call record historical database items.

- Call records are limited to 5000 records.
To protect the real-time processing on *CentreVu* CMS, internal call records can only be collected if your call center's traffic is under 400 calls in 20 minutes.
- The `call_rec` table includes many items that are not displayed on the standard report.
- This report gives you information on specific calls. It is based only on the start and stop dates and times that you enter.
- This report can be customized.

Call Records Input Window

Figure 3-86 shows an example of the Call Records input window. You must fill in the report input window to run the report.

```

Rpts: Hist: Call Records Input
San Diego
Run

Start date: -3
Start time: 9:00 AM

Stop date: -1
Stop time: 5:00 PM

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
  
```

Figure 3-86: Call Records Input Window

Table 3-76 describes the fields on the input window.

Table 3-76: Call Records Input Fields Description

Field	Description
Start date:	Enter the date from which you want the reporting period to start. The report runs for all calls answered by the ACD from the Start date and Start time through the Stop date and Stop time.
Start time:	Enter the time from which you want the reporting period to start. Use any of the following formats: - AM/PM (for example, 7:30AM or 5:00PM) 24-hour notation (for example, 7:30 or 17:00).
Stop date:	Enter the date you want the report to run through. The report will be run for all calls answered by the ACD from the Start date and Start time through the Stop date and Stop time.

Table 3-76: Call Records Input Fields Description (Contd)

Field	Description
Stop time:	Enter the time that you want the report to stop. Use any of the following formats: • AM/PM (for example, 7:30AM or 5:00PM) • 24-hour notation (for example, 7:30 or 17:00).
Report destination (Select one):	Enter an x next to Terminal, Printer, or File. • Terminal is the default destination. • If you selected Printer and want to use a printer other than your default printer, enter the printer name in addition to the x. • If you selected File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is in your home directory in the UNIX system/Solaris system (/usr/<your login ID>) unless you specify a full path name.

Call Records
Report
Example

Figure 3-87 illustrates an example of the Call Records report.

Call Record Report															Printed: 10/17/96 11:50 AM	
Start: 9/ 1/96 12:00 AM															ACD: Bison35vpe	
Stop: 10/16/96 11:59 PM																
Callid	Seg	Start	Start	Calling	Dialed	Call	Disp	Split/	Ans	Talk	Hold	After	Trs	CnF	Ast	Last
	No.	Date	Time	Party	Number	Disp	Time	Skill	Agent	Time	Time	Call				Call Work Code
xxxxxxxxxx	xx	mm/dd/yy	hh:mm:ss	xxxxxxxxxx	xxxxxxxxxx	xxxxx	mm:ss	xxx	xxxxx	mm:ss	mm:ss	mm:ss	x	x	x	xxxxxxxxxxxxxxxxxx
xxxxxxxxxx	xx	mm/dd/yy	hh:mm:ss	xxxxxxxxxx	xxxxxxxxxx	xxxxx	mm:ss	xxx	xxxxx	mm:ss	mm:ss	mm:ss	x	x	x	xxxxxxxxxxxxxxxxxx
xxxxxxxxxx	xx	mm/dd/yy	hh:mm:ss	xxxxxxxxxx	xxxxxxxxxx	xxxxx	mm:ss	xxx	xxxxx	mm:ss	mm:ss	mm:ss	x	x	x	xxxxxxxxxxxxxxxxxx
xxxxxxxxxx	xx	mm/dd/yy	hh:mm:ss	xxxxxxxxxx	xxxxxxxxxx	xxxxx	mm:ss	xxx	xxxxx	mm:ss	mm:ss	mm:ss	x	x	x	xxxxxxxxxxxxxxxxxx

Figure 3-87: Call Records Report Example

Table 3-77 describes the report fields for the time period covered by the report. The database items used for the Call Records report are stored in the call_rec table.

Table 3-77: Call Records Report Description

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Start	The start date and time the report was requested to run.	No database item or calculation.
Printed	The date and time the report was sent to be printed.	No database item or calculation.
Stop	The ending date and time the report was requested to end.	No database item or calculation.
ACD	The number of the ACD that handled this call.	syn(ACD)
Callid	A unique number assigned to this call and all its segments. Note that in the case of a conference or transfer, when the data for the conference/transfer is recorded, the same call ID will be recorded for all call segments of the conference/transfer. In the case of “meet-me” conferences, this may result in higher-numbered segments of the call starting before the first segment on the call. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.	CALLID
Seg No.	The number of the call segment. Segment numbers are from 1 up to the number of segments in the call.	SEGMENT
Start Date	The starting date for the segment.	ROW_DATE
Start Time	The starting time for the segment.	ROW_TIME
Calling Party	The Automatic Number Identification (ANI)/Station Identification (SID) (Generic 2.2 or Generic 3 Version 4 switches or the ECS with ANI delivery), extension or trunk equipment location identifying the originator of the call This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured.	CALLING_PTY
Dialed Number	The number the caller dialed. This will be the VDN for inbound vectoring calls and dialed digits for outbound calls. This will be blank for inbound calls without vectoring.	DIALED_NUM

Table 3-77: Call Records Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Call Disp	Indicates what happened to the call in the call segment. The possibilities are: 1=connected (CONN), 2=answered (ANS), 3=abandoned (ABAN), 4=interflowed (IFLOW), 5=forced busy (FBUSY), 6=forced disconnect (FDISC), and 7=other (OTHER). • A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected. • An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent. • An abandoned call is any call for which CMS receives notification that the caller abandoned. This includes calls with talk times shorter than the phantom abandoned call timer. • An interflowed call is a call that was redirected to an off-switch destination. • Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. For switches with vectoring, these are VDN calls that received a forced busy from the “busy” vector command. For the ECS and Generic 3 switches, calls that receive a busy indication because the split queue was full (or there was no queue) are recorded here. • Forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command (Generic 2.2, Generic 3 version 2, later Generic 3 switches, and the ECS). For Generic 2.1, and Generic 3 Version 1 switches, forced disconnect calls are calls that were given a forced disconnect announcement and then disconnected by the switch after listening to the entire announcement. For the ECS, Generic 3 Version 2 and later Generic 3 releases, forced disconnect calls also include calls disconnected because of the disconnect vector timer or because they reached the end of vector processing without being queued.	DISPOSITION

Table 3-77: Call Records Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Call Disp (Continued)	Other calls are any other calls that are not previously defined.	DISPOSITION
Disp Time	The amount of time the call waited until its disposition (in the vector, in queue, and ringing). For extension calls made directly to agents (not through a VDN), this will always be zero.	DISPTIME
Split/Skill	The number of the split or skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have this item set to blank. Calls that were queued to an unmeasured split or skill at the time of disposition will have this item set to zero.	DISPSPLIT
Ans Agent	The login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.	ANSLOGIN
Talk Time	The time an agent spends talking on a call. This does not include the time the caller is on hold.	TALKTIME
Hold Time	The total time the call was put on hold by the answering agent, in seconds, in this call segment. Note that in agent-to-agent calls, Hold Time is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). For Generic 2.1 switches, Hold Time includes split ACD calls held. For Generic 2.2 and Generic 3 switches, and ECS Release 5, Hold Time includes all calls held.	ANSHOLDTIME
After call	The time spent, in seconds, in After Call Work (ACW) related to this call by the answering agent in this segment.	ACWTIME
Trs	This indicates whether or not the answering agent initiated a transfer on this call segment. Valid values for Trs are 0=NO, 1=YES. For the ECS, Generic 2.2, and Generic 3 switches Trs is set for any call transferred.	TRANSFERRED
Cnf	This indicates whether or not this call segment represents part of a conference (0= NO, 1=YES). Available on the ECS, Generic 2.2 and Generic 3 switches.	CONFERENCE

Table 3-77: Call Records Report Description (Contd)

Report Heading	Description	Database Item, Calculation, or <Calculation Name>
Ast	This indicates if the answering agent in this segment requested supervisor assistance on this call (0= NO, 1=YES).	ASSIST
Last Call Work Code	The last call work code entered by the answering agent in this segment. This database item applies to Generic 2.2 and Generic 3 switches and the ECS only.	LASTCWC

Historical Reports Cross Reference

Tables 3-78 through 3-81 list the historical report items and the reports in which they appear.

Table 3-78: Historical Split/Skill Report Items Cross Reference

Report Items	Historical Reports in Which They Appear									
	Split/Skill & VDN Status	Split/Skill & VDN Report	Split/Skill Summary	Split/Skill & VDN Call Profile	Split/Skill & VDN Call Profile Graph	Outbound Split/Skill	Split/Skill & VDN Service Level Graph	Average Speed of Answer Graph	VDN Skill Preference	Multi-ACD Call Flow by VDN
% ACD Calls Answered							X	X		
% ACD Time			X							
% AUX Time			X							
% Abandoned						X				
% Answered			X							
% Answered within Service Level	X			X	X		X (VDN)			
ACD Calls	X	X	X							
ACD Calls Answered by Skill									X	
Abandoned Calls	X		X	X	X				X	X
Adjunct Routing										X
(Agent Time) ACD		X								
(Agent Time) ACT		X								
(Agent Time) AUX		X								
(Agent Time) Available		X								
(Agent Time) Ring		X								
(Agent Time) Staff		X								
Answered/Connected				X	X				X	X
Assists		X								
Auto-Paced Average Talk Time						X				
Average After Call		X	X						X	
Average After Call by Skill									X	
Average Hold Time		X								
Average Position Staffed			X							
Average Speed of Answer	X		X	X					X	
Average Talk Time		X	X						X	
Average Talk Time by Skill									X	
Average Time to Abandon	X		X	X					X	
Average Time in VDN									X	
Call Handled/Backup										X
Calls Busy/Disconnect										X
Calls Held		X								
Calls Offered									X	X
Calls Per Position			X							
Dequeued Average Que Time			X							
Dequeued Calls			X							
(Extension Out) Average Talk Time			X							
Extension Out Calls			X							
Flow In			X							
Flow Out			X							
Lookahead Interflow										X
Maximum Delay			X							
(Outbound) Auto-Paced Average After Call						X				
(Outbound) Auto-Paced Calls						X				

Table 3-78: Historical Split/Skill Report Items Cross Reference (Contd)

Report Items	Historical Reports in Which They Appear									
	Split/Skill & VDN Status	Split/Skill & VDN Report	Split/Skill Summary	Split/Skill & VDN Call Profile	Split/Skill & VDN Call Profile Graph	Outbound Split/Skill	Split/Skill & VDN Service Level Graph	Average Speed of Answer Graph	VDN Skill Preference	Multi-ACD Call Flow by VDN
(Outbound) Extension Adjunct Dialed Calls						X				
(Outbound) Extension Average Talk Time						X				
(Outbound) Extension Calls						X				
Percentage Answered				X						
Seconds							X (Split)			
Time			X			X				
Total Calls Abandoned				X						
Total Calls Answered				X						
Transferred Out		X								
VDN Flow										X

Table 3-79: Historical Agent Report Items Cross Reference

Report Items	Historical Reports in Which They Appear								
	Agent Summary	Agent Split/Skill	Agent Attendance	Group Attendance	Login/Logout (Split)	Login/Logout (Skill)	Event Count	Group Summary	Inbound/Outbound Call
ACD Calls	X	X	X	X			X	X	
ACW Time Total		X	X	X					
(Agent Time) ACD	X		X	X				X	
(Agent Time) ACW	X							X	
(Agent Time) AUX	X							X	
(Agent Time) Available	X							X	
(Agent Time) Ring	X							X	
(Agent Time) Staff	X								X
Assists\		X							X
Average After Call	X							X	
Average Hold Time	X								
Average Talk Time	X							X	
Calls Held	X	X							
Event Count (1-9)								X	
Extension					X	X			
(Extension IN) Average Talk Time	X							X	X
Extension In Calls	X	X	X	X				X	X
Extension In Time Total			X	X					
(Extension In) Total Talk Time		X							
(Extension Out) Average Talk Time	X							X	X
Extension Out Calls	X	X	X	X				X	X
(Extension Out External) Avg Talk Time									X
(Extension Out) External Calls		X							X
(Extension Out) External Total Talk Time		X							
Extension Out Time Total			X	X					
(Extension Out) Total Talk Time		X							
Hold Time Total		X							
(Inbound ACD) Average After Call									X
(Inbound ACD) Average Talk Time									X
(Inbound ACD) Calls									X
(Outbound ACD) Calls									X
(Outbound ACD) Average After Call									X
(Outbound ACD) Average Talk Time									X
Skill 1-4						X			
Skill Type						X			
Talk Time Total		X							
Time Agent Logged In					X	X			
Time Agent Logged Out					X	X			
Time Staffed Total			X	X					
Transfers Out	X	X							X

Table 3-80: Historical System Report Items Cross Reference

Report Items	Historical Reports in Which They Appear		
	System Report	Multi-ACD	Multi-ACD by Split/Skill
% ACD Time	X	X	X
% Answered	X	X	X
ACD Calls	X	X	X
Abandon Calls	X	X	X
Average Abandon Time	X	X	X
Average Speed of Answer	X	X	X
Average Split/Skill After Call	X	X	X
Average Talk Time	X	X	X
(Extension Out) Average Talk Time	X	X	X
Extension Out Calls	X	X	X
Flow In	X		X
Flow Out	X		X
Maximum Delay	X	X	X

Table 3-81: Historical Trunk/Trunk Group Report Items Cross Reference

Report Items	Historical Reports in Which They Appear			
	Trunk Report	Trunk Group	Trunk Group Summary	Busy Hour
% Occupied				X
% Time All Trunks Busy			X	X
% Time Maintenance Busy			X	
Average Trunk Holding Time				X
Busy Hour				X
Calls Abandoned				X
Calls Answered				X
Calls Carried				X
Inbound Average Trunk Holding Time	X	X	X	
Inbound Calls Abandoned	X	X	X	
Inbound Calls Answered			X	
Inbound Calls Carried	X	X	X	X
Inbound Other Calls			X	
Inbound Total CCS	X	X	X	
Number of Trunks			X	
Other Calls				X
Outbound Calls Abandoned	X	X	X	
Outbound Calls Answered			X	
Outbound Calls Blocked			X	
Outbound Calls Carried	X	X	X	
Outbound Far End Comp			X	
Outbound Other Calls			X	
Outbound Total CCS	X	X	X	
Time Maintenance Busy	X			
Trunk Failures		X		
Trunk Location	X	X		

General Information

Audience

This appendix is written for *CentreVu*™ Call Management System (*CentreVu* CMS) users who need to understand the use of database items and how *CentreVu* CMS calculates amounts for reports. It is also written to help users decide which database items and calculations to use in custom reports.

Introduction

This appendix describes the *CentreVu* CMS database tables, the items in the database tables, and the standard Dictionary calculations that use the database items.

The appendix is organized as follows:

- How Database Items and Calculations Are Presented
- Terminology
- Database Table Names
- Interactions with Switch Features and Tracking of Switch Capabilities
- Split/Skill Database Items
- Agent Database Items
- Trunk Group Database Items
- Trunk Database Items
- Vector Database Items
- VDN Database Items
- Call Work Codes Database Items
- Agent Login/Logout Database Items
- Agent Trace Database Items
- Current Day Configuration Forecast Database Items
- Current Day Forecast Report Database Items
- Call Record Database Items
- Exceptions Historical Database Items
- Agent State and Row Search Values Cross-Reference

- Call Disposition and Row Search Values Cross-Reference
- Standard Dictionary Calculations

How Database Items and Calculations Are Presented

This section outlines how the *CentreVu* CMS database items and calculations are presented later in the appendix.

Database Items

This appendix defines every database item used in *CentreVu* CMS reports.

Database Item Tables

The database items are presented in a table format, according to ACD element (split/skill, agent, vector, VDN, trunk, trunk group, exception, etc.). Below is an example of how the table information is presented:

Table A-1: Sample Database Item Table

Database Item	Description	Type
DATABASE ITEM	The definition of the database item is given here. Any additional information, such as other database items that are included in the sum of the database item, or specific switches that the database item applies to, is also listed.	C, A, or S

The following database item tables are included in this appendix:

- Split/Skill
- Agent
- Trunk Group
- Trunk
- Vector
- VDN
- Call Work Codes
- Agent Login/Logout
- Agent Trace
- Current Day Configuration (forecasting)
- Current Day Report (forecasting)
- Call Record
- Exceptions.

Many database items appear in more than one database table. When an item is in more than one table, the definition may or may not be the same from table to table.

Database items that are used in the description of another database item are in boldface type.

The index database items in each table are marked. Indexes add structure to table rows so that *CentreVu* CMS can retrieve data faster. The row search criteria you define for custom reports should be based on indexes whenever possible. For historical custom reports, always include a “where” clause based on the **ROW_DATE** database item.

Each database item contains one of the following types of data:

C = Cumulative data: accumulates throughout the collection interval. Most real-time database items contain cumulative data.

A = Administrative data: administered on the switch or on *CentreVu* CMS. For example, the database item INTRVL in the split/skill real-time table contains the number of minutes in the intrahour interval (15, 30, 60) currently assigned to the specified split/skill on *CentreVu* CMS.

S = Status data: gives the current status (a snapshot of a particular ACD element). For example, the database item INQUEUE in the split/skill real-time table contains the number of split/skill calls currently waiting in queue.

The letter C, A, or S appears in the Type column for each database item.

Cumulative and **Administrative** data items apply to historical and real-time database items. **Status** items apply only to real-time database items.

In addition to the types of data described above, items in the *CentreVu* CMS database can be either call-based or interval-based. Most *CentreVu* CMS database items are call-based. **Call-based data** is committed to the database after a call completes. Therefore, if a call starts and ends in different collection intervals, all of the data is recorded in the interval in which the call and any after call work are completed.

Interval-based data represents the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Most interval-based items start with **I_** or **TI_**. The database items **ALLINUSETIME** (trunk-group tables) and **MBUSYTIME** (trunk and trunk-group tables) are also interval-based.

Interval-based items should only be used to calculate percentages such as percentage of time staffed or in AUX work. Interval-based items should not be used, for example, to calculate average talk time; use call-based items for this type of calculation. Furthermore, because call-based and interval-based items may not track the same events, a calculation should use only one type of item and comparisons of call-based calculations and interval-based calculations may not be relevant or meaningful. For example, the call-based ACD time and interval-based ACD time for an agent will not be equal if the agent handled one or more ACD calls that crossed over interval boundaries.

Note

Report data may not add up if the report has a combination of call-based and interval-based items.

Switch Cross-Reference Tables

CentreVu CMS database items apply to specific switches. After each database item table, is a switch cross-reference table. The switch cross-reference tables list each database item by switch release. Below is an example of how the table information is presented:

Table A-2: Sample Switch Cross-Reference Table

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
DATABASE ITEM	X	X	X	X	X	X	X	X
	Switch releases that this database item applies to are marked with X's.							

Calculations

CentreVu CMS uses calculations of database items in many reports. All standard *CentreVu* CMS Dictionary calculations are listed alphabetically and described at the end of this appendix. You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations or the meaning of the data will be changed. Below is an example of how the table information is presented:

Table A-3: Sample Standard Dictionary Calculations Table

Calculation Name	Calculation	Description
CALCULATION NAME (as it appears in the <i>CentreVu</i> CMS Dictionary)	Mathematical definition of the calculation.	Short description of the calculation.

Terminology

The following terms are often used in the database item descriptions. For definitions of other terms used in this appendix, please refer to the Glossary.

Abandoned Call	A call in which the caller hung up before the call was answered or connected. Calls also can be considered abandoned if certain timers in the switch time out. See the explanations of the Wait Answer Supervision Timer (WAST), the Phantom-Abandon Calls, and the Trunk No Answer Timeout (G3V2 and later) (NATO) later in this appendix. These timers are used primarily in locations where the central office trunks lack disconnect supervision. Calls may abandon during many phases of processing, including during vector processing, after being queued to a split/skill, while ringing at an agent or station. The calls that are counted as abandons differ depending on the table. The agent table counts as abandons those split/skill ACD calls that abandoned while ringing at the agent. The split/skill table counts as abandons those calls that abandoned while queued to the split/skill or while ringing at an agent in the split/skill. The VDN table counts as abandons those ACD calls that abandoned while in the VDN, including calls in vector processing not yet queued to a split/skill (for example, calls that abandoned while listening to an announcement), calls queued to one or more splits/skills, calls ringing at agents (ACD calls). The definitions in each table state which abandons are counted in that table.
ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill or a call that queued as a direct agent call and was answered by the agent to whom it was queued.

After Call Work (ACW)

Work done when the agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW not associated with a call. An agent enters a call-related ACW state by completing a manual-in call or, on Generic 1 and Generic 3 switches, by pressing the ACW feature button during an automatic-in call, then completing the call. *CentreVu* CMS tracks call-related after call work in the call-based **ACWTIME** item and in the interval-based **I_ACWTIME** item.

An agent on a Generic 1 or Generic 3 switch can enter the ACW state without having an associated call by pressing the ACW feature button while available or in the AUX mode. *CentreVu* CMS will track this ACW time in the **I_ACWTIME** item, but not in the **ACWTIME** item.

For Generic 1 and Generic 3 switches without the EAS feature, the ACW time not associated with an ACD call will be tracked for the split whose ACW feature button the agent pressed. For Generic 3 with EAS, the ACW time not associated with an ACD call will be tracked for the first skill administered for and successfully logged into by the agent.

In Generic 3 Version 3 and later Generic releases, an agent in after call work who reconnects to a held AUXIN or AUXOUT call will return to the aftercall work mode when the AUXIN/OUT call is terminated. The after call work time accrued following the termination of the AUXIN/OUT call is after call work not associated with an ACD call, thus only counts as **I_ACWTIME**, not as **ACWTIME**.

For Generic 3 releases prior to Generic 3 Version 3, an agent who reconnected to a held AUXIN or AUXOUT call from the after call work mode returned to the available state upon completion of the call.

Agent

The login ID that staffed the extension. This term is often extended to mean the person who used the id to staff the extension. In all cases, the term agent implies measurement by *CentreVu* CMS.

Agent position (no EAS)	The combination of the agent login ID and the split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected for each agent/split combination separately, so that it is possible to report on the calls handled and time spent by agents in each of the splits they were in. To report on the total work performed by the agent, call data must be summed for the agent over all the splits in which he or she worked.
Agent position (with EAS)	The login ID of the agent, regardless of the number of skills assigned to the agent. Data are still collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Answered Call	The agent's state changes to ACD or DACD. The term answered is used only for split/skill and direct agent ACD calls. (See Connected for non-ACD calls.) For manual answer agents, the call is answered when the agent selects the ringing line appearance. For automatic answer agents, the call is answered directly after the zip tone is applied.
Automatic-In Mode (AI)	In this call answering mode, an agent who releases an ACD call receives another ACD call immediately, or if timed ACW is in use, after the timed ACW period expires, if there is a call queued.
AUX Work Mode	A work mode in which agents are engaged in non-ACD work. This may represent a break or lunch, training, mail, team meetings, etc. Extension (non-ACD) calls agents make or receive while available in auto-in or manual-in mode are tracked as AUXOUT or AUXIN calls.
Connected Call	A non-ACD call that rang and did not abandoned at an extension (not a split/skill or direct agent call). The System 85 and Generic 2.1 switches do not notify <i>CentreVu</i> CMS when non-ACD calls abandon, so all non-ACD calls that route to an extension are tracked as connected calls for these switch releases. For Generic 1, Generic 3, and Generic 2.2 switches, only calls that routed to an extension are tracked as connected calls.
Default Skill (Generic 2.2 EAS)	Every skill that ends with a "0" is called a "default skill," since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.

Direct Agent ACD Call (Generic 3)	A call that queues for a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct (Generic 3) or by calling an agent's login id (Generic 3 switches with EAS), given the proper class of restriction for the caller and for the receiving agent. Direct agent ACD calls are tracked as ACD calls along with split/skill ACD calls in the trunk, trunk group, VDN and vector tables. Direct agent ACD calls are tracked separately from split/skill ACD calls in the agent tables. Direct agent ACD calls are not tracked in the split/skill tables (since they are not split/skill ACD calls).
External Call	Calls made to off-switch destinations. This includes calls to other switches in a DCS network.
Extension Call	Calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or a transfer.
Hold	A call placed on hold as a result of the agent pressing the HOLD feature button or the hard hold feature access code, by using the TRANSFER or CONFERENCE feature button or by flashing the switch hook. <i>CentreVu</i> CMS tracks calls on hold only for the switch releases that notify <i>CentreVu</i> CMS when calls are placed on hold. Releases that notify <i>CentreVu</i> CMS are System 85 and Generic 2.1 for split/skill ACD calls placed on hold via the HOLD key or feature access code. Generic 2.2 and Generic 3 switches notify <i>CentreVu</i> CMS for all calls.
Manual-In Mode (MI)	A call answering mode in which an agent who releases an ACD call is put into the after call work (ACW) mode and must manually request another ACD call by pushing the MI button.
Nonprimary Split/Skill (G3 Vectoring, G2.2 EAS)	The second and third splits/skills to which the call queues in a VDN are called "non-primary splits/skills." They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 EAS)	Any skill that does not end in "0" is called a "nonzero" skill.

Primary Split/Skill (G3 Vectoring, G2.2 EAS)	The first split/skill the call queues to in a VDN is called the “primary” split/skill. If the call leaves vector processing and queues to another split/skill (for example, routes to a split/skill extension, or routes to another VDN), then that new split/skill becomes the primary split/skill. If the call leaves vector processing and does not queue to another split/skill (for example, routes to an extension), then there is no new primary split/skill.
Queued	A split/skill or direct agent call that has been directed to a split/skill. In the case of the Generic 1 and Generic 3 switches, even though the call may never have physically occupied a queue slot on the switch (because it could be delivered immediately to an agent), <i>CentreVu</i> CMS is still notified that the call queued to the split/skill.
Secondary Split/Skill (G3 Vectoring, G2.2 EAS)	The second split/skill the call queues to in a VDN is called the secondary split/skill.
Skill Group (Generic 2.2 EAS)	A group of ten skills. Each consecutive ten skills ending with digits 0 through 9 constitute a skill tens group. For example, skills 10-19 form a skill tens group, as do skills 340-349.
Split/Skill ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill.
Station	An unmeasured extension; that is, an extension that is not currently staffed by an agent or is not a member of an unmeasured split/skill or hunt group.
Tertiary Split/Skill (G3 Vectoring, G2.2 EAS)	The third split/skill the call queues to in a VDN is called the tertiary split/skill.

Top Skill

The agent's top skill is the agent's first-administered, highest-level skill. This concept is the most useful when you have a Generic 3 switch (with EAS) and with agents who are using skill level call handling preference. In this case, the agent's top skill represents the skill for which the agent is most likely to receive a call. Agents for whom a given skill is the top skill are the agents that a skill supervisor can count on to handle calls for the skill.

NOTE: This concept is not useful for agents using the greatest need call handling preference or for agents who are not Generic 3 (with EAS) agents. In these cases, the top skill data is still populated. When using the Generic 2.2 (with EAS) switch, the agent's top skill is always the "zero skill." For non-EAS agents, the top "skill" is the split the agent has been logged into the longest.

**Zero (0) Skill
(Generic 2.2 EAS)**

See *Default Skill*.

Database Table Names

To select data for custom reports, you must use the names listed in Table A-4 and Table A-5. The database items are described in later sections of this appendix.

Table A-4: Real-Time Table Names

Name	Data Stored
csplit	Split/Skill data for the current interval.
psplit	Split/Skill data for the previous interval.
cagent	Agent data for the current interval.
pagent	Agent data for the previous interval.
ctkgrp	Trunk group data for the current interval.
ptkgrp	Trunk group data for the previous interval.
ctrunk	Trunk data for the current interval.
ptrunk	Trunk data for the previous interval.
cvector	Vector data for the current interval.
pvector	Vector data for the previous interval.
cvdn	VDN data for the current interval.
pvdn	VDN data for the previous interval.
ccwc	Call Work Code (CWC) data for the current interval.
pcwc	CWC data for the previous interval.

Table A-5: Historical Table Names

Name	Data Stored
hsplit	Split/Skill data for each intrahour interval.
dsplit	Split/Skill data summarized by day.
wsplit	Split/Skill data summarized by week.
msplit	Split/Skill data summarized by month.
hagent	Agent data for each intrahour interval.
dagent	Agent data summarized by day.
wagent	Agent data summarized by week.
magent	Agent data summarized by month.
htkgrp	Trunk group data for each intrahour interval.
dtkgrp	Trunk group data summarized by day.
wtkgrp	Trunk group data summarized by week.
mtkgrp	Trunk group data summarized by month.
htrunk	Trunk data for intrahour interval.
dtrunk	Trunk data summarized by day.
wtrunk	Trunk data summarized by week.
mtrunk	Trunk data summarized by month.
hvector	Vector data for each intrahour interval.
dvector	Vector data summarized by day.
wvector	Vector data summarized by week.
mvector	Vector data summarized by month.
hvdn	VDN data for each intrahour interval.
dvdn	VDN data summarized by day.
wvdn	VDN data summarized by week.
mvdn	VDN data summarized by month.
hcwc	CWC data for each intrahour interval.
dcwc	CWC data summarized by day.
wcwc	CWC data summarized by week.
mcwc	CWC data summarized by month.
call_rec	Call record data.

Table A-5: Historical Table Names (Contd)

Name	Data Stored
agex	Agent exceptions.
spex	Split exceptions.
tgex	Trunk group exceptions.
vecex	Vector exceptions.
vdnex	VDN exceptions.
linkex	Link down exceptions.
mctex	Malicious call trace exceptions.
f_cday	Forecast current day configuration data by split/skill.
f_cdayrep	Current day forecast data by split/skill.
haglog	Agent login and logout information.
ag_actv	Agent activity trace data.

Interactions with Switch Features and Tracking of Switch Capabilities

The following features and switch capabilities have an impact on *CentreVu* CMS database items.

Adjunct-Placed and Adjunct-Routed Calls

For Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature, *CentreVu* CMS tracks outbound calls placed by an adjunct processor or host computer on behalf of an agent and adjunct-routed calls. Database items that start with **O_** track outbound split/skill calls and database items that contain **ADJ** track adjunct-routed calls. Adjunct-placed outbound split/skill calls are also included as part of ACD database items such as **ACDCALLS**, **ACDTIME**, and **ACWTIME**. Inbound split/skill calls can be calculated as **ACDCALLS - O_ACDCALLS**.

Look-Ahead Interflow Calls

For Generic 2.2 and Generic 3 switches, *CentreVu* CMS separately tracks look-ahead interflow calls attempted and completed using database items that start with **LOOK**. Look-ahead interflow calls are a subset of interflow calls.

For System 85 and Generic 2.1 switches, *CentreVu* CMS tracks look-ahead interflow calls as part of interflow calls only. The **LOOK** database items are not available for these switches.

Personal Call Tracking

For the Generic 2.2 and Generic 3 switches, *CentreVu* CMS tracks hold time, transfers and conferences for personal calls (non-ACD or extension calls).

With this feature, *CentreVu* CMS is allowed to separately track AUXIN and AUXOUT time for calls made and received when an agent has an ACD call on hold. These calls are now distinguished from time spent on other AUXIN or AUXOUT calls.

Also for Generic 3 and Generic 2.2 switches, in the VDN tables, connect calls, abandoned calls and their times will be tracked for calls that “route to” an extension. Call pickup calls are tracked as personal calls, even if an ACD call is picked up by an agent in the same split/skill.

Personal Call Tracking offers the following data tracking capabilities:

- Data is available for calls on hold, time for calls on hold, and calls abandoned from hold. Without personal call tracking, time for calls on hold was counted as talk time.
- *CentreVu* CMS split and agent data reflect calls made while another call is on hold.
- When an agent places a call on hold, the agent returns to his or her previous state before the call unless the previous state was AVAIL. If the agent was in the AVAIL state, the agent is placed in the OTHER state until the agent dials a valid number (if the number dialed is invalid, the agent remains in OTHER), reconnects to the held call, or the held call abandons. When the agent reconnects to the held call, the agent returns to the original state for the call.
- Agents do not have a **HOLD** state. Hold time is associated with a call placed on hold. Agent states reflect the current activity of the agent.
- **HOLDTIME** is the time the call spent on hold. **HOLDCALLS** is the number of calls that were placed on hold at least once, and **HOLDABNCALLS** is the number of calls that were abandoned while on hold.
- **I_OTHERTIME** is the time during the collection interval that the agent was doing other work.

For Generic 3 switches, this includes time while in the Auto-In or Manual-In mode during which the agent put a call on hold and performed no further action, the agent placed a call or activated a feature, or a personal call rang with no further activity.

When an agent dials a valid extension, the agent's state changes to AUXOUT (if the agent was in AUX or OTHER) or to ACWOUT (if the agent was in ACW).

The following example shows how *CentreVu* CMS tracks hold calls with the new database items.

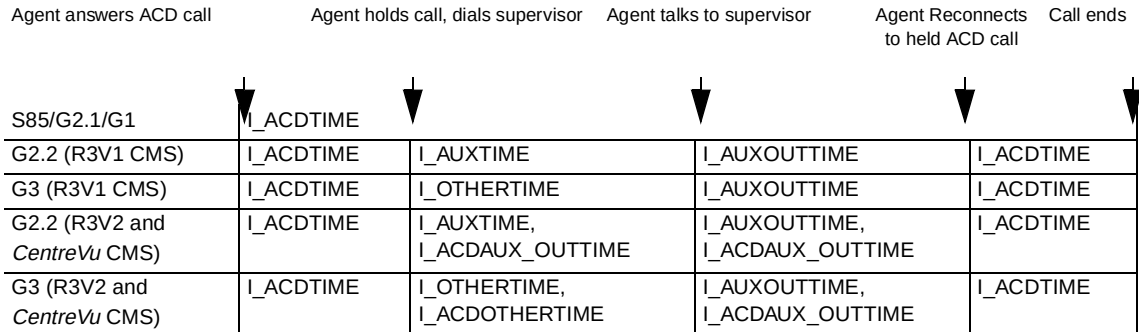


Figure A-1: Hold Tracking for Supervisor Assist Example

Abandoned Calls

In general, any call that hangs up before an agent or station answers. On Generic 3 switches, any VDN calls (whether ACD calls or not) that route to extensions and are then abandoned are counted as abandoned calls for the VDN. (See Phantom-Abandon Calls.) On System 85 and Generic 2 switches, VDN non-ACD calls that route to extensions and then abandon are counted as connect calls.

Phantom-Abandon Calls

In international areas where central offices do not provide the switch with disconnect supervision, all calls with talk times that are less than an administrable threshold can be counted as abandoned calls. *CentreVu* CMS supports a phantom-abandon call timer that can be administered to count calls with talk times less than 10 seconds as a phantom-abandoned call.

The Phantom-Abandon Call Timer can be set from 1-10 seconds. Any calls whose total talk time or connect time is less than the set number of seconds are pegged as **PHANTOMABNS**, instead of **ACDCALLS**. The abandon time for phantom calls is the time:

- For splits: from the time the call queued until the agent or answering station hangs up.
- For VDNs: from the time the call encountered the VDN until the agent or answering station hangs up.
- For vectors: from the time the call entered the vector until the agent or answering station hangs up.

When a call leaves a vector via a “route to split” command, the call is not pegged as an outflow, and can be pegged as a phantom-abandon call if the call duration is shorter than the administered phantom-abandon time.

The database item **PHANTOMABNS** records the total number of such calls. Also, these calls are counted as abandoned calls (**ABNCALLS**) rather than answered calls (**ACDCALLS**). The abandon time for these calls is equivalent to the time elapsed when the agent released the call.

When the phantom-abandon call timer is not enabled, short ACD calls are not counted as phantom-abandons, and the values of the **PHANTOMABNS** database items are 0.

Any call that has been put on HOLD, TRANSFERRED, or CONFERENCED is not recorded as a phantom-abandon, even if its duration is less than the setting of the phantom-abandon call timer.

Transferred and Conferenced Calls

With Personal Call Tracking, *CentreVu* CMS tracks transferred and conferenced calls as follows:

- Transferred and conferenced calls are tracked as held calls while the call(s) wait to be transferred or added to a conference.
- When an agent ends a conference call, the agent returns to the call state prior to setting up the conference.
- If an agent is talking, places the ACD call on hold to transfer the call, and then completes the transfer, the agent goes to the AVAIL state (Auto-In) or to the ACW state (Manual-In) following the transfer.
- Transferred or conferenced unmeasured split, trunk group, or VDN calls are now tracked. Prior to Personal Call Tracking, these calls were not tracked.

Audio Difficulty

CentreVu CMS records the trunk associated with audio difficulty for personal calls if the trunk group is measured. Prior to Personal Call Tracking, audio difficulty was restricted to ACD calls.

Direct Agent Calling (G3)

Direct agent calls are tracked separately from other ACD calls in the *CentreVu* CMS database tables. Since direct agent calls are not split/skill calls but are calls to a specific agent, most of the direct agent data are collected in the agent tables in items starting with **DA_** or **I_DA**. Direct agent calls are counted as ACD calls in trunk, trunk group, VDN and vector tables.

Reports can be customized to include direct agent data. In the real-time split/skill table, the number of agents on direct agent calls and the number of agents in ACW associated with direct agent calls are collected, but they are subsets of the number of agents in the **OTHER** agent state; that is, they are doing work but not for the split/skill. Only the **OTHER** value appears on standard real-time reports. The number of direct agent calls queued and ringing appears on the Queue/Agent Summary report.

For Generic 3 switches, a direct agent call can be initiated by an adjunct.

For Generic 3 Version 2 and later Generic 3 switch releases with the EAS feature, a direct agent call can be initiated by dialing the agent's login number or through the "route to number" vector command. The call is treated like an ACD call and is delivered to the agent before any split/skill ACD calls queue.

Multiple Call Handling (G2, System 85, G3V3)

The Multiple Call Handling feature allows an ACD agent to put a call on hold and push the Auto-In or Manual-In key to take another ACD call. *CentreVu* CMS tracks the hold state as a call state, not an agent state. This means that hold time is counted for each call. For example, an agent who places two calls on hold for 5 minutes to answer a third accrues 10 minutes hold time for the two calls in the space of only 5 minutes on the clock.

For Generic 2.1 and System 85 switches, an agent with ACD calls on hold continues to accrue interval-based talk time. The call-based ACD talk time is stopped while the calls are on hold, until the agent reconnects to one of them.

Forced Multiple Call Handling (G3V4)

The Forced Multiple Call Handling feature in Generic 3 Version 4 switches allow an ACD call to ring at an agent's voice terminal even if that agent is already talking on an ACD call. In this case, the agent continues to accrue talk time until the agent puts the current call on hold or releases it.

Hold Tracking (G3, G2, System 85)

CentreVu CMS tracks and reports hold state for calls put on hold for Generic 3, Generic 2, and System 85 switches. This means that *CentreVu* CMS is notified when an agent puts a call on hold. For Generic 3 and Generic 2.2 switches, *CentreVu* CMS tracks **all** calls put on hold. For Generic 2.1 and System 85 switches, *CentreVu* CMS tracks **split** ACD calls put on hold.

Ringling (G3, G2, System 85)

CentreVu CMS displays the number of agents with split/skill ACD calls and direct agent calls ringing at their voice terminals. This information is meaningful only if agents' voice terminals are administered to ring rather than receive zip tone. The switch sends a message to *CentreVu* CMS when a call is directed to an agent and alerting begins. Currently, this is only supported on System 85, Generic 2, and Generic 3 switches. If you do not have one of these switches, the ring state columns in standard reports display blanks.

Transfer Tracking

For Generic 3 and Generic 2.2 switches, *CentreVu* CMS tracks all transferred calls made by measured agents. For Generic 2.1 and System 85 switches, transferred calls to a VDN are tracked in the VDN tables. The agent and split/skill reports display these transfers.

Transfers into a split/skill, agent, or VDN are not tracked explicitly (for example, the party initiating the transfer is credited with a transfer, not the party receiving the transfer).

Conference Tracking (G2.2 and G3)

CentreVu CMS tracks conferenced calls for Generic 2.2 and Generic 3 switches. Agents who transfer a call by conferencing and then dropping off are credited with a conference and not a transfer.

Call Pickup

CentreVu CMS tracks ACD calls that are answered by an agent using the Call Pickup feature as AUXIN calls.

Agents in Multiple Splits/Skills

CentreVu CMS requires agents to log into multiple splits/skills using the same login ID for all splits/skills. This allows *CentreVu* CMS to track the agent as a single person and to coordinate the data for that agent.

Real-time reports assume that agents can only be doing one thing at a time. Agents can be in the following states: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, or UNSTAFFED. When an agent logs into multiple splits/skills, the split/skill number(s) are shown on the report(s) for the states (ACD, DACD, ACW, AVAIL, and RING) associated with the call. For example, if an agent logged into split/skill 1 and split/skill 2 and answered an ACD call for Split/Skill 2, the split/skill number shown in the standard real-time report(s) is "2."

For splits, as long as the agent is not on a call or the agent is in AUX and is available in at least some splits, real-time reports show all the splits in which the agent is available. For skills, the agent cannot be available in some skills and not available in others unless Multiple Call Handling (MCH) is active. The Skill Status report shows all the agent's login skills. If an ACD call is ringing the agent's voice terminal, the real-time report shows the RING state. If a personal call is ringing at the agent's voice terminal, the real-time report shows the OTHER state. No split/skill is shown for the AUX and UNKNOWN states because these states are not

split/skill related unless the agent is on a call (AUXIN or AUXOUT) in which case, the split/skill is shown in the report. The agent is shown as being in AUX **only** if the agent is in AUX in **all** splits/skills.

With real-time split/skill reports, if an agent is available in split 1 and in AUX in split 2 and you request the Split/Skill report which displays both splits, the report shows the agent is AVAIL in split 1 and OTHER in split 2.

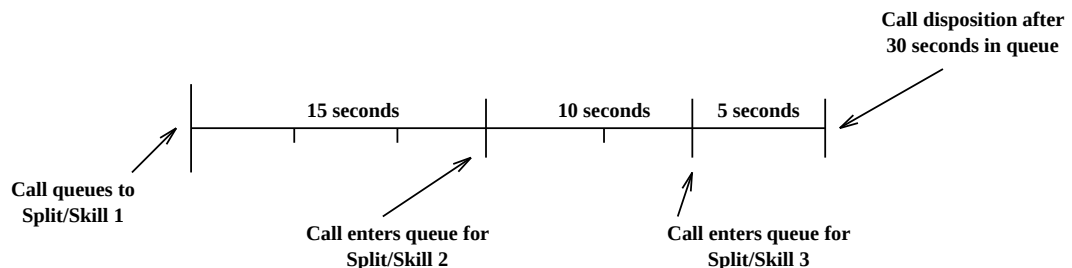
Multiple-Split/ Skill Queuing (G3)

On a Generic 3 switch, calls can be queued to as many as three splits/skills simultaneously. For the first split/skill to which a call is queued (primary split/skill), *CentreVu* CMS counts an answer, outflow (leaves vector processing or is answered by an agent in another split/skill), or abandon. For the second or third split/skill to which a call is queued, *CentreVu* CMS counts an answer and an inflow if the call is answered in that split/skill. If the call is answered in another split, the call outflows, or the caller abandons, *CentreVu* CMS counts the call as dequeued.

Note

If a call rings in a second or third split and then abandons, an inflow and abandon are counted for that split; an outflow or dequeue is counted for the other splits.

In the following Multiple-Split/Skill Queuing example, you see the call queue to split/skill 1 first, then queue to split/skill 2 after 15 seconds. After another 10 seconds, the call enters split/skill 3's queue. The call is now queued to splits/skills 1, 2, and 3 at the same time. See the example for disposition of the call for all three splits if the call was abandoned, was answered, or routed to a VDN.



Call Disposition	Split/Skill 1	Split/Skill 2	Split/Skill 3
Abandoned from queue	ABANCALLS ABNTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Split/Skill 2 Answered	OUTFLOWCALLS OUTFLOWTIME = 30	ACDCALLS ANSTIME = 15 INFLOWCALLS	DEQUEUECALLS DEQUETIME = 5
Route to VDN	OUTFLOWCALLS OUTFLOWTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Abandoned from ringing Split/Skill 2	OUTFLOWCALLS OUTFLOWTIME = 30	ABNCALLS ABNTIME=15	DEQUEUECALLS DEQUETIME = 5

Figure A-2: Multiple-Split/Skill Queuing Example

Agent State Tracking at Login

CentreVu CMS does not know what state agents are in immediately after they have logged in (or right after the link to the switch has come up) until notified by the switch. The time the agent spent in this state is tracked as **I_OTHERTIME** and **TI_OTHERTIME** and the agent's state is displayed as **OTHER**.

For System 85 and Generic 2 switches, the time between logging in and moving to the AUX state depends on the time it takes for the agent logging in to release the call or go on-hook, completing the login sequence.

For Generic 1 and Generic 3 switches, the time between logging in and moving to the AUX state depends on the time it takes for the agent logging in to release the call or go on-hook or for the switch to time the call out (about 5 to 10 seconds).

Converse Vector Command (G3V2 and later)

The “converse” command integrates Voice Response Units (VRUs) and the Vectoring feature. The “converse” command allows voice-response scripts to be executed while, for example, a call waits in queue. This command also allows data to be passed between the switch and a VRU or from the VRU through the switch to an ASAI adjunct processor.

There is no vector or VDN tracking for this command. If the VRU ports are administered as a measured split/skill, then agent and split/skill tracking is available.

Go To Vector

When a “go to vector” command is executed, an outflow and a “goto call” are counted for the first vector and an inflow is counted for the second vector. The timing and statistics associated with the first vector for that call stop and are started for the second vector. The call remains in the original VDN, however, and tracking in that VDN continues.

Outbound Call Management (OCM)

Outbound call management calls to splits/skills are included as a subset of the ACD call database items (talk time, ringing, ACW, etc.). OCM calls also have their own database items which start with **O_** in the agent, split/skill, trunk and trunk group tables. Inbound split/skill calls can be calculated as **ACDCALLS - O_ACDCALLS**. See the “Adjunct-Placed and Adjunct-Routed Calls” section for more information.

Redirection on No Answer (G3V2 and later)

When a ringing call times out, the call can be requeued to the same split/skill or to a Vector Directory Number (VDN) by the Redirection on No Answer feature (available only on a *DEFINITY* ECS). When redirected to the same split/skill, an outflow and an inflow are counted for the split/skill. Thus, the redirected call appears as two offered calls to the split/skill. The database item **NOANSREDIR** is also incremented. The unique calls offered to the split/skill can then be calculated by subtracting the value of **NOANSREDIR** from **CALLSOFFERED**.

Note

This assumes that the split/skill is set up so that normal split/skill calls do not cover back to the same split/skill except through the Redirection on No Answer feature. If they can cover back to the same split/skill, each call that does this is counted as an outflow and inflow to that same split/skill. In this case, **NOANSREDIR** is **not** incremented.

When a ringing call times out and is routed to a VDN (Generic 3 Version 4), an outflow and **NOANSREDIR** are incremented.

Tracking of Times/Duration

In the trunk, trunk group, and VDN tables, the **TIME** items typically cumulates until the trunk drops at the end of the call, unless the items are queue time or ring time or other similar items.

In the split/skill and vector tables, the **TIME** items typically cumulates until the call leaves the split/skill/vector and the disposition is known (for example, when the call outflows or when the caller starts hearing the forced busy).

Trunk No Answer Timeout (G3V2 and later)

This timer starts when the switch first seizes the trunk and is stopped when answer supervision is sent for the call. If it times out, the call is dropped by the switch and the *CentreVu* CMS counts the call as an abandoned call. (This timer is for switches in countries that lack disconnect supervision for trunks. The assumption is that the caller abandoned long ago.)

Vector Disconnect Timer (G3V2 and later)

The Vector Disconnect Timer is started when a call begins vector processing and stops when the call is routed successfully. This means that the call rings at a destination or the trunk is connected to a destination. In the case of adjunct routing, the timer is stopped at the point at which the call is routed successfully. If the timer times out, the call is dropped by the switch and the *CentreVu* CMS records a forced disconnect for the call.

Wait Answer Supervision Timer (WAST)

This timer is started when a call begins ringing at an agent or station. It is stopped if the call is answered or connected or redirected. Once a redirected call begins ringing, the timer is restarted. In the case of redirection on no answer, if the call cannot be redirected, the WAST is restarted. If the WAST times out, the call is dropped by the switch and the *CentreVu* CMS records an abandon (from ringing) for the call.

Split/Skill Database Items

The Split/Skill database item descriptions (Table A-1) apply to real-time and historical items.

The **Relationship(s)** column provides a list of the database item relationships for the Split/Skill Database table.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items apply only to the current interval real-time tables.

Real-Time split/skill database items apply to the Current Interval Split/Skill (csplit) and Previous Interval Split/Skill (psplit) tables. The real-time indexes are **ACD** and **SPLIT**.

Historical split/skill database items apply to the Intrahour Split/Skill (hsplit), Daily Split/Skill (dsplit), Weekly Split/Skill (wsplit), and Monthly Split/Skill (msplit) tables, except as noted. The historical indexes are **SPLIT** and **ROW_DATE**.

Table A-6: Split/Skill Database Items

Database Item	Description	Type
ABNCALLS	The number of CALLSOFFERED that were abandoned while in queue or ringing for this split/skill. For System 85, Generic 2.1, and Generic 3 Version 1 switches with the Vectoring feature, this also includes calls that were queued to the split/skill and abandoned while listening to a forced disconnect announcement. NOTE: When a call abandons while queued to multiple splits/skills and abandons from queue, only the primary split/skill increments ABNCALLS (calls that are ringing an agent and then abandon peg as abandons for the split/skill they were ringing). This also includes calls with talk times less than the phantom-abandoned call timer value, if it is set. ABNCALLS = ABNCALLS1 + ABNCALLS2 + ABNCALLS3 + ABNCALLS4 + ABNCALLS5 + ABNCALLS6 + ABNCALLS7 + ABNCALLS8 + ABNCALLS9 + ABNCALLS10 ABNCALLS includes ABNCALLS1-10, ABNRINGCALLS, O_ABNCALLS, PHANTOMABNS, SLVLABNS.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ABNCALLS1-10	The number of ABNCALLS that were abandoned during the collection interval in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: Call Profile window). ABNCALLS10 counts calls that abandoned after PERIOD9 . NOTE: If call profiles are not set, then the data gets stored into the first interval (ABNCALLS1).	C
ABNRINGCALLS	The number of ABNCALLS that abandoned while ringing at an agent position. Available for ring tracking with Generic 2 and Generic 3 switches.	C
ABNTIME	The time callers spent waiting in queue and ringing at the agent's voice terminal before abandoning the call. For phantom-abandon calls, this includes the time from when the call queues until the agent releases the call.	C
ACCEPTABLE	The number of ACDCALLS answered by an agent within the predefined acceptable service level (SERVICELEVEL), as defined on the ACD Administration: Call Profile window.	C
ACD (index)	The ACD number for which data was collected.	A
ACDAUXOUTCALLS	The number of AUXOUTCALLS agents in the split/skill made with at least one split/skill ACD call for this split/skill on hold. For agents in multiple skills with multiple call handling (Generic 3 Version 3 switch and later), the call is recorded for the skill of the last ACD call the agent put on hold. ACDAUXOUTCALLS includes calls made to transfer or conference the ACD call. Available with Generic 2.2 and Generic 3 switches.	C
ACDCALLS	The number of CALLSOFFERED calls that were answered by an agent in the split/skill. ACDCALLS = ACDCALLS1 + ACDCALLS2 + ACDCALLS3 + ACDCALLS4 + ACDCALLS5 + ACDCALLS6 + ACDCALLS7 + ACDCALLS8 + ACDCALLS9 + ACDCALLS10 ACDCALLS includes ACCEPTABLE , ACDCALLS1-10 , BACKUPCALLS , CONFERENCE , HIGHCALLS , HOLDCALLS , LOWCALLS , MEDCALLS , O_ACDCALLS , TOPCALLS , and TRANSFERRED .	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ACDCALLS1-10	The number of ACDCALLS during the collection interval that were answered in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: Call Profile window). ACDCALLS10 is the number of calls answered after the last increment PERIOD9 . NOTE: If call profiles are not set, then the data gets stored into the first interval (ACDCALLS1).	C
ACDTIME	The talk time of all ACDCALLS (does not include HOLDTIME , but does include O_ACDTIME).	C
ACWINCALLS	The number of inbound extension calls received by agents while in ACW for this split/skill ACD calls or in ACW not associated with a call if it is the oldest login.	C
ACWINTIME	The talk time of all ACWINCALLS . ACWINTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls received while in ACW not associated with an ACD call.	C
ACWOUTADJCALLS	The number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS . Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
ACWOUTCALLS	The number of outbound extension calls made by agents while in ACW for this split/skill ACD calls or in ACW not associated with a call if it is the oldest login. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS	C
ACWOUTOFFCALLS	The number of ACWOUTCALLS that were made to a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent, they are also counted as ACWOUTADJCALLS . Available for external calls with Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	The talk time of all ACWOUTOFFCALLS (does not include time on hold). Available for external calls with Generic 2.2 and Generic 3 switches.	C
ACWOUTTIME	The talk time of all ACWOUTCALLS . ACWOUTTIME does not include hold time on Generic 2.2 and Generic 3 switches. It does include time spent on calls made while in ACW not associated with an ACD call. ACWOUTTIME includes ACWOUTOFFTIME .	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ACWTIME	The duration of all after call work associated with ACDCALLS. NOTE: ACWTIME does not include time spent in ACW not associated with an ACD call (that is, the agent pressed the ACW button while not on an ACD call). However, both ACWINTIME and ACWOUTTIME do include time spent on calls made or received while in ACW not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME. ACWTIME includes ACWINTIME, ACWOUTTIME, and O_ACWTIME.	C
AGINRING (real-time)	The current number of POSITIONS at which split/skill or direct agent calls are ringing (for example, ACD call ringing for this split/skill and are not doing anything else). NOTE: When an agent makes or answers a personal call while an ACD call is ringing, that position is no longer counted in AGINRING (because the agent is then on an AUXIN/OUT call). Agents talking on ACD calls who receive a forced MCH call (Generic 3 Version 4 switches only) are not counted in AGINRING (they are counted in ONACD) or OTHER. Available with Generic 2 and Generic 3 switches for ring tracking.	S
ANSTIME	The time spent by callers in queue or ringing before being answered by an agent.	C
ASA (real-time)	The switch-provided rolling average speed of answer for this split/skill. This value is sent to <i>CentreVu</i> CMS whenever it changes on the switch (for example, when a call is answered). EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for vectoring feature enhancements.	S
ASSISTS	The number of times the supervisor was called (supervisor assists) by agents on split/skill calls, direct agent ACD calls, or in call-related ACW for this split/skill.	C
AUXINCALLS	The number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is OLDEST_LOGON for agents in multiple splits/skills.	C
AUXINTIME	The talk time of all AUXINCALLS (does not include hold time on Generic 2.2 and Generic 3 switches).	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
AUXOUTADJCALLS	The number of AUXOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
AUXOUTCALLS	The number of outbound extension calls made by agents while in AUX (auxiliary work), AVAILABLE, or for Generic 2.2 and Generic 3 switches with an ACD or AUXIN/AUXOUT call on hold. AUXOUTCALLS are recorded for the SPLIT which is the OLDEST_LOGON, unless the agent made the call with an ACD call on hold. In this case, they are recorded for the split/skill of the ACD call. AUXOUTCALLS includes ACDAUXOUTCALLS, AUXOUTADJCALLS, and AUXOUTOFFCALLS.	C
AUXOUTOFFCALLS	The number of AUXOUTCALLS that were made to a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent, they are also counted as AUXOUTADJCALLS. Available for external calls with Generic 2.2 and Generic 3 switches.	C
AUXOUTOFFTIME	The talk time of all AUXOUTOFFCALLS (does not include hold time). AUXOUTOFFTIME is included in AUXOUTTIME. Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTTIME	Talk time of all AUXOUTCALLS. AUXOUTTIME does not include hold time on Generic 2.2 and Generic 3 switches. AUXOUTTIME includes AUXOUTOFFTIME.	C
AVAILABLE (real-time)	The current Number of POSITIONS that are available in this split/skill.	S
BACKUPCALLS	The number of ACDCALLS that were delivered to this split/skill by a vector command other than "queue to main". This includes calls delivered by "messaging split/skill", "check backup", "route to" split/skill, and "redirect on no answer" vector commands. Calls that are redirected back to the split/skill from ringing by the "redirect on no answer" feature that are subsequently answered by an agent in the split/skill are also counted as backup calls. Available on System 85, Generic 2, and Generic 3 switches with the Vectoring feature.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
BUSYCALLS	The number of CALLSOFFERED calls that were given a busy signal by the switch. This happens when a “busy” vector command is executed while the call is queued to this split/skill (and this is the primary split/skill the call is queued to) or if a call queued to this split/skill forwards to another split/skill whose queue is full. On Generic 3 and later switches, a busy is given because a non-vector controlled split has a full queue, no queue and no available agents, or no agents that are staffed.	C
BUSYTIME	The time callers waited in queue until hearing a busy tone for all BUSYCALLS .	C
CALLSOFFERED	The number of calls that queued to the split/skill and that completed during the interval. This does NOT include calls on the Generic 1 or Generic 3 switches that could not queue to the split/skill because the queue was full or there was no queue. CALLSOFFERED = ACDCALLS + ABNCALLS + BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUECALLS CALLSOFFERED includes ABNCALLS, RINGCALLS, OTHERCALLS, and INFLOWCALLS	C
CONFERENCE	The number of ACDCALLS that were conferenced at least once. Available on Generic 2.2 and Generic 3 switches.	C
DA_ACWINCALLS	The number of inbound extension calls agents answered while in after call work mode for direct agent ACD calls that were queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINTIME	The talk time of inbound extension calls agents answered while in the after call work mode for direct agent ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOCALLS	The number of outbound extension calls agents made while in the after call work mode for direct agent call ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
DA_ACWOTIME	The talk time of outbound extension calls the agent made while in the after call work mode for a direct agent ACD call. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_INACW (real-time)	The current number of POSITIONS that are in after call work associated with direct agent calls. This includes agents who are on ACWIN/ACWOUT calls. DA_INACW is a subset of OTHER . NOTE: The total number of agents in after call work = INACW + DA_INACW . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_INQUEUE (real-time)	The current number of direct agent ACD calls waiting in this split's/skill's queue. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_INRING (real-time)	The current number of direct agent ACD calls ringing at an agent's voice terminal that was queued in this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_OLDESTCALL (real-time)	The length of time that the oldest direct agent ACD call has been waiting in queue and ringing at an agent position. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DA_ONACD (real-time)	The current number of POSITIONS that are on direct agent ACD calls. DA_ONACD is a subset of OTHER . NOTE: The total number of agents on split/skill and direct agent ACD calls = ONACD + DA_ONACD . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DEQUECALLS	The number of calls that queued to this split/skill as a nonprimary split/skill, but whose disposition was recorded in another split/skill (as answered, abandoned, outflowed, busy, or forced disconnect). Requires vectoring for multiple split/skill queueing on a Generic 2.2 switch with EAS or a Generic 3 switch.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
DEQUETIME	The amount of time DEQUECALLS waited in this split/skill queue before dequeuing. Requires vectoring for multiple split/skill queueing on a Generic 2.2 switch with EAS or a Generic 3 switch.	C
DISCCALLS	For Generic 2.2, Generic 3 Version 2, and later Generic 3 switches, this is the number of CALLSOFFERED that were disconnected by the switch via the “disconnect” vector command. For the Generic 3 Version 2 and later switch releases, this also includes the number of CALLSOFFERED that were disconnected by the switch when the vector disconnect timer expired. For the vectoring feature on System 85, Generic 2.1, and Generic 3 Version 1 switches, this is the number of CALLSOFFERED that were given a forced disconnect announcement, then were disconnected by the switch.	C
DISCTIME	The time all DISCCALLS spent in this split/skill's queue. For Generic 2.2 and Generic 3 Version 2 switches, this is the time until the trunk drops, in the case where the caller hangs up without listening to the entire announcement. For the Generic 3 Version 2 and later switches, if the call is disconnected due to the expiration of the vector disconnect timer, this is the time until the caller is disconnected by the switch. For the vectoring feature on System 85, Generic 2.1, or Generic 3 Version 1 switches, this is the time until the announcement ends and the caller is disconnected by the switch.	C
EVENT1-9	The number of times each event (stroke count) feature button (feature button 1 to 9) was pressed by agents on split/skill or direct agent ACD calls or in after call work associated with an ACD call for this split/skill. Available with System 85, Generic 2, and Generic 3 switches.	C
EWTHIGH (real-time)	The switch-calculated expected wait time for calls queued at high priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
EWTLOW (real-time)	The switch-calculated expected wait time for calls queued at low priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at LOW priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S
EWTMEDIUM (real-time)	The switch-calculated expected wait time for calls queued at medium priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at MEDIUM priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S
EWTTOP (real-time)	The switch-calculated expected wait time for calls queued at top priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at TOP priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.	S
HIGHCALLS	The number of ACDCALLS with high priority that were answered by agents in this split/skill (for example, answered calls that were queued to the split/skill with high priority by a “queue to main” or “check backup” vector command. For Generic 3 switches with the Vectoring feature, this includes calls that were queued to a split/skill with priority using the “route to” or “messaging split/skill” vector commands, and calls that queued directly to a split/skill with priority. (Priority in these cases is determined by the class of restriction of the originator, which is an agent, an extension, a trunk group or a VDN.) Available on System 85, Generic 2, and Generic 3 switches with the Vectoring feature.	C
HOLDABNCALLS	The number of times split/skill ACD callers abandoned the call while on hold. Available on System 85, Generic 2, and Generic 3 switches.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
HOLDCALLS	The number of split/skill ACD calls that were placed on hold at least once. Available on System 85, Generic 2, and Generic 3 switches. HOLDCALLS includes HOLDABNCALLS .	C
HOLDTIME	The time spent by split/skill ACD callers on hold. Available on System 85, Generic 2, and Generic 3 switches.	C
I_ACDAUXINTIME	The time during the collection interval that POSITIONS were talking on AUXIN calls with a split/skill ACD call on hold where SPLIT is OLDEST_LOGON . Available on Generic 2.2 and Generic 3 switches.	C
I_ACDAUX_OUTTIME	The time during the collection interval that POSITIONS spent dialing (Generic 2.2 switches) and talking on AUXOUT calls with a split/skill ACD call for this split/skill on hold. NOTE: In a multiple call handling environment with agents in multiple skills, the ACD call for this skill must have been the last ACD call to have been put on hold before the agent made the AUXOUT call. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDOTHERTIME	The time during the collection interval that POSITIONS spent in the OTHER state (dialing an outgoing call with a Generic 3 switch, with a ringing extension call with Generic 3 switch, or with calls on hold and with no other state selected) with a split/skill ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDTIME	Time during the collection interval that POSITIONS were on split/skill ACD calls for this split/skill. This includes time on O_ACDCALLS as well as on ACDCALLS .	C
I_ACWINTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with a split/skill ACD call or not associated with a call, and on inbound extension calls. This does not include time inbound extension calls spent on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACWOUTTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with this split/skill ACD call or not associated with a call, and on outbound extension calls. This does not include time outbound extension calls spent on hold. Available on Generic 2.2 and Generic 3 switches.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
I_ACWTIME	The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with a split/skill ACD call or not associated with a call. This I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME .	C
I_ARRIVED	The number of calls that queued to this split/skill during this interval.	C
I_AUXINTIME	The time during the collection interval that POSITIONS were in AUX work, AVAILABLE, or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on inbound extension calls. I_AUXINTIME includes I_ACDAUXINTIME .	C
I_AUXOUTTIME	The time during the collection interval that POSITIONS were in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, had an ACD or AUXIN/AUXOUT call on hold and were on outbound extension calls. I_AUXOUTTIME includes I_ACDAUX_OUTTIME .	C
I_AUXTIME	The time during the collection interval that POSITIONS were in AUX in this split/skill. $\text{I\_AUXTIME} = \text{I\_AUXTIME0} + \text{I\_AUXTIME1} + \text{I\_AUXTIME2} + \text{I\_AUXTIME3} + \text{I\_AUXTIME4} + \text{I\_AUXTIME5} + \text{I\_AUXTIME6} + \text{I\_AUXTIME7} + \text{I\_AUXTIME8} + \text{I\_AUXTIME9}$ I_AUXTIME includes I_AUXTIME0... I_AUXTIME9 , I_AUXINTIME , I_AUXOUTTIME , and I_TAUXTIME .	C
I_AUXTIME0	The time during the collection interval that POSITIONS were in AUX for reason code 0 in this split/skill. This includes time on extension calls from this AUX state. For switches with AUX reason codes active, this represents time agents spent in "system" AUX. For switches without AUX reason codes active, I_AUXTIME0 is the same as I_AUXTIME .	C
I_AUXTIME1-9	Time during the collection interval that POSITIONS were in AUX for each reason code 1-9 in this skill. This includes time on extension calls from each AUX state. Available for Generic 3 Version 5 and later Generic 3 switches with EAS.	C
I_AVAILTIME	The time during the collection interval that POSITIONS were available for calls from this split/skill. I_AVAILTIME includes I_TAVAILTIME	C
I_DA_ACDTIME	The time that POSITIONS spent talking on direct agent ACD calls queued through this split/skill. I_DA_ACDTIME is a subset of I_OTHERTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
I_DA_ACWTIME	The time that POSITIONS spent in after call work for direct agent ACD calls queued through this split/skill. I_DA_ACWTIME is a subset of I_OTHERTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
I_OTHERTIME	The time during the collection interval that POSITIONS were doing other work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's voice terminal with no other activity. For Generic 2.2, agents were in Auto-in or Manual-in, put a call on hold using the Hold button or switchhook flash and performed no further action. For Generic 2.2 with EAS, Generic 1 and Generic 3 switches, agents were logged into multiple splits/skills and doing work for a split/skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a split/skill other than this one). For Generic 3 switches with EAS and multiple call handling, agents are available in other, multiple call handling skills, but not in this skill. For all switches, I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, and I_DA_ACWTIME.	C
I_RINGTIME	The time during the collection interval that agents were in the ringing state for calls to this split/skill. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. NOTE: With forced multiple call handling (Generic 3 Version 4 and later), if an ACD call rings at the agent's voice terminal while the agent is talking on another call, I_RINGTIME does not accumulate. Available on Generic 2 and Generic 3 switches for ring tracking.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
I_STAFFTIME	The time during the collection interval that POSITIONS were staffed (logged in). I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILTIME, I_OTHERTIME, and I_RINGTIME.	C
I_TAUXTIME	The time top agents in this split/skill were in AUX mode. This includes time on AUXIN/AUXOUT calls, received or made without an ACD call on hold. (Time on AUXIN/AUXOUT calls with an ACD call on hold is tracked in I_ACD_AUXINTIME and I_ACD_AUX_OUTTIME.) Available with a Generic 3 switch with the EAS feature for top skills.	
I_TAVAILTIME	The time top agents in this split/skill were available to receive calls for this split/skill. Available with a Generic 3 switch with the EAS feature for top skills.	C
INACW (real-time)	The current number of POSITIONS that are in after call work for this split/skill. This includes agents on ACWIN/ACWOUT calls as well as agents in ACW not associated with an ACD call. It does not include agents in ACW for direct agent ACD calls. INACW includes ONACWIN and ONACWOUT.	S
INAUX (real-time)	The current number of POSITIONS that are in auxiliary work for all splits/skills, or on AUXIN/AUXOUT calls. INAUX = INAUX0 + INAUX1 + INAUX2 + INAUX3 + INAUX4 + INAUX5 + INAUX6 + INAUX7 + INAUX8 + INAUX9 INAUX includes INAUX0...INAUX9, ONACDAUXOUT, ON_AUXIN, and ON_AUXOUT.	S
INAUX0	The current number of POSITIONS that are in auxiliary work with reason code 0 for all splits/skills including agents on AUXIN/AUXOUT calls. Reason code 0 is for "system" AUX work when reason codes are active (Generic 3 Version 5 with EAS and later EAS). For switches without EAS and for releases prior to Generic 3 Version 5, INAUX0 will be the same as INAUX.	S
INAUX1-9	The current number of POSITIONS that are in auxiliary work with each of the reason codes 1-9 for all splits/skills including agents on AUXIN/AUXOUT calls. Available for Generic 3 Version 5 switch and later.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), or protocol failures with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	The number of calls that were redirected to the split/skill's queue from another queue. For Generic 3 with vectoring and Generic 2.2 with EAS and multiple split/skill queueing, calls answered by an agent in a non-primary split/skill are counted as inflows to that split/skill. Calls that abandon from ringing at an agent's voice terminal in a non-primary split/skill are also counted as inflows to that split/skill. On Generic 3 Version 2 and later switches, calls that ring at an agent's voice terminal and then are requeued to the same split/skill by the Redirection on No Answer feature and are counted as inflows to that split/skill. On Generic 2.2 switches with EAS, calls that queue to the "zero" skill after having been queued to a "nonzero" skill are not counted as inflows to the "zero" skill. Similarly, calls that queue to a "nonzero" skill after having been queued to a "zero" skill are not counted as inflows to the "nonzero" skill. Calls that are queued to one skill group and are subsequently queued to another are not counted as inflows to the subsequent skill group. For Generic 2, System 85 with vectoring, calls that queue to a split and then subsequently queue to a new split by a "queue to main" or "check backup" split vector command and are counted as inflows to the new split. When a call leaves the VDN (for example, by routing to another VDN) or leaves vector processing, (for example, by routing to a split/skill) the next split/skill to which a call queues will not be credited with an inflow.	C
INQUEUE (real-time)	The current number of split/skill ACD calls waiting in queue.	S
INRING (real-time)	The current number of split/skill ACD calls which are ringing at agent positions for this split/skill. Available on Generic 2 and Generic 3 switches for ring tracking.	S
INTERFLOWCALLS	The number of OUTFLOWCALLS that were redirected to an off-switch destination—a destination outside the switch.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
INTRVL	The number of minutes in the intrahour interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LOWCALLS	For switches with vectoring, this is the number of ACDCALLS with low priority that were answered by this split/skill. For switches without vectoring, this is the number of ACDCALLS with no priority that were answered by this split/skill.	C
MAXINQUEUE	The maximum number of simultaneously calls in this split's/skill's queue during the collection interval.	C
MAXOCWTIME	The maximum amount of time that a call, recorded during the collection interval, waited in queue and ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected.	C
MAXSTAFFED	The maximum number of agent POSITIONS that were simultaneously staffed during the collection interval. MAXSTAFFED includes MAXTOP .	C
MAXTOP	Maximum number of top agents that were staffed during the collection interval in this split/skill.	C
MEDCALLS	For switches with vectoring, the number of ACDCALLS with medium priority that were answered by agents in the split/skill. For example, answered calls that were queued to the split/skill with medium priority by a "queue to main" or "check backup" vector command. For Generic 3 switches with vectoring, MEDCALLS includes calls that were queued to a split with no priority using the "route to" or "messaging split" vector commands, calls that queued directly to a non-vector-controlled split with no priority, and calls that intraflowed to a split with no priority. For switches without vectoring, the number of ACDCALLS with "yes" priority that were answered by agents in the split/skill.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
NOANSREDIR	The number of split/skill ACD calls that rang at agent positions in the split/skill and then were automatically redirected back to the split/skill queue or to a VDN by the Redirection on No Answer feature because they were not answered. Redirection On No Answer to a split/skill is available on <i>DEFINITY</i> ECS or Generic 3 Version 2 or later switches. Redirection On No Answer to a VDN is only available on <i>DEFINITY</i> ECS. NOTE: When a call is requeued to the same split/skill using the Redirection on No Answer feature, it is counted as an outflow from the split/skill and an inflow to the same split/skill. This is NOT true for calls that are redirected to a VDN using the Redirection on No Answer feature, rather than redirecting the call back to the same split/skill. Such calls count as outflows from the original split or skill, but do not count as inflows to the next split/skill to which they are queued through the new VDN. It is also counted as a NOANSREDIR call and so can be subtracted out from the outflows and from the inflows to calculate the number of outflows and inflows that were not due to requeuing the call to the same split.	C
O_ABNCALLS	The number of ABNCALLS that were placed by an adjunct, that is, the number of outbound predictive dialing calls that were abandoned by the far end. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of ACDCALLS that were placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDTIME	The talk time of all O_ACDCALLS (does not include HOLDTIME). Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. ACDTIME includes O_ACDTIME.	C
O_ACWTIME	The duration of all after call work associated with O_ACDCALLS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature. ACWTIME includes O_ACWTIME.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
O_OTHERCALLS	The number of outbound calls queued to this split/skill that were not answered or abandoned as ACD split/skill calls. These include forced busy calls and calls with unknown dispositions. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
OLDESTCALL (real-time)	The number of seconds the oldest split/skill ACD call has waited in queue or ringing.	S
ONACD (real-time)	The current number of POSITIONS that are on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT .	S
ONACDAUXOUT (real-time)	The current number of POSITIONS that are on AUXOUT calls and have an ACD call for this split/skill on hold. For agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. Available for Generic 2.2 and Generic 3 switches.	S
ONACDOUT (real-time)	The current number of POSITIONS that are on outbound calls placed by an adjunct to this split/skill. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
ONACWIN (real-time)	The current number of POSITIONS that are in ACW for this split/skill and on inbound extension calls. These agents also appear in INACW . ONACWIN includes agents receiving extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S
ONACWOUT (real-time)	The current number of POSITIONS that are in ACW for this split/skill and on outbound extension calls. These agents also appear in INACW . ONACWOUT includes agents making extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.	S
ON AUXIN (real-time)	The current number of POSITIONS that are in AUX work or AVAILABLE, or, for Generic 2.2 and Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls, where SPLIT is OLDEST LOGON .	S
ON AUXOUT (real-time)	The current number of POSITIONS that are in AUX work or AVAILABLE or, for Generic 2.2 and Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold, and on outbound extension calls.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
ONHOLD (real-time)	The current number of split/skill ACD calls for this split/skill on hold at agent positions. Available on System 85, Generic 2, and Generic 3 switches.	S
OTHER (real-time)	The current number of POSITIONS that are doing OTHER work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. For Generic 2.2 switch, the agent in Auto-In/Manual-In put a call on hold using the Hold button or the switchhook flash and has performed no further action. For Generic 2.2 switch with the EAS feature, Generic 1 and Generic 3 switches, agents are logged into multiple splits/skill other than this one (on an ACD call that is ringing or in ACW). For Generic 3 with EAS switches with multiple call handling, agents are available for other, multiple call handling, skills. Agent POSITIONS will show up in OTHER directly after the link to the switch comes up and directly after the agents log in before the CMS is notified of the agent's work state. OTHER includes DA_INACW and DA_ONACD.	S
OTHERCALLS	The number of calls offered to this split/skill that did not abandon and were not answered by an ACD agent for this split/skill. OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS	C
OTHERTIME	The time OTHERCALLS spent waiting and ringing in this split/skill's queue until the disposition was known. NOTE: OTHERTIME relates to time for OTHERCALLS and is not related to I_OTHERTIME, which is the time agents spent in the OTHER state. OTHERTIME = BUSYTIME + DISCTIME + OUTFLOWTIME + DEQUETIME	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
OUTFLOWCALLS	The number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and on whether vectoring is active or not. For Generic 1 or Generic 3 switches without vectoring, outflows are counted: • if the call intraflowed or interflowed. • if the split/skill call forwarding was active • if a ringing ACD call was answered using call pickup • if ringing ACD calls that redirects on no answer. For Generic 3 switches with vectoring, outflows are counted: • if ringing ACD calls that redirects on no answer. • if the call rang at an agent in this split/skill and was answered using call pickup • if the call was routed to another VDN • if the call routed to a number or digits • if the call queued to a messaging split/skill • if the call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirection on No Answer feature (for Generic 3 Version 2 and later switch releases). For System 85 or Generic 2 switches without vectoring, outflows are counted when calls intraflow to another split or extension. For System 85 or Generic 2 switches with vectoring (except for Generic 2.2 with EAS), outflows are counted: • if the call was routed to another VDN • if the call is routed to a number • if the call queued to another split (using “queue to main” or “check backup”). OUTFLOWCALLS includes INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
OUTFLOWCALLS (Contd)	For Generic 2.2 with EAS, outflows are counted: • if the call was routed to another VDN • if the call is routed to a number • if the call is queued to this skill which is a nonzero skill as primary and then is queued to the “zero” skill • if a call is queued to this skill which is a “zero” skill and then is queued to a “nonzero” skill • if a call is queued to this skill as primary in one skill tens group and then is subsequently queued to another skill tens group.	C
OUTFLOWTIME	The time OUTFLOWCALLS waited in queue or ringing at the agent's voice terminal before being redirected.	C
PERIOD 1-9	The length, in seconds, of each service level increment as defined in the ACD Administration: Call Profile window. Each increment represents a progressively longer wait time. <i>CentreVu</i> CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in either ACDCALLS10 or ABNCALLS10 .	A
PERIODCHG	Indicates whether or not service level increments PERIOD1-9 (as defined on the ACD Administration: Call Profile window) changed during the collection interval. Valid values for PERIODCHG are YES and NO.	A
PHANTOMABNS	The number of split/skill ACD calls with talk time less than the value of the phantom-abandoned call timer.	C
POSITIONS	The current number of agent positions that are assigned to this SPLIT (non-EAS) or current number of agent positions logged into this skill (EAS).	A
RINGCALLS	The number of this split/skill's calls that rang at agent positions. Available on a Generic 2 and Generic 3 switch for ring tracking. RINGCALLS includes ACDCALLS and NOANSREDIR.	C
RINGTIME	The time this split/skill's calls spent ringing at agent positions independent of final disposition and other agent activity. I_RINGTIME is the time the agent spends with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 2 and Generic 3 switch for ring tracking.	C
ROW_DATE (index)	The date on which data was collected.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
SERVICELEVEL	The number of seconds within which calls must be answered in order to be considered acceptable for this split/skill (as defined on the ACD Administration: Call Profile window).	A
SLVLABNS	The number of ABNCALLS whose time to abandon was less than or equal to this split/skill's SERVICELEVEL .	C
SLVLOUTFLOWS	The number of OUTFLOWCALLS whose time to outflow was less than or equal to this split/skill's SERVICELEVEL .	C
SPLIT (index)	The split/skill number for which data was collected.	A
STAFFED (real-time)	The current number of POSITIONS that are staffed (logged in). STAFFED includes AGINRING , AVAILABLE , ONACD , INACW , INAUX , and OTHER .	S
STARTTIME	The start time for the interval data was collected. Applies to the interval table only.	C
SVCLEVELCHG	Indicates whether or not the service level was changed during the collection interval. Valid values for SVCLEVELCHG are YES and NO.	A
TAGINRING	The number of top agents logged into the skill who have ACD calls ringing and who are not doing anything else. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.	S
TAVAILABLE	The number of top agents logged into the skill who are available in the skill. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.	S
TDA_INACW	The number of top agents logged into the skill who are in after call work associated with direct agent calls. TDA_INACW is a subset of TOTHER . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
TDA_ONACD	The number of top agents logged into the skill who are talking on direct agent calls. TDA_ONACD is a subset of TOTHER. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TINACW	The number of top agents logged into the skill who are in after call work for ACD calls to the skill. This includes top agents on ACWIN/ACWOUT calls, as well as agents who are in after call work not associated with an ACD call. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TINACW includes TONACWIN and TONACWOUT.	S
TINAUX	The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TINAUX includes TINAUX0...TINAUX9, TONACDAUXOUT, TONAUXIN, and TONAUXOUT.	S
TINAUX0	The number of top agents logged into the skill who are in the AUX work for reason code 0 for all splits/skills or on AUXIN/AUXOUT calls for AUX with reason code 0. Reason code 0 is for “system” AUX work when reason codes are active (Generic 3 Version 5 EAS). For switches without EAS and for releases prior to Generic 3 Version 5, TINAUX0 will be the same as TINAUX. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	
TINAUX1-9	The number of top agents logged into the skill who are in AUX work for each of the reason codes 1-9. This includes agents on AUXIN/AUXOUT calls from AUX with the appropriate reason code. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
TONACD	The number of top agents logged into the skill who are on inbound and outbound ACD calls for the skill. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TONACD includes TONACDOUT.	S
TONACDAUXOUT	The number of top agents logged into the skill who are on AUXOUT calls with an ACD call for the skill on hold. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TONACDOUT	The number of top agents that are on outbound calls placed by an adjunct to this skill. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	S
TONACWIN	The number of top agents that are in ACW for this skill and on inbound extension calls. These agents also appear in TINACW. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TONACWOUT	The number of top agents that are in ACW for this skill and on outbound extension calls. These agents also appear in TINACW. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TONAUXIN	The number of top agents that are in AUX work or AVAILABLE, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
TONAUXOUT	The number of top agents that are in AUX work or AVAILABLE, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS.	S
TOPCALLS	The number of ACDCALLS with top priority that were answered by agents in this split/skill. Available with System 85, Generic 2, and Generic 3 switches with vectoring.	C
TOTHER	The number of top agents that are doing other work. For Generic 3, while in Auto-in or Manual-In mode: the agent put any call on hold and has performed no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity. Agents are logged into multiple splits/skills and doing work for a split/skill other than this one (on an ACD call, in ACW, or ACD calls ringing). For Generic 3 EAS with multiple call handling, agents are available for other, multiple call handling, skills. Agent POSITIONS will show up in TOTHER directly after the link to the switch comes up and directly after the agents log in before the <i>CentreVu</i> CMS is notified of the agent’s work state. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are only significant for Generic 3 switches and the ECS with EAS. TOTHER includes TDA_INACW and TDA_ONACD.	S
TRANSFERRED	The number of ACDCALLS that were transferred to another destination. For Generic 1 switch, includes transfers to a measured split or from a measured trunk to a measured trunk. For System 85 and Generic 2.1 switches, includes transfers to a measured VDN or split. For Generic 2.2 or Generic 3 switches, includes all split/skill calls transferred.	C

Table A-6: Split/Skill Database Items (Contd)

Database Item	Description	Type
TSTAFFED	The current number of top agents that are staffed in SPLIT. Available with Generic 3 and Generic 2.2 switches with the EAS feature. However, “top” database items are significant only for Generic 3 switches and the ECS with EAS. TSTAFFED includes TAGINRING, TAVAILABLE, TINACD, TINACW, TINAUX, and TOTHER.	S

Switch Cross-Reference

Table A-7 lists which Split/Skill database items are supported by each of the switch releases.

Note

The following is a key to the database items tables:

- Items marked “X” indicate that the database item is supported by a switch.
- Items marked “EAS” require that the Expert Agent Selection feature be active on the switch for the items to be populated.
- Items marked “e” are populated for the releases shown, but the values are only meaningful for EAS releases.
- Items marked “t” are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Table A-7: Switch Cross-Reference for Split/Skill Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ABNCALLS	X	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X	X
ACDAUXOUTCALLS				X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X	X
ACDCALLS1-10	X	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X	X	X
ACWOUTADJCALLS				X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X	X	X
ACWOUTOFFCALLS				X	X	X	X	X

Table A-7: Switch Cross-Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACWOUTOFFTIME				X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X	X
AGINRING			X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X	X
ASA							X	X
ASSISTS	X	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X	X
AUXOUTADJCALLS				X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X	X
AUXOUTOFFCALLS				X	X	X	X	X
AUXOUTOFFTIME				X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X	X
AVAILABLE	X	X	X	X	X	X	X	X
BACKUPCALLS		X	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X	X
CALLSOFFERED	X	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X	X
DA_ACWINCALLS					X	X	X	X
DA_ACWINTIME					X	X	X	X
DA_ACWOCALLS					X	X	X	X
DA_ACWOTIME					X	X	X	X
DA_INACW					X	X	X	X
DA_INQUEUE					X	X	X	X
DA_INRING					X	X	X	X
DA_OLDESTCALL					X	X	X	X
DA_ONACD					X	X	X	X

Table A-7: Switch Cross-Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
DEQUECALLS				EAS	X	X	X	X
DEQUETIME				EAS	X	X	X	X
DISCCALLS		X	X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X	X
EVENT1-9		X	X	X	X	X	X	X
EWTHIGH							X	X
EWTLOW							X	X
EWTMEDIUM							X	X
EWTTOP							X	X
HIGHCALLS		X	X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X	X
I_ACDAUXINTIME				X	X	X	X	X
I_ACDAUX_OUTTIME				X	X	X	X	X
I_ACDOTHERTIME				X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X	X	X
I_AUXTIME0	X	X	X	X	X	X	X	X
I_AUXTIME1-9								EAS
I_AVAILTIME	X	X	X	X	X	X	X	X
I_DA_ACDTIME					X	X	X	X
I_DA_ACWTIME					X	X	X	X

Table A-7: Switch Cross-Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
I_OTHERTIME	X	X	X	X	X	X	X	X
I_RINGTIME			X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X	X
I_TAUXTIME	X	X	X	X	X	X	X	X
I_TAVAILABLE	X	X	X	X	X	X	X	X
INACW	X	X	X	X	X	X	X	X
INAUX	X	X	X	X	X	X	X	X
INAUX0	X	X	X	X	X	X	X	X
INAUX1-9								EAS
INCOMPLETE	X	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X	X
INRING			X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X	X
LOWCALLS	X	X	X	X	X	X	X	X
MAXINQUEUE	X	X	X	X	X	X	X	X
MAXOCWTIME	X	X	X	X	X	X	X	X
MAXSTAFFED	X	X	X	X	X	X	X	X
MAXTOP	t	t	t	t	t	t	t	t
MEDCALLS	X	X	X	X	X	X	X	X
NOANSREDIR						X	X	X
O_ABNCALLS				X	X	X	X	X
O_ACDCALLS				X	X	X	X	X
O_ACDTIME				X	X	X	X	X
O_ACWTIME				X	X	X	X	X
O_OTHERCALLS				X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X	X	X
ONACD	X	X	X	X	X	X	X	X

Table A-7: Switch Cross-Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ONACDAUXOUT				X	X	X	X	X
ONACDOUT				X	X	X	X	X
ONACWIN	X	X	X	X	X	X	X	X
ONACWOUT	X	X	X	X	X	X	X	X
ONAUXXIN	X	X	X	X	X	X	X	X
ONAUXXOUT	X	X	X	X	X	X	X	X
ONHOLD		X	X	X	X	X	X	X
OTHER	X	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X	X
PERIOD 1-9	X	X	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X	X	X
PHANTOMABNS					X	X	X	X
POSITIONS	X	X	X	X	X	X	X	X
RINGCALLS			X	X	X	X	X	X
RINGTIME			X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X	X	X
SLVLABNS	X	X	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
STAFFED	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X	X	X
TAGINRING	t	t	t	t	t	t	t	t
TAVAILABLE	t	t	t	t	t	t	t	t
TDA_INACW					t	t	t	t

Table A-7: Switch Cross-Reference for Split/Skill Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
TDA_ONACD					t	t	t	t
TINACW	t	t	t	t	t	t	t	t
TINAUX	t	t	t	t	t	t	t	t
TINAUX0	t	t	t	t	t	t	t	t
TINAUX1-9								EAS
TONACD	t	t	t	t	t	t	t	t
TONACDAUXOUT				t	t	t	t	t
TONACDOUT				t	t	t	t	t
TONACWIN	t	t	t	t	t	t	t	t
TONACWOUT	t	t	t	t	t	t	t	t
TONAUXIN	t	t	t	t	t	t	t	t
TONAUXOUT	t	t	t	t	t	t	t	t
TOPCALLS		X	X	X	X	X	X	X
TOTHER	t	t	t	t	t	t	t	t
TRANSFERRED	X	X	X	X	X	X	X	X
TSTAFFED	t	t	t	t	t	t	t	t

Agent Database Items

The Agent database item descriptions (Table A-8) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items apply only to the current interval real-time tables.

Real-Time agent database items apply to the Current Interval Agent (cagent) and Previous Interval Agent (pagent) tables. The real-time indexes are **ACD**, **LOGID**, **POSITION**, and **SPLIT**.

Historical agent database items apply to the Intrahour Agent (hagent), Daily Agent (dagent), Weekly Agent (wagent), and Monthly Agent (magent) tables, except as noted. The historical indexes are **LOGID**, **SPLIT**, and **ROW_DATE**.

Table A-8: Agent Database Items

Database Item	Description	Type
ABNCALLS	The number of split/skill ACD calls that were abandoned while ringing the agent's voice terminal (after being directed to the agent voice terminal, but before being answered). This includes calls considered abandoned because their talk time was less than the phantom-abandoned call timer. For Generic 3 switches, ABNCALLS includes PHANTOMABNS . Available on Generic 2 and Generic 3 switches.	C
ABNTIME	The time split/skill ACD callers waited while ringing the agent's voice terminal before being abandoned. For Generic 3 switches, ABNTIME includes the time from when ringing starts until the agent releases the call for phantom-abandoned calls. Available on Generic 2 and Generic 3 switches.	C
ACD (index)	The ACD number for which data were collected.	A
ACD_RELEASE	The number of split/skill ACD calls that the agent released or dropped before the far end released. NOTE: The transfers and conferences are always recorded as agent-released calls. Available for Generic 3 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
ACDAUXOUTCALLS	The number of AUXOUTCALLS the agent made with at least one split/skill or direct agent ACD call on hold. This includes calls made to transfer or conference the ACD call. Available on Generic 2.2 and Generic 3 switches.	C
ACDCALLS	The number of calls that were queued to SPLIT and answered by this agent in this SPLIT . ACDCALLS includes ACD_RELEASE and O_ACDCALLS .	C
ACDONHOLD (real-time)	The number of direct agent and split/skill ACD calls on hold for the agent. Available on System 85, Generic 2, and Generic 3 switches.	S
ACDTIME	The talk time of all ACDCALLS . ACDTIME includes O_ACDTIME . It does not include HOLDTIME except System 85 and Generic 2.1 switches.	C
ACWINCALLS	The number of inbound extension calls received by the agent while in ACW for this split. This includes ACW for split/skill and direct agent ACD calls and ACW not associated with a call.	C
ACWINTIME	Talk time of all ACWINCALLS (does not include HOLDTIME except on System 85 and Generic 2.1 switches). ACWINTIME includes DA_ACWINCALLS .	C
ACWOUTADJCALLS	The number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS . Available on the Generic 2.2 switch with the ASAI Gateway Interface feature and on the Generic 3 switch with the ASAI feature.	C
ACWOUTCALLS	The number of outbound extension calls made by the agent or on behalf of the agent while in ACW for this split. This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS , ACWOUTOFFCALLS , and DA_ACWOCALLS .	C
ACWOUTOFFCALLS	The number of ACWOUTCALLS that were made to an off-switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), then they are also counted as ACWOUTADJCALLS . Available for external calls on Generic 2.2 and Generic 3 switches.	C
ACWOUTOFFTIME	The talk time of all ACWOUTOFFCALLS (does not include HOLDTIME). ACWOUTOFFTIME is included in ACWOUTTIME . Available for external calls on Generic 2.2 and Generic 3 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
ACWOUTTIME	The talk time of all ACWOUTCALLS (does not include HOLDTIME except System 85 and Generic 2.1). This includes time on ACWOUTADJCALLS and on ACWOUTOFFCALLS . ACWOUTTIME includes ACWOUTOFFTIME .	C
ACWTIME	The duration of all after call work associated with ACDCALLS , including ACWINTIME and ACWOUTCALLS received/made during call-associated ACW. NOTE: ACWTIME does not include the time spent in ACW not associated with an ACD call (that is, the agent pressed the ACW button while not on an ACD call). However, both ACWINTIME and ACWOUTTIME do include time spent on calls made or received while in ACW not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME. ACWTIME includes ACWINTIME , ACWOUTTIME , DA_ACWTIME , and O_ACWTIME .	C
AGSTATE (real-time)	The agent's current WORKMODE and call DIRECTION , for example, AUXOUT.	S
AGTIME (real-time)	The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.	S
ANSRINGTIME	The time split/skill and direct agent ACD calls spent ringing at the agent's voice terminal before being answered. Available for ring-tracking on Generic 2 and Generic 3 switches.	C
ASSIST (real-time)	A request for supervisor assistance is active for this agent for any split/skill.	S
ASSISTS	The number of times the split/skill supervisor was called (supervisor assists) by the agent who was on a split/skill or direct agent ACD call or in call-related after call work (ACW).	C
AUXINCALLS	The number of inbound extension calls the agent received while in AUX (auxiliary work), AVAILABLE, or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold.	C
AUXINTIME	The talk time of all AUXINCALLS (does not include HOLDTIME except on System 85 and Generic 2.1 switches).	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
AUXOUTADJCALLS	The number of AUXOUTCALLS an adjunct processor or host computer placed on behalf of the agent (keyboard dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS. Available for outbound calls on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
AUXOUTCALLS	The number of outbound extension calls made by the agent or on behalf of the agent while in AUX work, AVAILABLE or, for Generic 2.2 and Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold. NOTE: Calls the agent makes to transfer or conference an ACD call are included as AUXOUT calls. AUXOUTCALLS includes ACDAUXOUTCALLS, AUXOUTADJCALLS, and AUXOUTOFFCALLS.	C
AUXOUTOFFCALLS	The number of AUXOUTCALLS that were made to an off-switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), then they are also counted as AUXOUTADJCALLS. Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTOFFTIME	The talk time of all AUXOUTOFFCALLS (does not include HOLDTIME). This time is included in AUXOUTTIME. Available for external calls on Generic 2.2 and Generic 3 switches.	C
AUXOUTTIME	The talk time of all AUXOUTCALLS (does not include HOLDTIME except on Generic 2.1 and System 85 switches). This includes time on AUXOUTOFFCALLS and AUXOUTADJCALLS. AUXOUTTIME includes AUXOUTOFFTIME.	C
AUXREASON	The reason code associated with the agent's current state. This is blank if the agent is not in the AUX state. For agents in AUX on releases that are earlier than <i>DEFINITY</i> ECS or that do not have EAS and reason codes active, this will only be 0.	S
AWORKMODE	The current work mode for the agent. This item is identical to WORKMODE, except when the agent is available in some, but not all, splits/skills. In this case, AWORKMODE is only set to AVAIL if the agent is available in SPLIT. Otherwise, AWORKMODE is set to OTHER.	S
CHANGED (real-time)	Time of day that new agent activity started (for example, when WORKMODE or DIRECTION changed). Valid values are blank and time-of-day.	S
CONFERENCE	The number of times the agent completed a conference, that is, pushed the conference key a second time). Available on Generic 3 and Generic 2.2 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
DA_ABNCALLS	The number of direct agent ACD calls that were abandoned by callers while in queue or ringing the agent's voice terminal. This includes calls considered abandoned because their talk time was less than the phantom-abandon call timer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ABNTIME	The time DA_ABNCALLS spent queued and ringing before the caller abandoned. This includes the time until the agent releases the call for phantom-abandoned calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACDCALLS	The number of direct agent ACD calls that the agent answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACDCALLS includes DA_RELEASE.	C
DA_ACDTIME	The talk time of all DA_ACDCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINCALLS	The number of inbound extension calls answered by the agent while in ACW for direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWINTIME	The talk time of all DA_ACWINCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOADJCALLS	The number of DA_ACWINCALLS that were placed by an ASAI adjunct on behalf of the agent (keyboard-dialed). If these calls were placed to off-switch destinations, they are also counted as DA_ACWOFFCALLS. Requires a Generic 3 switch with the ASAI.	C
DA_ACWOCALLS	The number of outbound extension calls made by the agent while in ACW for direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOFFCALLS.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
DA_ACWOFFCALLS	The number of DA_ACWOCALLS that were made to an off-switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), they are also counted as DA_ACWOADJCALLS . Requires a Generic 3 switch with ASAI.	C
DA_ACWOFFTIME	The talk time of all DA_ACWOFFCALLS (does not include HOLDTIME). DA_ACWOFFTIME is included in DA_ACWOTIME . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_ACWOTIME	The talk time of all DA_ACWOCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWOTIME includes DA_ACWOFFTIME .	C
DA_ACWTIME	The duration of ACW associated with DA_ACDCALLS , including time on DA_ACWINCALLS and DA_ACWOCALLS . Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWTIME includes DA_ACWINTIME and DA_ACWOTIME .	C
DA_ANSTIME	The time spent by callers in direct agent queue and ringing before being answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_INQUEUE (real-time)	The current number of direct agent calls waiting in any split/skill's queue for this agent. Available on Generic 3 switches with direct agent calling (the ASAI or EAS feature is required).	S
DA_OLDESTCALL (real-time)	The length of time that the current oldest direct agent call has waited in any split/skill queue for this agent. Available on Generic 3 switches with direct agent calling (the ASAI or EAS feature is required).	S
DA_OTHERCALLS	The number of direct agent calls that were redirected to another destination. For example, by call pickup, coverage or Redirection on No Answer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
DA_OTHERTIME	The time spent in queue or ringing by DA_OTHERCALLS before being redirected. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_RELEASE	The number of direct agent ACD calls released or dropped by the agent before the far end released. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
DA_SKILL	The skill currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	S
DESTINATION (real-time)	The type of outbound call destination for the call the agent is active on for any split/skill. Valid values are blank, PBX, and OFF.	S
DIRECTION (real-time)	The direction of the call the agent is currently handling for any split/skill. Valid values are blank, IN, OUT, or as defined in Dictionary). If the agent is not on a call, the value is blank.	S
DURATION (real-time)	The duration of current WORKMODE and DIRECTION for this SPLIT (for example, length of time in current AGSTATE for this SPLIT).	S
EVENT1-9	The number of times each event (stroke count) feature button (1 to 9) was pressed while the agent was on an ACD call or in call-related after call work. Available on System 85, Generic 2, and Generic 3 switches.	C
EXTENSION	The extension number for which data was collected.	A
HOLDABNCALLS	The number of times callers abandoned from hold. For Generic 3 and Generic 2.2 switches, HOLDABNCALLS includes all calls held. For System 85 and Generic 2.1 switches, HOLDABNCALLS includes split calls held.	C
HOLDACDTIME	The time split/skill and direct agent ACD calls spent on hold at the agent's voice terminal. This includes time on AUXIN or AUXOUT calls with the ACD calls on hold.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
HOLDCALLS	The number of calls that were placed on hold at least once. For Generic 3 and Generic 2.2 switches, HOLDCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDCALLS includes split calls only. HOLDCALLS includes HOLDABNCALLS. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
HOLDTIME	The time spent by callers on hold. For Generic 3 and Generic 2.2 switches, HOLDTIME includes all calls. For System 85 and Generic 2.1 switches, HOLDTIME includes split calls only. HOLDTIME includes HOLDACDTIME.	C
I_ACDAUXINTIME	The time during the collection interval that the agent spent talking on AUXIN calls with at least one split/skill or direct agent ACD call on hold. For agents in multiple splits/skills, this time is recorded in the record in which SPLIT is OLDEST_LOGON. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDAUX_OUTTIME	The time during the collection interval that the agent spent dialing (Generic 2.2) and talking on AUXOUT calls with at least one split/skill or direct agent ACD call for this split/skill with the call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDOTHERTIME	The time during the collection interval that the agent spent in the OTHER state (dialing an outgoing call, with a ringing personal call [Generic 3 switches], or with calls on hold and with no other state selected) with at least one split/skill or direct agent ACD call on hold. Available on Generic 2.2 and Generic 3 switches.	C
I_ACDTIME	The time during the collection interval that the agent was talking on ACD calls for SPLIT. This includes time spent on O_ACDCALLS. Does not include HOLDTIME except on System 85 and Generic 2.1 switches.	C
I_ACWINTIME	The time during the collection interval that the agent was in ACW for SPLIT and on inbound extension calls. This includes ACW for split/skill ACD calls and ACW not associated with a call. I_ACWINTIME does not include the time inbound ACW calls spent on hold except for System 85 and Generic 2.1 switches.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
I_ACWOUTTIME	The time during the collection interval that the agent was in ACW for SPLIT and on outbound extension calls. This includes ACW for split/skill ACD calls and ACW not associated with a call. I_ACWOUTTIME does not include the time outbound ACW calls spent on hold except for System 85 and Generic 2.1 switches.	C
I_ACWTIME	The time during the collection interval that the agent was in ACW for SPLIT. This includes ACW for split/skill ACD calls and ACW not associated with a call. NOTE: I_ACWINTIME and I_ACWOUTTIME include time in ACW for direct agent calls, but I_ACWTIME does not include this time. Therefore, the sum of I_ACWINTIME and I_ACWOUTTIME may be greater than I_ACWTIME. I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME.	C
I_AUXINTIME	The time during the collection interval that the agent was in AUX work, AVAILABLE, or for Generic 2.2 and Generic 3 switches, including time when an ACD or AUXIN/AUXOUT call is on hold and on inbound extension calls and SPLIT was the OLDEST_LOGON. I_AUXINTIME includes I_ACDAUXINTIME. It does not include HOLDTIME except for System 85 and Generic 2.1 switches.	C
I_AUXOUTTIME	The time during the collection interval that the agent was in AUX work, AVAILABLE, or, for Generic 2.2 and Generic 3 switches, including time when an ACD or AUXIN/AUXOUT call on hold and on outbound extension calls. In the cases where the agent was in AUX work, AVAILABLE or had an AUXIN/AUXOUT call on hold, the AUXOUT time and calls are recorded for the SPLIT that is the OLDEST_LOGON. In the case where the agent had an ACD call on hold, SPLIT is the split or skill associated with the last ACD call put on hold. Does not include time AUXOUT calls spent on hold except for System 85 and Generic 2.1 switches. I_AUXOUTTIME includes I_ACDAUX_OUTTIME.	C
I_AUXTIME	The time the agent spent in AUX work in SPLIT. When an agent is in AUX work in multiple splits/skills, this time is recorded in each split or skill in which the agent is in AUX. I_AUXTIME includes I_AUXINTIME and I_AUXOUTTIME.	C
I_AVAILTIME	The time during the collection interval that the agent was available for calls in this split/skill.	C
I_DA_ACDTIME	The time during the collection interval that the agent spent talking on direct agent calls. Does not include HOLDTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
I_DA_ACWTIME	The time during the collection interval that the agent was doing after call work associated with direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.	C
I_OTHERTIME	The time during the collection interval that the agent was doing other work. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or a personal call rang at the agent with no other activity. For Generic 1 and Generic 3 switches without EAS, agents were logged into multiple splits and doing work for a split other than this one (on an ACD call, in call-related ACW, or ACD call ringing). For Generic 2.2, the agent pushed the Hold button or flashed the switchhook from auto-in or manual-in mode. For Generic 2.2 and Generic 3 switches with EAS, the agent was logged into multiple skills and doing work for a skill other than this one (on an ACD call, in call-related ACW, multiple-call handling skills). For all switches, I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. I_OTHERTIME includes I_ACDOTHERTIME.	C
I_RINGTIME	The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or makes/receives another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 2 and Generic 3 switch for ring tracking.	C
I_STAFFTIME	The time during the collection interval that the agent was staffed (logged in) in this split/skill. I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILABLE, I_DA_ACDTIME, I_DA_ACWTIME, I_OTHERTIME, and I_RINGTIME.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), or to protocol failures. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LEVEL	The skill level (1-16) associated with SPLIT. Requires a Generic 3 Version 5 switch with EAS.	S
LOGID (index)	The Login ID that was used to staff the EXTENSION . Agents in multiple splits/skills have one LOGID .	A
LOGONSKILL (real-time)	The first split/skill the agent logged in with. Requires a Generic 2.2 or Generic 3 switch with EAS.	S
LOGONSKILL2-20 (real-time)	The second through twentieth skills the agent logged in with. The number of skills per agent depends on the type of switch. Requires a Generic 2.2 or Generic 3 switch with EAS.	S
LOGONSTART (real-time)	The time of day that the agent logon session started for this SPLIT . This field is not set unless the agent is logged in. If the agent has not logged in during the collection interval, the value will be blank. Valid values are blank and time-of-day.	S
MALICIOUS (real-time)	This indicates whether a malicious call trace is active for the agent for any split/skill. Available on Generic 2 and Generic 3 switches (except for Generic 3i Version 1 switches).	S
MOVEPENDING (real-time)	A move to a new split or skill or a change of skills is pending for this agent. This is only available for G3V4 and later switch releases with the "Move Agent While Staffed" feature.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
NOANSREDIR	The number of split/skill and direct agent ACD calls that rang at this agent's voice terminal and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Split/skill ACD calls are requeued to the split/skill or to a VDN, direct agent ACD calls are redirected to the agent's coverage path. Redirection On No Answer to a split/skill is available on <i>DEFINITY</i> ECS or Generic 3 Version 2 or later switches. Redirection On No Answer to a VDN is only available on <i>DEFINITY</i> ECS.	C
O_ACDCALLS	The number of ACDCALLS and DA_ACDCALLS that were placed by an adjunct (predictive dialing). Available for outbound calling on a Generic 2.2 switch with the ASAI Gateway Interface feature and on a Generic 3 switch with the ASAI feature.	C
O_ACDTIME	The talk time of all O_ACDCALLS (does not include HOLDTIME). This time is included in ACDTIME. Available for outbound calling on a Generic 2.2 switch with the ASAI Gateway Interface feature and on a Generic 3 switch with the ASAI feature.	C
O_ACWTIME	The duration of all after call work associated with the O_ACDCALLS. This time is included in ACWTIME. Available for outbound calling on a Generic 2.2 switch with the ASAI Gateway Interface feature and on a Generic 3 switch with the ASAI feature.	C
OLDEST_LOGON (real-time)	The split/skill the agent has been logged into the longest. For Generic 2.2 switches with EAS, this is always the default (zero) skill. For Generic 3 switches with EAS, this is always the first administered skill.	S
ONHOLD (real-time)	The current number of calls for any split/skill on hold at the agent's station. For Generic 2.2 and Generic 3 switches, ONHOLD includes all calls. For System 85 and Generic 2.1 switches, ONHOLD includes split ACD calls only. ONHOLD includes ACDONHOLD.	S
ORIGIN (real-time)	The outbound call origination for the call the agent is currently talking on for any split/skill. Valid values for ORIGIN are blank, PHONE, and KEYBOARD (adjunct-dialed).	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
PENDINGSPLIT (real-time)	The split or skill to which the agent will be moved. The move is pending until the agent is idle. In the case of a change of multiple skills in one request, PENDINGSPLIT is set to the first new skill for the agent. It is possible for PENDINGSPLIT to be blank or 0, even when MOVEPENDING is set. This can happen when the link to the switch comes up and a move is pending for an agent. Available on Generic 3 Version 4 and later switches.	S
PHANTOMABNS	The number of ACD calls with talk time less than the value of the phantom-abandoned call timer. Available on Generic 3 switches.	C
POSITION (index)	The position number associated with this EXTENSION . Agents in multiple splits without EAS have multiple POSITIONS . Agents in multiple skills with EAS have a single POSITION .	A
PREFERENCE	The agent's call handling preference. Valid values are blank, skill level (LVL) or greatest need (NEED). Requires Generic 3 Version 5 with EAS.	S
RINGCALLS	The number of split/skill (Generic 2 and Generic 3 switches) and direct agent ACD calls (Generic 3 switches) that rang at the agent's position. Available on Generic 2 and Generic 3 switches for ring tracking. RINGCALLS includes NOANSREDIR .	C
RINGTIME	The time split/skill and direct agent ACD calls spent ringing at the agent's position (independent of disposition or other agent activity). I_RINGTIME is the time the agent spends in the ringing state and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on Generic 2 and Generic 3 switches. RINGTIME includes ANSRINGTIME .	C
ROW_DATE (index)	The date on which data was collected.	C
SKILLTYPE (real-time)	The type ("p" for primary or "s" for secondary) of the first skill that the agent logged into. Requires Generic 2.2 or Generic 3 Version 2 switches with EAS. NOTE: For Generic 3 Version 5 and later EAS releases, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
SKILLTYPE2-4 (real-time)	The type (“p” for primary or “s” for secondary) of the second, third, and fourth skills the agent logged into. Requires Generic 2.2 or Generic 3 Version 2 switches with EAS. NOTE: For Generic 3 Version 5 and later EAS releases, skill level 1 will be represented by “p”, skill level 2 by “s” and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S
SKLEVEL	The skill level (from 1-16) associated with the first skill the agent logged into. Requires a Generic 3 Version 5 switch with EAS.	S
SKLEVEL2-20	The skill level (from 1-16) associated with the second through twentieth skills the agent logged into. Requires Generic 3 Version 5 switch with EAS.	S
SPLIT (index)	The split number that this EXTENSION is assigned to or the skill number that the agent logged into.	A
STARTED (real-time)	Time of day that WORKMODE began. Valid values are NULL and time-of day.	S
STARTTIME	The start time for the interval for which the data was collected. NOTE: Applies only to the Interval table.	C
TI_AUXTIME	Time during the collection interval that the agent was in AUX for all splits/skills or on AUXINCALLS or AUXOUTCALLS . “TI_” time is only stored for the split/skill logged in to the longest. “TI_” time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval. sum(TI_AUXTIME) = sum(TI_AUXTIME0 + TI_AUXTIME1 + TI_AUXTIME2 + TI_AUXTIME3 + TI_AUXTIME4 + TI_AUXTIME5 + TI_AUXTIME6 + TI_AUXTIME7 + TI_AUXTIME8 + TI_AUXTIME9), over all splits/skills the agent was logged into. TI_AUXTIME includes TI_AUXTIME0...AUXTIME9 , I_AUXINTIME , and I_AUXOUTTIME . Requires a Generic 3 Version 5 switch with the EAS feature.	C
TI_AUXTIME0	The time the agent spent in AUX with reason code 0. This is time in “system” AUX for switches with AUX reason codes active. It is the same as TI_AUXTIME for switches without AUX reason codes active. “TI_” time is only stored for the skill logged in to the longest. “TI_” time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires a Generic 3 Version 5 switch with the EAS feature.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
TI_AUXTIME1-9	The time the agent spent in AUX with reason codes 1-9. "TI_" time is only stored for the skill logged in to the longest. "TI_" time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires a Generic 3 Version 5 switch with the EAS feature.	C
TI_AVAILTIME	The time during the collection interval that the agent was in the available state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill that was the OLDEST_LOGON. For non-EAS operation, if an agent logged into multiple splits and is in AUX mode in one split and is available for ACD calls in another split, the agent will accrue I_AVAILTIME for the split in which the agent is available and TI_AVAILTIME in the split logged into the longest. "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval.	C
TI_OTHERTIME	The time during the collection interval that the agent was doing other work in all splits/skills. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, the agent put any call on hold and performed no further action, the agent dialed to place a call or to activate a feature, or an extension call rang with no other activity. For Generic 2.2 switches, the agent pushed the Hold button or flashed the switchhook from auto-in or manual-in mode and performed no further action. For all switches, TI_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the <i>CentreVu</i> CMS receives notification of the agent's state from the switch. "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval. TI_OTHERTIME includes I_ACDOTHERTIME.	C

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
TI_STAFFTIME	The time during the collection interval that the agent was staffed in any split/skill. "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval. sum(TI_STAFFTIME) = sum(I_ACDTIME + I_ACWTIME + I_RINGTIME + I_DA_ACDTIME + I_DA_ACWTIME + TI_AUXTIME + TI_AVAILTIME + TI_OTHERTIME), over all splits/skills the agent was logged into. TI_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_DA_ACDTIME, I_DA_ACWTIME, I_RINGTIME, TI_AUXTIME, TI_AVAILTIME, and TI_OTHERTIME.	C
TOPSKILL	The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, skill level 16 is the lowest. Available on a Generic 3 switch with EAS.	S
TRANSFERRED	The number of times the agent completed a transfer, that is, pressed the transfer key the second time. For Generic 1 switches, this includes a measured call to a measured split or a measured trunk. For Generic 2.2 and Generic 3 switches, this includes transferring all calls. For System 85 and Generic 2.1 switches, this includes transferring all calls to a measured VDN or split.	C
TYPE (real-time)	The skill type ("p" for primary or "s" for secondary) associated with SPLIT. Available on Generic 3 switches with vectoring. NOTE: For Generic 3 Version 5 and later EAS releases, skill level 1 will be reresented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.	S
VDN (real-time)	The vector directory number associated with the agent's current split/skill or direct agent ACD call. Available on a System 85, Generic 2, Generic 3 with vectoring, and Generic 3 Version 4 switch with EAS.	S
WORKMODE (real-time)	The current work mode of the agent. Valid agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value will be blank.	S

Table A-8: Agent Database Items (Contd)

Database Item	Description	Type
WORKSKILL (real-time)	When an agent is on a split/skill or direct agent ACD call or in ACW, this is the split/skill associated with the call or ACW. When an agent is available, in AUX or in OTHER, this is null (blank). When an agent is on an AUXIN/AUXOUT call, this is OLDEST_LOGON split/skill. When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold, this is OLDEST_LOGON split/skill. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the split/skills in which the agent is available. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with EAS.	S
WORKSKLEVEL	The skill level associated with the agent's current WORKSKILL, when WORKSKILL is not null. Requires a Generic 2.2 or Generic 3 Version 2 or later switch with EAS.	S
WORKSPLIT (real-time)	When an agent is on a split/skill or direct agent ACD call or in ACW, this is the split/skill associated with the call or ACW. When an agent is available, this is one of the splits/skills the agent went available in. When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold, this is OLDEST_LOGON split/skill. When an agent is on an AUXIN call with an ACD call on hold, this is OLDEST_LOGON split/skill. When an agent is on an AUXOUT call with an ACD call on hold, this is the split/skill associated with the ACD call. WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the split/skills in which the agent is available. For releases with EAS active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports.	S
WORKSPLIT2-20 (real-time)	For agents available in multiple splits/skills, other splits/skills in which the agent is available. Available on Generic 2.2 with EAS, Generic 1 and Generic 3 switches.	S

Switch Cross-Reference

Table A-9 lists which Agent database items are supported by each of the switch releases.

Note

The following is a key to the database items tables:

- Items marked “X” indicate that the database item is supported by a switch.
- Items marked “EAS” require that the Expert Agent Selection feature be active on the switch for the items to be populated.
- Items marked “e” are populated for the releases shown, but the values are only meaningful for EAS releases.
- Items marked “*” are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Table A-9: Switch Cross-Reference for Agent Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ABNCALLS			X	X	X	X	X	X
ABNTIME			X	X	X	X	X	X
ACD	X	X	X	X	X	X	X	X
ACD_RELEASE					X	X	X	X
ACDAUXOUTCALLS				X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X	X
ACDONHOLD		X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X	X	X
ACWOUTADJCALLS				X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X	X	X
ACWOUTOFFCALLS				X	X	X	X	X
ACWOUTOFFTIME				X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X	X

Table A-9: Switch Cross-Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
AGSTATE	X	X	X	X	X	X	X	X
AGTIME	X	X	X	X	X	X	X	X
ANSRINGTIME			X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X	X
ASSISTS	X	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X	X
AUXOUTADJCALLS				X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X	X
AUXOUTOFFCALLS				X	X	X	X	X
AUXOUTOFFTIME				X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X	X
AUXREASON	X*	X*	X*	X*	X*	X*	X*	X*
AWORKMODE	X	X	X	X	X	X	X	X
CHANGED	X	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X	X
DA_ABNCALLS					X	X	X	X
DA_ABNTIME					X	X	X	X
DA_ACDCALLS					X	X	X	X
DA_ACDTIME					X	X	X	X
DA_ACWINCALLS					X	X	X	X
DA_ACWINTIME					X	X	X	X
DA_ACWOADJCALLS					X	X	X	X
DA_ACWOCALLS					X	X	X	X
DA_ACWOFFCALLS					X	X	X	X
DA_ACWOFFTIME					X	X	X	X
DA_ACWOTIME					X	X	X	X
DA_ACWTIME					X	X	X	X
DA_ANSTIME					X	X	X	X

Table A-9: Switch Cross-Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
DA_INQUEUE					X	X	X	X
DA_OLDESTCALL					X	X	X	X
DA_OTHERCALLS					X	X	X	X
DA_OTHERTIME					X	X	X	X
DA_RELEASE					X	X	X	X
DA_SKILL								X
DESTINATION	X	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X	X
EVENT1-9		X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X	X
HOLDACDTIME		X	X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X	X
I_ACDAUXINTIME				X	X	X	X	X
I_ACDAUX_OUTTIME				X	X	X	X	X
I_ACDOTHERTIME				X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X	X	X
I_AVAILTIME	X	X	X	X	X	X	X	X
I_DA_ACDTIME				X	X	X	X	X
I_DA_ACWTIME				X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X	X

Table A-9: Switch Cross-Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
I_RINGTIME			X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X	X
LEVEL								EAS
LOGID	X	X	X	X	X	X	X	X
LOGONSKILL	e	e	e	e	e	e	e	e
LOGONSKILL2-4				EAS		EAS	EAS	EAS
LOGONSKILL5				EAS				EAS
LOGONSKILL6-20								EAS
LOGONSTART	X	X	X	X	X	X	X	X
MALICIOUS			X	X	X (not G3i)	X	X	X
MOVEPENDING							X	X
NOANSREDIR						X	X	X
O_ACDCALLS				X	X	X	X	X
O_ACDTIME				X	X	X	X	X
O_ACWTIME				X	X	X	X	X
OLDEST_LOGON	X	X	X	X	X	X	X	X
ONHOLD		X	X	X	X	X	X	X
ORIGIN	X	X	X	X	X	X	X	X
PENDINGSPILT							X	X
PHANTOMABNS					X	X	X	X
POSITION	X	X	X	X	X	X	X	X
PREFERENCE								X
RINGCALLS			X	X	X	X	X	X
RINGTIME			X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SKILLTYPE						EAS	EAS	X [†]

Table A-9: Switch Cross-Reference for Agent Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
SKILLTYPE2-4						EAS	EAS	X [†]
SKLEVEL						EAS	EAS	EAS
SKLEVEL2-4						EAS	EAS	EAS
SKLEVEL5-20								EAS
SPLIT	X	X	X	X	X	X	X	X
STARTED	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X
TI_AUXTIME	X	X	X	X	X	X	X	X
TI_AUXTIME0	X	X	X	X	X	X	X	X
TI_AUXTIME1-9								EAS
TI_AVAILTIME	X	X	X	X	X	X	X	X
TI_OTHERTIME	X	X	X	X	X	X	X	X
TI_STAFFTIME	X	X	X	X	X	X	X	X
TOPSKILL	X	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X	X
TYPE						EAS	EAS	EAS
VDN		X	X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X	X
WORKSKLEVEL						EAS	EAS	EAS
WORKSKILL	X	X	X	X	X	X	X	X
WORKSPLIT	X	X	X	X	X	X	X	X
WORKSPLIT2-3	X			EAS	X	X	X	X
WORKSPLIT4				EAS		X	X	X
WORKSPLIT5				EAS				EAS
WORKSPLIT6-20								EAS

*These items are populated with 0 unless the switch release is Generic 3 Version 5 or later with EAS and reason codes enabled.

†These items are populated with “p” for skill level 1, “s” for skill level 2, and “blank” for skill levels 3-16. Customers with Generic 3 Version 5 or later EAS should use the SKLEVEL items instead to see all skill levels.

Trunk Group Database Items

The Trunk Group database item descriptions (Table A-10) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items apply only to the current interval real-time tables.

Real-Time trunk group database items apply to the Current Interval Trunk Group (ctkgrp) and Previous Interval Trunk Group (ptkgrp) tables. The real-time indexes are **ACD** and **TKGRP**.

Historical trunk group database items apply to the Intrahour Trunk Group (htkgrp), Daily Trunk Group (dtkgrp), Weekly Trunk Group (wtkgrp), and Monthly Trunk Group (mtkgrp) tables, except as noted. The historical indexes are **ROW_DATE** and **TKGRP**.

Table A-10: Trunk Group Database Items

Database Item	Description	Type
ABNCALLS	The number of calls carried by this trunk group that were abandoned by the caller before being answered by an agent. Calls directly to unmeasured stations that did not go through a measured VDN or split/skill are not recorded. For Generic 2.2 and Generic 3 switches, this is all calls abandoned by the caller that were carried by this trunk group, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill. This includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value. For Generic 2.1 and System 85 switches, this is ACD calls that abandon from the split queue or from ringing, and calls that abandon from vector processing. For Generic 3 Version 1, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect are also included in ABNCALLS. For Generic 1 switches, this is ACD calls that abandon from queue or from ringing. ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, and ABNRINGCALLS.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
ABNQUECALLS	The number of ABNCALLS that were abandoned while in a split/skill or direct agent queue. Available on System 85, Generic 2, and Generic 3 switches. For System 85 switches, ABNQUECALLS includes calls that abandon from ringing.	C
ABNRINGCALLS	The number of split/skill ABNCALLS that abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches.	C
ABNVECCALLS	The number of ABNCALLS that abandoned while in vector processing. This includes vector calls that abandoned while in queue or while ringing at an agent position. Available on System 85, Generic 2, and Generic 3 switches with vectoring. ABNVECCALLS includes ABNQUECALLS and ABNRINGCALLS .	C
ACD (index)	ACD number for which data was collected	A
ACDCALLS	The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes BACKUPCALLS .	C
ADJUNCTOUT (real-time)	The current number of OUTBOUND calls an adjunct processor originated. Available on Generic 2.2 switches with the ASAI feature and Generic 3 switches with the ASAI gateway.	S
ALLINUSE (real-time)	This indicates if all trunks in the trunk group are currently being used (on calls or maintenance busy). Values for ALLINUSE are YES and NO	S
ALLINUSETIME	The length of time during the interval that all trunks in the trunk group are in use (on calls or maintenance busy).	C
AUDIO	The number of calls for which audio difficulty problems were reported for trunks in this trunk group. Available on System 85, Generic 2, and Generic 3 switches.	C
BACKUPCALLS	The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than "queue to main". This includes calls delivered by "messaging split/skill", "check backup", and "route to split/skill" vector commands, direct agent calls, and redirect on no answer routing. Calls answered in a main split/skill can be calculated as ACDCALLS - BACKUPCALLS . Available on System 85, Generic 2, and Generic 3 switches with vectoring.	C
BH_ABNCALLS	The number of incoming calls carried by the trunk group that abandoned during the busy hour.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
BH_ACDCALLS	The number of incoming ACD calls carried by this trunk group that were answered by an agent as split/skill or direct agent ACD calls and completed during the busy hour.	C
BH_ALLINUSETIME	The length of time during the busy hour that all trunks in the trunk group were in use.	C
BH_BUSYCALLS	The number of incoming calls carried by this trunk group during the busy hour that were given a busy signal by the switch.	C
BH_DISCCALLS	The number of incoming calls carried by this trunk group during the busy hour that were forced to disconnect by the switch.	C
BH_INCALLS	The number of incoming calls carried by this trunk group that completed during the busy hour. BH_INCALLS includes BH_ABNCALLS , BH_ACDCALLS , and BH_OTHERCALLS .	C
BH_INTIME	The trunk holding time of all incoming calls carried by this trunk group that completed during the busy hour.	C
BH_OABNCALLS	The number of outgoing adjunct-originated calls carried by the trunk group that abandoned during the busy hour. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
BH_OACDCALLS	The number of outgoing adjunct-originated ACD calls carried by the trunk group and answered by an agent as split/skill or direct agent ACD calls that completed during the busy hour. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
BH_OOTHERCALLS	The number of outgoing calls carried by the trunk group during the busy hour that were not answered or abandoned as ACD calls. BH_OOTHERCALLS includes extension out calls, outbound call management calls forced busy or forced disconnect, short outgoing calls, and outgoing calls with unknown disposition.	C
BH_OTHERCALLS	The number of incoming calls carried by the trunk group during the busy hour that were not answered or abandoned. BH_OTHERCALLS include extension in calls, calls forced busy or disconnected, calls that outflowed off the switch, short inbound calls, and inbound calls of unknown disposition. BH_OTHERCALLS includes BH_BUSYCALLS and BH_DISCCALLS .	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
BH_OUTCALLS	The number of outgoing calls carried by the trunk group that completed during the busy hour. BH_OUTCALLS includes BH_OABNCALLS , BH_OACDCALLS , and BH_OOTHERCALLS .	C
BH_OUTTIME	The trunk holding time of all outgoing calls carried by the trunk group that completed during the busy hour.	C
BH_STARTTIME	The starting time of the hour for which busy hour data was collected. The busy hour is that set of contiguous intervals during the day totaling an hour in which the trunk holding time for the trunk group was a maximum.	C
BLOCKAGE	The number of outbound call attempts that were blocked because all trunks were busy. Available on System 85 and Generic 2 switches.	C
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the “busy” vector command. BUSYCALLS can occur on Generic 1 and Generic 3 switches without vectoring when a split queue is full or there are no queue slots, no busy coverage is administered, and an announcement has played or the trunk is not a CO trunk. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to “yes” where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
COMPLETED	The number of OUTCALLS that were completed (far end answered). Available on Generic 1 and Generic 3 switches.	C
CONNECTCALLS	The number of INCALLS that were answered at a station and were not split/skill or direct agent ACD calls.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
DISCCALLS	With Generic 2.2 switches, the number of INCALLS that were disconnected by the switch by the "disconnect" vector command. With System 85, Generic 2.1, Generic 3 Version 1 and Generic 3 Version 2 (prior to load 100) switches, the number of INCALLS that were given a forced disconnect announcement, listened to the entire announcement, then were disconnected by the switch. The disconnect announcement is for a disconnect vector command. With Generic 3 Version 2 and later Generic 3 switches, the number of INCALLS that executed the "disconnect" vector command. This also includes the number of INCALLS that were disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued.	C
FAILURES	The number of trunk failures for this TKGRP. No time or call is recorded in any of the <i>CentreVu</i> CMS tables. Trunk failures can be due to trunk sequencing failures (usually hardware problems on the trunk or incompatible trunk types on either end of a call) or due to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. Available on System 85 and Generic 2 switches. The FAILURES database item is not populated for Generic 1 and Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.	C
I_INOCC	The total time during the collection interval that trunks in the trunk group were occupied by incoming calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	The time during the collection interval that trunks in this trunk group were occupied by outgoing calls.	C
INBOUND (real-time)	The current number of trunks in the trunk group that are busy on inbound calls.	S
INCALLS	The number of inbound calls that were carried by this TKGRP and that completed during the collection interval. INCALLS includes ABNCALLS, ACDCALLS, OTHERCALLS, CONNECTCALLS, and TRANSFERRED. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), or protocol failures. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTIME	The trunk holding time for all INCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.	A
MBUSY (real-time)	The current number of trunks in the trunk group that are maintenance busy.	S
MBUSYTIME	The total time during the collection interval that trunks in the trunk group were maintenance busy.	C
NUMINUSE (real-time)	The current number of TRUNKS that are busy (on calls or maintenance busy). NUMINUSE = INBOUND + OUTBOUND + MBUSY	S
O_ABNCALLS	The number of OUTCALLS on this trunk group that were offered by an adjunct as split/skill or direct agent ACD calls and were abandoned by the far end. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of OUTCALLS from this trunk group that were offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
O_OTHERCALLS	The number of OUTCALLS on this trunk group that were not answered or abandoned as ACD split/skill calls. These include extension out calls, calls forced busy and forced disconnected, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C
OTHERCALLS	The number of INCALLS carried by this trunk group that were not answered as split/skill or direct agent ACD calls or abandoned. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, calls that outflowed off the switch, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS , DISCCALLS , SHORTCALLS , and CONNECTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OUTBOUND (real-time)	The current number of trunks in this trunk group that are busy on outbound calls. OUTBOUND includes ADJUNCTOUT .	S
OUTCALLS	The number of outbound calls that were carried by this TKGRP and were completed during the collection interval. OUTCALLS includes COMPLETED , O_ABNCALLS , O_ACDCALLS , O_OTHERCALLS , TRANSFERRED , and SHORTCALLS . OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	The trunk holding time for all OUTCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call). OUTTIME includes SETUPTIME .	C
ROW_DATE (index)	The day for which data was collected.	A
SETUPTIME	Amount of time from trunk seizure until OUTCALLS completed at the far end. Available on Generic 1 and Generic 3 switches.	C
SHORTCALLS	The number of inbound and outbound calls that occupied a trunk in the trunk group for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS .	C

Table A-10: Trunk Group Database Items (Contd)

Database Item	Description	Type
SPLIT	The split/skill to which this TKGRP terminates.	A
STARTTIME (real-time)	The start time of the interval for which data was collected. Applies to the interval table only.	S
TKGRP (index)	The trunk group number for which data was collected. This will be zero if the trunk group carrying the call is not measured	A
TRANSFERRED	The number of calls that were transferred to another destination. Note the TRANSFERRED includes both inbound and outbound calls. Therefore, ACDCALLS and O_ACDCALLS , and OTHERCALLS and O_OTHERCALLS may each include some TRANSFERRED . For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes transfers to measured VDNs or splits/skills. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls.	C
TRUNKS	The current number of trunks assigned to this TKGRP .	A
VDN	The VDN to which the TKGRP terminates. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	A
VECTOR	The vector to which this trunk group's VDN terminates. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	A

Switch Cross-Reference

Table A-11 lists the Trunk Group database items are supported by each of the switch releases.

Table A-11: Switch Cross-Reference for Trunk Group Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ABNCALLS	X	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X	X
ABNVECCALLS		X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X	X
ADJUNCTOUT				X	X	X	X	X
ALLINUSE	X	X	X	X	X	X	X	X
ALLINUSETIME	X	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X	X	X
BH_ALLINUSETIME	X	X	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X	X	X
BH_DISCCALLS		X	X	X	X	X	X	X
BH_INCALLS		X	X	X	X	X	X	X
BH_INTIME		X	X	X	X	X	X	X
BH_OABNCALLS				X	X	X	X	X
BH_OACDCALLS				X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X	X
BH_OUTCALLS	X	X	X	X	X	X	X	X
BH_OUTTIME	X	X	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X	X	X
BACKUPCALLS		X	X	X	X	X	X	X

Table A-11: Switch Cross-Reference for Trunk Group Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
BLOCKAGE		X	X	X				
BUSYCALLS	X	X	X	X	X	X	X	X
COMPLETED	X				X	X	X	X
CONNECTCALLS	X	X	X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X	X
FAILURES		X	X	X				
I_INOCC	X	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X	X
INBOUND	X	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X	X
MBUSY	X	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X	X
NUMINUSE	X	X	X	X	X	X	X	X
O_ABNCALLS				X	X	X	X	X
O_ACDCALLS				X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X	X
OUTBOUND	X	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SETUPTIME	X				X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X	X

Table A-11: Switch Cross-Reference for Trunk Group Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
TRANSFERRED	X	X	X	X	X	X	X	X
TRUNKS	X	X	X	X	X	X	X	X
VDN		X	X	X	X	X	X	X
VECTOR		X	X	X	X	X	X	X

Trunk Database Items

The Trunk database item descriptions (Table A-12) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items apply only to the current interval real-time tables.

Real-Time trunk database items apply to the Current Interval Trunk (ct trunk) and Previous Interval Agent (pt trunk) tables. The real-time indexes are **ACD**, **ITN**, **EQLOC**, and **TKGRP**.

Historical trunk database items apply to the Intrahour Trunk (ht trunk), Daily Trunk (dt trunk), Weekly Trunk Group (wt trunk), and Monthly Trunk (mt trunk) tables, except as noted. The historical indexes are **EQLOC**, **ROW_DATE** and **TKGRP**.

Table A-12: Trunk Database Items

Database Item	Description	Type
ABNCALLS	The number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. For Generic 2.2 and Generic 3 switches, this is all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a VDN or split/skill. For Generic 3 switches, this includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value. For Generic 2.1 and System 85 switches, this is ACD calls that abandon from the split queue or from ringing, calls that abandon from vector processing and calls that abandon after being routed to an extension (via the "route to" vector command). For Generic 3 Version 1, Generic 2.1, and System 85 switches, calls that abandon while listening to a forced disconnect announcement are also included. For Generic 1 switches, this is ACD calls that abandon from queue or ringing.	C
ACD (index)	The ACD number for which data was collected.	A
ACDCALLS	The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call.	C

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
AUDIO	The number of calls for which audio difficulty problems were reported for this trunk. Available on System 85, Generic 2, and Generic 3 switches.	C
CALLING_LOGID	The Login ID of the agent originating the current call on this trunk. This is NULL when the trunk idles.	S
DIRECTION (real-time)	The current call direction of the trunk (IN, OUT, or as defined in Dictionary). The value is blank (NULL) if the trunk is idle.	S
DURATION (real-time)	The current length of time the trunk has been in TKSTATE .	S
EQLOC (index)	The physical equipment location (trunk number) for which data was collected.	A
EXTENSION (real-time)	The extension to which this trunk is currently queued, ringing, or connected.	S
FAILURES	The number of trunk failures for this trunk. No time or call is recorded in any of the <i>CentreVu</i> CMS tables. Trunk failures can be due to trunk sequencing failures (usually hardware problems on the trunk or incompatible trunk types on either end of a call) or due to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. Available on System 85 and Generic 2 switches. The FAILURES database item is not populated for Generic 1 and Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.	C
I_INOCC	The total time during the collection interval that the trunk was occupied by inbound calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
I_OUTOCC	The total time during the collection interval that this trunk was occupied by outbound calls.	C
INCALLS	The number of inbound calls carried by this trunk that completed during the collection interval. This includes SHORTCALLS but does not include FAILURES . INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS	C

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), protocol failures, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.	C
INTIME	The trunk holding time for all INCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.	A
ITN (index)	The internal trunk number of the trunk.	A
LOGID (real-time)	The Login ID of the agent handling the call currently carried by this trunk. This is blank (NULL) when the trunk is idle.	S
MBUSYTIME	The total time during the collection interval that this trunk was maintenance busy.	C
O_ABNCALLS	The number of OUTCALLS on this trunk that were offered by an adjunct as split/skill or direct agent ACD calls and were answered then abandoned by the far end before talking to an agent. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C
O_ACDCALLS	The number of OUTCALLS from this trunk that were offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent in one of those splits/skills. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.	C

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
O_OTHERCALLS	The number of OUTCALLS on this trunk that were not answered as ACD split/skill calls or abandoned. These include extension out calls, forced busy calls, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS .	C
OTHERCALLS	The number of INCALLS carried by this trunk that were not answered or abandoned as split/skill or direct agent ACD calls. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS , DISCCALLS , and SHORTCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OUTCALLS	The number of outbound calls that were carried by the trunk and were completed during the collection interval. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS	C
OUTTIME	The trunk holding time for all OUTCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call).	C
PRIORITY (real-time)	The priority at which call was queued. Without vectoring, the values are YES, NO, or as defined in Dictionary. With vectoring, the values are LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, the call gets a forced busy or a forced disconnect). Generic 3 switches with vectoring use MED for “no priority” and HIGH for “priority” calls that queue directly to a split/skill without going through a vector, and calls that queue to a split/skill by “route to” number or “messaging split/skill” vector commands.	S
PRIORITY2-3 (real-time)	The priority at which call was queued to a second or third split/skill, the values are: LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the caller abandons from queue, the call gets a forced busy or a forced disconnect). Available on Generic 2.2 with vectoring and EAS, and Generic 3 switches with vectoring.	S
QUECOUNT (real-time)	The number of ACD split/skill queues that the call is in. This is blank (NULL) when the trunk goes idle, gets forced busy, gets a forced disconnect, connects to a station or agent, or forwards out of the queue. Values: NULL, 1-3	S

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
QUETYPE (real-time)	Whether this call entered the queue by the “queue to main” or another vector step. QUEUETYPE is NULL for direct agent calls, when vectoring is not used, and when the call dequeues (is answered, abandoned, gets forced busy, or gets a forced disconnect). Valid values are NULL, MAIN, and BACKUP.	S
QUETYPE2-3 (real-time)	Whether this call entered the second or third queue by the “queue to main” or another vector step. QUEUETYPE2 and QUEUETYPE3 are NULL when vectoring is not used and when the call dequeues (is answered, abandoned, gets forced busy, or gets a forced disconnect). Valid values are NULL, MAIN, and BACKUP. Available on Generic 2.2 switches with EAS and Generic 3 switches.	S
ROW_DATE (index)	The day for which data was collected.	A
SHORTCALLS	The number of inbound and outbound calls that occupied a trunk for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS .	C
SPLIT (real-time)	The first split/skill number to which the is currently queued or split/skill for which call was answered. SPLIT is blank (NULL) when the trunk idles.	S
SPLIT2-3 (real-time)	The split/skill numbers of the second and third splits/skills to which the call is queued. This is blank (NULL) when the call dequeues (is answered, abandoned, gets a forced busy or forced disconnect). Available on Generic 2.2 switches with vectoring and EAS, and Generic 3 switches with vectoring.	S
STARTED (real-time)	The time of day that TKSTATE started. Valid values are NULL and time-of-day	S
STARTTIME (real-time)	The start time of the interval for which data was collected. Applies to the interval table only.	S
TKGRP (index)	The trunk group number to which the trunk is assigned.	A
TKSTATE (real-time)	The current state of the call. Trunk states include: IDLE, SEIZED, QUEUED, CONN, RING, DABN, FBUSY, FDISC, HOLD, MBUSY, UNKNOWN, or as defined in Dictionary.	S

Table A-12: Trunk Database Items (Contd)

Database Item	Description	Type
VDN (real-time)	The VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	S
VECTOR (real-time)	The vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on System 85, Generic 2, and Generic 3 switches with vectoring.	S

Switch Cross-Reference

Table A-13 lists which Trunk database items are supported by each of the switch releases.

Table A-13: Switch Cross-Reference for Trunk Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ABNCALLS	X	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X	X
CALLING_LOGID	X	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X	X
FAILURES		X	X	X				
I_INOCC	X	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X	X
ITN	X	X	X	X	X	X	X	X
LOGID	X	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X	X
O_ABNCALLS				X	X	X	X	X
O_ACDCALLS				X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X	X

Table A-13: Switch Cross-Reference for Trunk Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
PRIORITY	X	X	X	X	X	X	X	X
PRIORITY2-3				X (EAS)	X	X	X	X
QUECOUNT	X	X	X	X	X	X	X	X
QUETYPE		X	X	X	X	X	X	X
QUETYPE2-3				X (EAS)	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
SPLIT2-3				X (EAS)	X	X	X	X
STARTED	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X	X
TKSTATE	X	X	X	X	X	X	X	X
VDN		X	X	X	X	X	X	X
VECTOR		X	X	X	X	X	X	X

Vector Database Items

Vector database items are available only if the Vectoring feature has been purchased and authorized for you to use.

The Vector database item descriptions (Table A-14) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time table. Status items only apply to the current interval real-time tables.

Real-Time vector database items apply to the Current Interval Vector (cvector) and Previous Interval Vector (pvector) tables. The real-time indexes are **ACD** and **VECTOR**.

Historical vector database items apply to the Intrahour Vector (hvector), Daily Vector (dvector), Weekly Vector (wvector), and Monthly Vector (mvector) tables, except as noted. The historical indexes are **ROW_DATE** and **VECTOR**.

Table A-14: Vector Database Items

Database Item	Description	Type
ABNCALLS	The number of INCALLS that were abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, and for the System 85, Generic 2.1, and Generic 3 Version 1 switches, calls that hung up while listening to a forced disconnect announcement. ABNCALLS includes ABNQUECALLS , ABNRINGCALLS , and PHANTOMABNS .	C
ABNQUECALLS	The number of ABNCALLS that hung up while in a split/skill or direct agent ACD queue. System 85 switch calls that abandon from ringing are included here.	C
ABNRINGCALLS	The number of split/skill or direct agent ABNCALLS that were abandoned while ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
ABNTIME	The time caller waited while vector steps were executed, the call was queued, and ringing, before the caller hung up. For phantom-abandoned calls, this is the total time from when the call enters the vector until the agent released the call.	C
ACD (index)	The ACD number for which data was collected.	A
ACDCALLS	The number of split/skill and direct agent ACD calls that were answered by an agent. Includes calls from “queue to main”, “check backup”, “messaging split/skill”, “route to” split/skill or direct agent, and “adjunct routing” to a split/skill or direct agent. ACDCALLS includes BACKUPCALLS .	C
ADJATTEMPTS	The number of adjunct routing attempts for calls in this VECTOR . Available on the ECS and Generic 3 switches with the ASAI feature. ADJATTEMPTS includes ADJROUTED .	C
ADJROUTED	The number of adjunct-routing calls that were redirected by an adjunct processor or host computer. Available on the ECS and Generic 3 switches with the ASAI feature.	C
ANSTIME	The time that split/skill and direct agent ACD calls waited while executing steps in this vector, queuing, and ringing before being answered by an agent. ANSTIME includes RINGTIME .	C
BACKUPCALLS	The number of ACDCALLS that were queued to the answering split/skill using a vector command other than “queue to main”. BACKUPCALLS includes “messaging split/skill” calls, “check backup” calls, and calls that route to a split/skill or direct agent, either by the “route to” vector command or by adjunct routing. Calls that are redirected back to the split/skill using the redirection on no answer feature and are subsequently answered are also counted as BACKUPCALLS . Calls answered in a main split/skill (MAINCALLS) are then calculated as ACDCALLS - BACKUPCALLS . However, MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches and on the ECS with the vectoring feature.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches when the "busy" vector command is executed. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
BUSYTIME	The time BUSYCALLS waited before hearing a busy signal.	C
DISCCALLS	With Generic 2.2, Generic 3 Version 2, and later Generic 3 switches and with the ECS, the number of INCALLS that executed the "disconnect" vector command. With System 85, Generic 2.1, and Generic 3 Version 1 switches, the number of INCALLS that were given a forced disconnect announcement by the "disconnect" vector command and listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later Generic 3 switches and with the ECS, DISCCALLS also includes calls disconnected due to the expiration of the vector disconnect timer and those that were disconnected because they reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
DISCTIME	The time all DISCCALLS spent in this VECTOR. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 2.2, Generic 3 Version 2 and later Generic 3 switches, and for the ECS, if the caller hangs up during the forced disconnect announcement, this time is the time until the caller hung up. For System 85, Generic 2.1, and Generic 3 Version 1 switches, DISCTIME is the time until the announcement ends and the caller is disconnected by the switch. For Generic 3 Version 2 and later Generic 3 switches, and for the ECS, DISCTIME also includes the time until the trunk drops for calls disconnected due to the expiration of the vector disconnect timer or because they reached the end of vector processing without being queued.	C
GOTOCALLS	The number of OUTFLOWCALLS that were redirected to another vector by way of a "go to vector" command. Available on Generic 2.2 and Generic 3 switches and on the ECS.	C
GOTOTIME	The time all GOTOCALLS spent in this vector before being redirected to another vector. Available on Generic 2.2 and Generic 3 switches and on the ECS.	C
INCALLS	The number of inbound calls that were processed by this vector. INCALLS includes ABNCALLS, RINGCALLS, INFLOWCALLS, and OTHERCALLS. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches and the ECS), or protocol failures. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INFLOWCALLS	The number of calls that were redirected to this vector by way of a "go to vector" or a "route to" VDN command, or by redirection on no answer to a VDN.	C

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
INPROGRESS (real-time)	The current number of inbound calls that are being processed by this VECTOR until the disposition of the call is known (answered, abandoned, outflowed from the vector, at the beginning of forced busy, or dropped on a forced disconnect). INPROGRESS includes INQUEUE and INRING .	S
INQUEUE (real-time)	The current number of INPROGRESS calls that are in split/skill or direct agent ACD queues. System 85 switch calls that are ringing at agent positions are included here.	S
INRING (real-time)	The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	S
INTERFLOWCALLS	The number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS .	C
INTIME	The time spent by INCALLS in the VECTOR executing steps. INTIME stops accruing when the "Stop" vector step is executed, when the last step in the vector is reached, when busy or disconnect is sent, when the call is abandoned, when a "go to vector" or "route to" command succeeds, when a "messaging split/skill" or "adjunct routing" command succeeds, or when the split/skill or direct agent ACD call rings at an agent position.	C
INTRVL	The number of minutes in the interval (15, 30, 60). INTRVL applies to intrahour intervals only.	A
LOOKATTEMPTS	The number of look-ahead interflow attempts for calls processed by this VECTOR . LOOKATTEMPTS includes LOOKFLOWCALLS . Available on Generic 2.2 and Generic 3 switches and on the ECS with the vectoring and look-ahead Interflow features.	C
LOOKFLOWCALLS	The number of INTERFLOWCALLS that were redirected to another switch by way of the look-ahead interflow feature. LOOKFLOWCALLS is a subset of INTERFLOWCALLS . Available on Generic 2.2 and Generic 3 switches and on the ECS with the vectoring and look-ahead interflow features.	C
NUMVDNS	The current number of VDNs that are assigned to this VECTOR .	A

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
OTHERCALLS	The number of INCALLS that were redirected out of the vector, given a busy signal, or were disconnected. OTHERCALLS includes BUSYCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OTHERTIME	The time OTHERCALLS spent in the vector until the disposition was known and the call left the vector. OTHERTIME includes BUSYTIME , DISCTIME , and OUTFLOWTIME .	C
OUTFLOWCALLS	The number of INCALLS that were redirected to another destination by way of a "go to vector" command or by "route to" or "adjunct routing" to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.) OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS .	C
OUTFLOWTIME	Time all OUTFLOWCALLS spent in the VECTOR before being redirected. OUTFLOWTIME includes GOTOTIME .	C
PHANTOMABNS	The number of ACD calls and calls that routed to an agent or extension with talk time less than the value of the phantom-abandoned call timer. Available on Generic 3 switches and the ECS.	C
RINGCALLS	The number of split/skill and direct agent ACD calls that rang at agent positions. RINGCALLS includes ACDCALLS . Available on Generic 2 and Generic 3 switches and the ECS.	C
RINGTIME	The time split/skill and direct agent ACD calls spent ringing at agent positions independent of final disposition. Available on Generic 2 and Generic 3 switches and the ECS.	C
ROW_DATE (index)	The date for which data was collected.	A
STARTTIME (real-time)	The start time of the interval for which data was collected. (Interval table only.)	S

Table A-14: Vector Database Items (Contd)

Database Item	Description	Type
VDISCCALLS	The number of calls forced to disconnect because the vector disconnect timer timed out or because the call reached a vector stop without being queued. "Vector stop" means an explicit "stop" vector command, the end of the vector, or one-thousandth step executed. Available on Generic 3 Version 2 and later switches and the ECS.	C
VECTOR (index)	The vector number that this row represents. Available on System 85, Generic 2, and Generic 3 switches and on the ECS with the vectoring feature.	A

Switch Cross-Reference

Table A-15 lists which Vector database items are supported by each of the switch releases.

Table A-15: Switch Cross-Reference for Vector Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS
ABNCALLS		X	X	X	X	X	X	X
ABNQUECALLS		X	X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X	X
ABNTIME		X	X	X	X	X	X	X
ACD		X	X	X	X	X	X	X
ACDCALLS		X	X	X	X	X	X	X
ADJATTEMPTS					X	X	X	X
ADJROUTED					X	X	X	X
ANSTIME		X	X	X	X	X	X	X
BACKUPCALLS		X	X	X	X	X	X	X
BUSYCALLS		X	X	X	X	X	X	X
BUSYTIME		X	X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X	X
GOTOCALLS				X	X	X	X	X
GOTOTIME				X	X	X	X	X
INCALLS		X	X	X	X	X	X	X
INCOMPLETE		X	X	X	X	X	X	X
INFLOWCALLS		X	X	X	X	X	X	X
INPROGRESS		X	X	X	X	X	X	X
INQUEUE		X	X	X	X	X	X	X
INRING			X	X	X	X	X	X
INTERFLOWCALLS		X	X	X	X	X	X	X
INTIME		X	X	X	X	X	X	X
INTRVL		X	X	X	X	X	X	X

Table A-15: Switch Cross-Reference for Vector Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS
LOOKATTEMPTS				X	X	X	X	X
LOOKFLOWCALLS				X	X	X	X	X
NUMVDNS		X	X	X	X	X	X	X
OTHERCALLS		X	X	X	X	X	X	X
OTHERTIME		X	X	X	X	X	X	X
OUTFLOWCALLS		X	X	X	X	X	X	X
OUTFLOWTIME		X	X	X	X	X	X	X
PHANTOMABNS					X	X	X	X
RINGCALLS			X	X	X	X	X	X
RINGTIME			X	X	X	X	X	X
ROW_DATE		X	X	X	X	X	X	X
STARTTIME		X	X	X	X	X	X	X
VDISCCALLS						X	X	X
VECTOR		X	X	X	X	X	X	X

VDN Database Items

VDN database items are available only if the vectoring feature has been purchased and authorized for you to use.

The VDN Database Item descriptions (Table A-16) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables.

Real-Time VDN database items apply to the Current Interval VDN (cvdn) and Previous Interval VDN (pvdn) tables. The real-time indexes are **ACD**, **VDN**, and **VECTOR**.

Historical VDN database items apply to the Intrahour VDN (hvdn), Daily VDN (dvdn), Weekly VDN (wvdn), and Monthly VDN (mvdn) tables, except as noted. The historical indexes are **ROW_DATE** and **VDN**.

Table A-16: VDN Database Items

Database Item	Description	Type
ABNCALLS	The number of INCALLS that were abandoned while INPROGRESS for this VDN. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, calls that abandon after being routed to an extension via the "route to" vector command (for Generic 2.2, Generic 3 and later switches and for the ECS), and calls that abandoned while listening to a forced disconnect announcement (for the System 85, Generic 2.1, and Generic 3 Version 1 switches). ABNCALLS includes ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandoned call timer. ABNCALLS1-10 , ABNQUECALLS , ABNRINGCALLS , PHANTOMABNS , and SLVLABNS are pegged as ABNCALLS .	C
ABNCALLS1-10	The number of INCALLS that abandoned in each of the service level increments PERIOD1 through PERIOD9 (as defined on the ACD Administration: VDN Call Profile Setup window). ABNCALLS10 counts calls that abandoned after PERIOD9 .	C
ABNQUECALLS	The number of ABNCALLS that were abandoned while in a split/skill or direct agent ACD queue. System 85 calls that are abandoned while ringing at an agent position are included here.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
ABNRINGCALLS	The number of split/skill and direct agent ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	C
ABNTIME	The length of time caller waited before abandoning. For phantom-abandon calls, ABNTIME is the total time from entering the VDN until the agent released the call.	C
ACCEPTABLE	The number of ACDCALLS and CONNECTCALLS that were answered within the acceptable service level (as defined on the ACD Administration: VDN Call Profile Setup window).	C
ACD (index)	The ACD number for which data was collected.	A
ACDCALLS	The number of split/skill and direct agent ACD calls that were answered by an agent. This includes calls from vector commands: “queue to main”, “check backup”, “messaging split/skill”, “route to” split/skill or direct agent, and “adjunct routing” to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10 , ACCEPTABLE , ANSCONNCALLS1-10 , BACKUPCALLS , and TRANSFERRED .	C
ACDTIME	The talk time of all ACDCALLS , not including HOLDTIME . ACDTIME includes SKILLTIME1 through SKILLTIME3 .	C
ACTIVECALLS (real-time)	The switch-generated count of the number of active calls in the VDN. This includes only incoming trunk calls directly to the VDN. It does not include internal calls to the VDN, transfers to the VDN, or calls that route to the VDN or redirect from ringing to the VDN after having been through another VDN. Available on the Generic 3 Version 4 switch and on the ECS with the vectoring feature.	S
ACWTIME	The time that agents spent in After Call Work associated with split/skill or direct agent ACD calls. ACWTIME includes SKILLACWTIME1-3 .	C
ADJATTEMPTS	The number of adjunct-routing attempts for calls to this VDN. ADJATTEMPTS includes ADJROUTED . Available on Generic 3 switches and on the ECS with the vectoring and ASAI features.	C
ADJROUTED	The number of adjunct routing calls that were redirected by the adjunct. Available on Generic 3 switches and on the ECS with the vectoring and ASAI features.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
ANSCONNCALLS1-10	The number of times that callers were answered (ACDCALLS) and connected (CONNECTCALLS) during each of the time periods (service level increments PERIOD1 through PERIOD9) set up for VDN call profiles. (ANSCONNCALLS10 counts calls answered or connected after PERIOD9 .) Answered/connected calls include split/skill and direct agent ACD calls and extension calls by a “route to” or “adjunct routing” vector command.	C
ANSTIME	The time split/skill and direct agent ACD calls spent waiting to be answered, in vector processing, in queue, and ringing. For extension calls on System 85 and Generic 2.1 switches, ANSTIME is the time until ringing starts. ANSTIME includes RINGTIME .	C
ASA (real-time)	The switch-provided rolling average speed of answer for this VDN. This value is sent to <i>CentreVu</i> CMS whenever it changes on the switch (for example, when a call is answered). Available on Generic 3 Version 4 switches and on the ECS with vectoring.	S
ATAGENT (real-time)	The current number of INPROGRESS calls (ACD and non-ACD) that have been answered by an agent or a station.	S
BACKUPCALLS	The number of ACDCALLS that were queued to the answering split/skill using a vector command other than “queue to main”. This includes calls delivered by “messaging”, “check backup”, and “route to split/skill” vector commands, and “redirect on no answer” routing. BACKUPCALLS includes “messaging split/skill” calls, “check backup” calls, and calls that route to a split/skill or direct agent, either by the “route to” vector command or by adjunct routing. Calls that are redirected back to the split/skill using the redirection on no answer feature and are subsequently answered are also counted as BACKUPCALLS . Calls answered in a main split/skill (MAINCALLS) are then calculated as ACDCALLS - BACKUPCALLS . However, MAINCALLS does not include direct agent calls. Available on System 85, Generic 2, and Generic 3 switches and the ECS with the vectoring feature.	C
BH_ABNCALLS	The number of INCALLS that were abandoned by callers during the busy hour.	C
BH_ACDCALLS	The number of ACDCALLS that were completed during the busy hour.	C
BH_ACDTIME	The talk time of ACDCALLS that were completed during the busy hour.	C
BH_BUSYCALLS	The number of INCALLS that were given a busy signal by the switch during the busy hour.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
BH_DISCCALLS	The number of INCALLS that were disconnected by the switch during the busy hour.	C
BH_OTHERCALLS	The number of other incoming calls (OTHERCALLS) that were completed during the busy hour.	C
BH_STARTTIME	The starting time of the busy hour. The busy hour is that set of contiguous intervals comprising a total of one hour in which the number of INCALLS to the VDN reached a maximum for the day.	C
BH_VDNCALLS	The number of INCALLS to the VDN that completed during the busy hour.	C
BUSYCALLS	The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.	C
BUSYTIME	The duration of all BUSYCALLS (until the trunk goes idle).	C
CONNECTCALLS	The number of non-ACD INCALLS that were delivered to a station extension (other than a VDN or direct agent login ID) by a "route to" or "adjunct routing" vector command and were not abandoned by the callers. For System 85 and Generic 2.1 switches, non-ACD abandons are not tracked, so all calls that route to a station extension (other than a VDN) are included in CONNECTCALLS for those switch releases. CONNECTCALLS includes ANSCONNCALLS1-10.	C
CONNECTTIME	The time CONNECTCALLS waited before being answered (for the Generic 3 switch and the ECS). For System 85 and Generic 2 switches, CONNECTTIME is the time before ringing starts.	C
CONNTALKTIME	The talk time for all CONNECTCALLS , not including HOLDTIME (except on System 85, Generic 2.1, and Generic 1 switches).	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
DISCCALLS	With Generic 2.2, Generic 3 Version 2 and later Generic 3 switches, and with the ECS, the number of INCALLS that executed the “disconnect” vector command. With System 85, Generic 2.1, and Generic 3 Version 1 switches, the number of INCALLS that were given a forced disconnect announcement by the “disconnect” vector command and listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later Generic 3 switches and with the ECS, the number also includes calls disconnected due to the expiration of the vector disconnect timer and those that were disconnected because they reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.	C
DISCTIME	The time all DISCCALLS spent in this VDN. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 2.2, Generic 3 Version 2 and later Generic 3 switches, and for the ECS, if the caller hangs up during the forced disconnect announcement, this is the time until the caller hangs up. For System 85, Generic 2.1, and Generic 3 Version 1 switches, DISCTIME is the time until the announcement ends and the caller is disconnected by the switch.	C
HOLDABNCALLS	The number of times that callers abandoned while on hold. For Generic 2.2 and Generic 3 switches, and for the ECS, HOLDABNCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDABNCALLS includes split calls only.	C
HOLDACDCALLS	The number of split/skill or direct agent ACD calls that were placed on hold at least one time.	C
HOLDACDTIME	The amount of time split/skill or direct agent ACD callers spent on hold.	C
HOLDCALLS	The number of calls that were placed on hold at least once. For Generic 2.2 and Generic 3 switches, and for the ECS, HOLDCALLS includes all calls. For System 85 and Generic 2.1 switches, HOLDCALLS includes split calls only. HOLDCALLS includes HOLDABNCALLS and HOLDACDCALLS.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
HOLDTIME	The time that callers spent on hold. For Generic 2.2 and Generic 3 switches and for the ECS, HOLDTIME includes all calls. For System 85 and Generic 2.1 switches, HOLDTIME includes split calls only. HOLDTIME includes HOLDACDTIME.	C
I_ARRIVED	The number of calls that reached the VDN during the interval.	C
ILN	The internal line number of the VDN extension.	A
INCALLS	The number of inbound calls that were directed to this VDN. INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS (which includes ACDCALLS). INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS	C
INCOMPLETE	This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches and the ECS), or protocol failures. The value for interval tables indicates whether data is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month, respectively.	C
INFLOWCALLS	The number of calls that were redirected into the VDN by way of a "route to" VDN command, or by Redirection on No Answer to this VDN from another VDN.	C
INPROGRESS (real-time)	The current number of inbound calls that are associated with this VDN. Calls are considered to be in progress in the VDN until they are routed to another VDN, are routed off the switch, are transferred, or the trunk that is carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR.	S
INQUEUE (real-time)	The current number of INPROGRESS calls that are in a split/skill or direct agent ACD queue. For System 85 switches, this includes calls that are ringing at agent positions.	S
INRING (real-time)	The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 2 and Generic 3 switches and on the ECS.	S

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
INTERFLOWCALLS	The number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS .	C
INTIME	The time spent by INCALLS in this VDN. For Generic 2.2 and Generic 3 switches, and for the ECS, INTIME = ACDTIME + ABNTIME + ANSTIME + HOLDTIME + OTHERTIME However, on System 85 and Generic 2.1 switches, there are multiple call handling scenarios in which call-based ACDTIME is stopped before the call ends. In these scenarios, INTIME does not add up to ACDTIME + ABNTIME + ANSTIME + OTHERTIME + HOLDTIME , so hold time cannot be calculated. (The scenarios occur when an agent puts an ACD call on hold using the HOLD key when another ACD call is already on hold, or when a call is dropped while an ACD call is on hold.)	C
INTRVL	The number of minutes in the timed period (15, 30, 60). INTRVL applies to intrahour intervals only.	A
INVECTOR (real-time)	The current number of INPROGRESS calls that are being processed by a vector. Calls that are in queue and calls that are ringing are still counted as INVECTOR . Calls are no longer counted as INVECTOR when they connect to a station, are answered by an agent, are abandoned, or they outflow from the VDN. INVECTOR includes INQUEUE and INRING .	S
LOOKATTEMPTS	The number of look-ahead interflow attempts for calls in this VDN. LOOKATTEMPTS includes LOOKFLOWCALLS . Available on Generic 2.2 and Generic 3 switches and on the ECS with the vectoring and look-ahead interflow features.	C
LOOKFLOWCALLS	The number of INTERFLOWCALLS that were redirected by way of the look-ahead interflow feature. Available on Generic 2.2 and Generic 3 switches and on the ECS with the vectoring and look-ahead interflow features.	C
MAXOCWTIME	The maximum time during the collection interval that a caller waited in the VDN before being answered (ACD calls) or connected (non-ACD calls), abandoning, being redirected, receiving a busy signal or being disconnected. This applies only to the first disposition of the call.	C
MAXWAITING	The maximum number of calls simultaneously in progress in the VDN during the collection interval.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
NOANSREDIR	The number of split/skill and direct agent ACD calls that rang at agent positions and then were automatically redirected by the redirection on no answer feature because they were not answered. Available on Generic 3 Version 2 and later switches and on the ECS.	C
NUMTGS	The number of trunk groups assigned to this VDN.	A
OLDESTCALL (real-time)	The number of seconds that the oldest call has been waiting in queue and ringing in this VDN.	S
OTHERCALLS	OTHERCALLS includes forced busy, forced disconnect, outflowed calls and non-ACD calls that were answered (CONNECTCALLS). OTHERCALLS includes BUSYCALLS , CONNECTCALLS , DISCCALLS , and OUTFLOWCALLS . OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS	S
OTHERTIME	The duration of all OTHERCALLS from entering the VDN until the calls leave the VDN (the calls drop, are sent to another VDN, are transferred, or are sent outside the switch). OTHERTIME includes BUSYTIME , CONNECTTIME , CONNTALKTIME , DISCTIME , and OUTFLOWTIME .	C
OUTFLOWCALLS	The number of INCALLS that were redirected to another VDN or to a destination outside the switch by way of a "route to" or "adjunct routing" command, or were redirected on no answer to a VDN. Note that calls are counted as outflows from the VDN only when they are redirected to another VDN or to a destination outside the switch, not when they are routed to other destinations, such as split/skills or extensions. OUTFLOWCALLS includes INTERFLOWCALLS and SLVLOUTFLOWS .	C
OUTFLOWTIME	The time all OUTFLOWCALLS spent in this VDN before being redirected.	C
PERIOD1-9	The length, in seconds, of each service level increment that has been administered for VDN call profiles. Each increment represents a progressively longer wait time. Calls that wait a longer length of time (beyond the last of these nine increments) are counted in either ANSCONNCALLS10 or ABNCALLS10 .	A
PERIODCHG	This indicates whether or not the time periods defined for call profiles were changed during the data collection interval.	A
PHANTOMABNS	The number of split/skill and direct agent ACD calls and calls that routed to an agent or extension with talk time of less than the value set for the phantom-abandoned call timer. Available on Generic 3 switches and on the ECS.	C

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
RETURNCALLS	The number of calls that reached this VDN via the VDN return destination feature. Available on Generic 3 Version 3 and later switches and on the ECS.	C
RINGCALLS	The number of split/skill and direct agent ACD calls that rang at agent positions. RINGCALLS includes ACDCALLS . Available on Generic 2 and Generic 3 switches and on the ECS.	C
RINGTIME	The time split/skill and direct agent ACD calls spent ringing at agent positions, independent of final disposition. Available on Generic 2 and Generic 3 switches and on the ECS.	C
ROW_DATE (index)	The date for which information was collected.	A
SERVICELEVEL	The number of seconds in which calls must be answered/connected to be considered acceptable for this VDN.	A
SKILLACWTIME1-3	The After Call Work time spent by agents for calls answered in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILLCALLS1-3	Number of calls answered by agents in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILLTIME1-3	Time agents spent talking on calls they answered in each VDN skill preference. Available on Generic 2.2 and Generic 3 Version 2 switches with EAS.	C
SKILL1-3	First, second, and third VDN skill assigned to this VDN. Available on Generic 2.2 and Generic 3 Version 2 and later switches and on the ECS with the EAS feature.	A
SLVLABNS	The number of ABNCALLS whose time to abandon was less than or equal to the time increment administered as this VDN's SERVICELEVEL .	C
SLVLOUTFLOWS	The number of OUTFLOWCALLS whose time to outflow was less than or equal to the time increment administered as this VDN's SERVICELEVEL .	C
STARTTIME (Index)	The start time of the interval for which data was collected. (Interval table only.)	A
SVCLEVELCHG	This indicates whether the service level was changed during the data collection interval.	A

Table A-16: VDN Database Items (Contd)

Database Item	Description	Type
TRANSFERRED	The number of calls that were transferred to another destination. For System 85 and Generic 2.1 switches, TRANSFERRED includes all VDN calls blind transferred to a measured VDN or split. For Generic 2.2 and Generic 3 switches and for the ECS, TRANSFERRED includes all VDN calls that were transferred.	C
VDISCCALLS	The number of calls forced disconnected because the vector disconnect timer timed out, or because the call reached a vector stop without being queued. ("Vector stop" means a "stop" vector command, the end of the vector, or the one-thousandth vector step.) Available on Generic 3 Version 2 and later switches and on the ECS.	C
VDN (index)	The vector directory number (extension) that this row represents.	A
VECTOR (index)	The number of the vector to which this VDN is assigned.	A

Switch Cross-Reference

Table A-17 lists which VDN database items are supported by each of the switch releases.

Table A-17: Switch Cross-Reference for VDN Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS
ABNCALLS		X	X	X	X	X	X	X
ABNCALLS1-10		X	X	X	X	X	X	X
ABNQUECALLS		X	X	X	X	X	X	X
ABNRINGCALLS			X	X	X	X	X	X
ABNTIME		X	X	X	X	X	X	X
ACCEPTABLE		X	X	X	X	X	X	X
ACD		X	X	X	X	X	X	X
ACDCALLS		X	X	X	X	X	X	X
ACDTIME		X	X	X	X	X	X	X
ACTIVECALLS							X	X
ACWTIME		X	X	X	X	X	X	X
ADJATTEMPTS					X	X	X	X
ADJROUTED					X	X	X	X
ANSCONNCALLS1-10		X	X	X	X	X	X	X
ANSTIME		X	X	X	X	X	X	X
ASA							X	X
ATAGENT		X	X	X	X	X	X	X
BH_ABNCALLS		X	X	X	X	X	X	X
BH_ACDCALLS		X	X	X	X	X	X	X
BH_ACDTIME		X	X	X	X	X	X	X
BH_BUSYCALLS		X	X	X	X	X	X	X
BH_DISCCALLS		X	X	X	X	X	X	X
BH_OTHERCALLS		X	X	X	X	X	X	X
BH_STARTTIME		X	X	X	X	X	X	X
BH_VDNCALLS		X	X	X	X	X	X	X

Table A-17: Switch Cross-Reference for VDN Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS
BACKUPCALLS		X	X	X	X	X	X	X
BUSYCALLS		X	X	X	X	X	X	X
BUSYTIME		X	X	X	X	X	X	X
CONNECTCALLS		X	X	X	X	X	X	X
CONNECTTIME		X	X	X	X	X	X	X
CONNTALKTIME		X	X	X	X	X	X	X
DISCCALLS		X	X	X	X	X	X	X
DISCTIME		X	X	X	X	X	X	X
HOLDABNCALLS		X	X	X	X	X	X	X
HOLDACDCALLS		X	X	X	X	X	X	X
HOLDACDTIME		X	X	X	X	X	X	X
HOLDCALLS		X	X	X	X	X	X	X
HOLDTIME		X	X	X	X	X	X	X
I_ARRIVED		X	X	X	X	X	X	X
ILN		X	X	X	X	X	X	X
INCALLS		X	X	X	X	X	X	X
INCOMPLETE		X	X	X	X	X	X	X
INFLOWCALLS		X	X	X	X	X	X	X
INPROGRESS		X	X	X	X	X	X	X
INQUEUE		X	X	X	X	X	X	X
INRING			X	X	X	X	X	X
INTERFLOWCALLS		X	X	X	X	X	X	X
INTIME		X	X	X	X	X	X	X
INTRVL		X	X	X	X	X	X	X
INVECTOR		X	X	X	X	X	X	X
LOOKATTEMPTS				X	X	X	X	X
LOOKFLOWCALLS				X	X	X	X	X
MAXOCWTIME			X	X	X	X	X	X
MAXWAITING		X	X	X	X	X	X	X

Table A-17: Switch Cross-Reference for VDN Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	ECS
NOANSREDIR						X	X	X
NUMTGS		X	X	X	X	X	X	X
OLDESTCALL		X	X	X	X	X	X	X
OTHERCALLS		X	X	X	X	X	X	X
OTHERTIME		X	X	X	X	X	X	X
OUTFLOWCALLS		X	X	X	X	X	X	X
OUTFLOWTIME		X	X	X	X	X	X	X
PERIOD1-9		X	X	X	X	X	X	X
PERIODCHG		X	X	X	X	X	X	X
PHANTOMABNS					X	X	X	X
RETURNCALLS						X (V3)	X	X
RINGCALLS			X	X	X	X	X	X
RINGTIME			X	X	X	X	X	X
ROW_DATE		X	X	X	X	X	X	X
SERVICELEVEL		X	X	X	X	X	X	X
SKILL1-3				X (EAS)		X (EAS)	X (EAS)	X (EAS)
SKILLACWTIME1-3				X (EAS)		X (EAS)	X (EAS)	X (EAS)
SKILLCALLS1-3				X (EAS)		X (EAS)	X (EAS)	X (EAS)
SKILLTIME1-3				X (EAS)		X (EAS)	X (EAS)	X (EAS)
SLVLABNS		X	X	X	X	X	X	X
SLVLOUTFLOWS		X	X	X	X	X	X	X
STARTTIME		X	X	X	X	X	X	X
SVCLEVELCHG		X	X	X	X	X	X	X
TRANSFERRED		X	X	X	X	X	X	X
VDISCCALLS						X	X	X
VDN		X	X	X	X	X	X	X
VECTOR		X	X	X	X	X	X	X

Call Work Codes Database Items

Call work codes are only available with Generic 3 and Generic 2.2 switches.

The Call Work Codes database item descriptions (Table A-18) apply to real-time and historical items.

The **Type** column refers to **Cumulative (C)**, **Administrative (A)**, or **Status (S)** data. Cumulative and Administrative items typically apply to both the current previous interval real-time tables. Status items apply only to the current interval real-time table.

Real-Time call work codes apply to the Current Interval CWC (ccwc) and Previous Interval (pcwc) tables. The real-time indexes are **ACD** and **CWC**.

Historical call work codes database items apply to the Intrahour Call Work Codes (hcwc), Daily Call Work Codes (dcwc), Weekly Call Work Codes (wcwc), and Monthly Call Work Codes (mcwc) tables, except as noted. The indexes are **ROW_DATE** and **CWC**.

Table A-18: Call Work Codes Database Items

Database Item	Description	Type
ACD (index)	The ACD number for which data was collected.	A
ACDCALLS	The number of times this call work code was entered while an agent was on a split/skill or direct agent ACD call or in call-related ACW.	C
ACDTIME	The talk time of all ACDCALLS (not including HOLDTIME) associated with this call work code.	C
ACWTIME	The time the agent spent in ACW for ACDCALLS that were associated with this call work code.	C
CWC (index)	The call work code for which data was collected.	A

Table A-18: Call Work Codes Database Items

Database Item	Description	Type
INCOMPLETE	This indicates whether or not data collection is complete for this interval. Data collection is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures (System 85 and Generic 2 switches), the trunk going maintenance busy with a call active (Generic 1 and Generic 3 switches), or protocol failures. The value for interval tables indicates whether data collection is incomplete for the interval (0 = data complete, 1 = data incomplete). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.	C
INTRVL	The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.	A
ROW_DATE (index)	The day for which data was collected.	C
STARTTIME	The start time for the interval for which data was collected. STARTTIME applies to the intrahour table only.	C

Switch Cross-Reference

Table A-19 lists the Call Work Codes database items and the switch(es) each item applies to.

Table A-19: Switch Cross-Reference for Call Work Codes

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD				X	X	X	X	X
ACDCALLS				X	X	X	X	X
ACDTIME				X	X	X	X	X
ACWTIME				X	X	X	X	X
CWC				X	X	X	X	X
INCOMPLETE				X	X	X	X	X
INTRVL				X	X	X	X	X
ROW_DATE				X	X	X	X	X
STARTTIME				X	X	X	X	X

Agent Login/Logout Database Items

The Agent Login/Logout database item descriptions (Table A-20) are **historical** items. They apply to the Agent Login/Logout (hag log) table. The indexes are **SPLIT** and **ROW_DATE**.

Table A-20: Agent Login/Logout Database Items

Database Item	Description
ACD (index)	The ACD number for which data was collected.
EXTN	The extension number of the station that the agent staffed.
INFLAG	If not null, indicates that the agent was already logged in when the link came up. Values are NULL and <.
LOGID	The Login ID that was used to staff the extension. Agents in multiple splits/skills have one LOGID .
LOGIN	The time at which the agent logged into this extension and split/skill with the given login ID.
LOGONSKILL2-20	The skill number of the agent's second through twentieth skills. The number of skills per agent depends on the type of switch. Available on Generic 2.2 and later Generic 3 switches with EAS.
LOGOUT	The time at which the agent logged out.
LOGOUT_DATE	The date on which the agent logged out.
LOGOUTREASON	The reason code (0 through 9) associated with the agent's logout. For switch releases earlier than Generic 3 Version 5 or later switch releases that do not have the EAS feature and reason codes active, this field will always contain 0 when the agent has logged out.
OUTFLAG	If not null, indicates that the agent logged out while the link was down. Values are NULL and >.
ROW_DATE (index)	The date the agent logged in.
SKILLTYPE	The type (primary or secondary) of the first skill the agent logged into. Available on Generic 3 Version 2 and later Generic 3 switches with EAS. Because skill level 1 is primary, skill level 2 is secondary, and skill levels 3 through 16 are blank on the ECS, it is recommended that you use SKLEVEL instead of SKILLTYPE .

Table A-20: Agent Login/Logout Database Items

Database Item	Description
SKILLTYPE2-4	The type (primary or secondary) of the second skill the agent logged into, the third skill the agent logged into, and the fourth skill the agent logged into. Available on Generic 3 Version 2 and later Generic 3 switches with EAS.
SKLEVEL	The skill level (1 through 16) associated with SPLIT .
SKLEVEL2-20	The skill levels (1 through 16) associated with LOGONSKILL2 through LOGONSKILL20 .
SPLIT (index)	The split number to which the extension is assigned or skill number that the agent logged into.

Switch Cross-Reference

Table A-21 lists which Agent Login/Logout database items are supported by each of the switch releases.

Table A-21: Switch Cross-Reference for Agent Login/Logout Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD	X	X	X	X	X	X	X	X
EXTN	X	X	X	X	X	X	X	X
INFLAG	X	X	X	X	X	X	X	X
LOGID	X	X	X	X	X	X	X	X
LOGIN	X	X	X	X	X	X	X	X
LOGONSKILL2-4				X (EAS)		X (EAS)	X (EAS)	X (EAS)
LOGONSKILL5				X (EAS)				X (EAS)
LOGONSKILL6-20								X (EAS)
LOGOUT	X	X	X	X	X	X	X	X
LOGOUT_DATE	X	X	X	X	X	X	X	X
LOGOUTREASON								X (EAS)
OUTFLAG	X	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SKILLTYPE						X (EAS)	X (EAS)	X (EAS)
SKILLTYPE2-4						X (EAS)	X (EAS)	X (EAS)
SKLEVEL						X (EAS)	X (EAS)	X (EAS)
SKLEVEL2-4						X (EAS)	X (EAS)	X (EAS)
SKLEVEL5-20								X (EAS)
SPLIT	X	X	X	X	X	X	X	X

Agent Trace Database Items

The Agent Trace database item descriptions (Table A-22) are **historical** items. They apply to the Agent Trace (ag_actv) table. The indexes are **LOGID** and **ROW_DATE**.

The **Optional** database items collect data only when those items are selected in the *CentreVu* CMS System Setup: Agent Trace Record Contents window and are not used in any standard reports. To receive a report containing optional Agent Trace historical database items, a custom report must be created.

Table A-22: Agent Trace Database Items

Database Item	Description
ACD (index)	The ACD number for which data was collected.
AGT_RELEASED	The agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. Available on Generic 3 and later switches.
ASSIST_ACTV	The agent requested supervisor assistance (pressed ASSIST key).
AUXREASON	The reason code associated with the agent's change to AUX mode. For agents in AUX on switch releases earlier than Generic 3 Version 5 or on switches that do not have the EAS feature and reason codes active, this will be 0.
CALLER_HOLD	The agent put the current call on hold. For System 85 and Generic 2.1 switches, CALLER_HOLD applies to split ACD calls. For Generic 2.2 and Generic 3 switches, CALLER_HOLD applies to all calls.
CALLING_II	The Information Indicator (II) digits associated with the call. These digits supply information about the originator location, for example, pay phone, hospital, or prison. Available on Generic 3 Version 5 and later switches.
CALLING_PTY	The calling party identification. This is the ANI/SID, for Generic 2.2 and Generic 3 Version 4 and later switches with ISDN ANI delivery. Otherwise, it is the extension or trunk equipment location identifying the originator of the call. The field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured.
CONFERENCE	The agent activated a conference. Available on Generic 3 and Generic 2.2 switches.

Table A-22: Agent Trace Database Items (Contd)

Database Item	Description
DIGITS_DIALED	The digits the agent dialed to originate a call. Trunk access codes, feature access codes, account and authorization codes are not included. Available on Generic 2.2 and Generic 3 switches.
DIRECTION	The direction of the call the agent is currently handling for any split/skill (IN, or OUT, or as defined in Dictionary). If the agent is not on a call, the value is blank (NULL).
DURATION	The duration of current WORKMODE and DIRECTION for this split (that is, length of time in current AGSTATE for this split).
EVENT_TIME	The time of day (hour, minute, and second) the WORKMODE or DIRECTION changed.
EXT_CALL_ORIG	The agent originated an external (off-switch) call. Available on Generic 2.2 and Generic 3 switches.
KEYBD_DIALED	The call was keyboard dialed. Available on Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.
LOGID (index)	The Login ID that was used to staff the extension. Agents in multiple splits/skills have one LOGID .
LOGOUTREASON	The reason code associated with the agent's logout. For switch releases earlier than Generic 3 Version 5 or switch releases that do not have the EAS feature and reason codes active, this field will always contain 0 when the agent has logged out.
MCT	The agent activated a malicious call trace. Available on System 85, Generic 2, and Generic 3 (except for Generic 3i Version 1) switches.
RECONNECT	This event represents the agent reconnecting to the call after putting it on hold. Available on System 85, Generic 2, and Generic 3 switches.
ROW_DATE (index)	The date the event (WORKMODE or DIRECTION change) took place.
SPLIT	The split number that the agent's extension is assigned to or skill number associated with the agent's current ACD call or ACW session.
STARTTIME	The time of day (hour and minute) for which the agent trace report is being ordered. This is the time of day you enter to request the report.

Table A-22: Agent Trace Database Items (Contd)

Database Item	Description
TRANSFERRED	The agent transferred the call. For Generic 1 switches, TRANSFERRED includes measured call-to-measured split or measured trunk-to-measured trunk transfers. For System 85 and Generic 2.1 switches, TRANSFERRED includes calls transferred to a measured VDN or split. For Generic 3 and Generic 2.2 switches, TRANSFERRED includes all calls that were transferred.
WMODE_SEQ	The sequence number for events that occur in the same second.
WORKCODE	The call work code the agent entered for the call. Available on Generic 3 and Generic 2.2 switches with call work codes.
WORKMODE	The work mode in which the agent was working during the trace. Agent work modes include AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value is blank.

Switch Cross-Reference

Table A-23 lists which Agent Trace database items are supported by each of the switch releases.

Table A-23: Switch Cross-Reference for Agent Trace Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD	X	X	X	X	X	X	X	X
AGT_RELEASED					X	X	X	X
ASSIST_ACTV	X	X	X	X	X	X	X	X
AUXREASON	X	X	X	X	X	X	X	X
CALLER_HOLD		X	X	X	X	X	X	X
CALLING_II								X
CALLING_PTY	X	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X	X
DIGITS_DIALED				X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X	X
EVENT_TIME	X	X	X	X	X	X	X	X
EXT_CALL_ORIG				X	X	X	X	X
KEYBD_DIALED				X	X	X	X	X
LOGID (index)	X	X	X	X	X	X	X	X
LOGOUTREASON	X	X	X	X	X	X	X	X
MCT		X	X	X	X	X	X	X
RECONNECT		X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X	X
WMODE_SEQ	X	X	X	X	X	X	X	X
WORKCODE				X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X	X

Current Day Configuration Forecast Database Items

The Current Day Configuration database item descriptions (Table A-24) are **historical** items used to collect values entered in the Forecast: Current Day window. They apply to the Current Day (f_cday) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Table A-24: Current Day Configuration Database Items

Database Item	Description
ACD (index)	ACD number for which data was collected.
CHANGE	Additional change factor (percent).
CHPROF	Number of the call handling profile to use.
FMETHOD	Type of trending to use for forecast. Values are 0 = none, 1 = seasonal, 2 = current trending.
HDATE1	Date of first day of historical data to be used.
HDATE2	Date of second day of historical data to be used.
HDATE3	Date of third day of historical data to be used.
HDATE4	Date of fourth day of historical data to be used.
ROW_DATE (index)	Date of the forecast.
SPLIT (index)	Split/skill number.
TRENDBASE	Base date for seasonal trending.
WT1	Weight given to date 1.
WT2	Weight given to date 2.
WT3	Weight given to date 3.
WT4	Weight given to date 4.

Switch Cross-Reference

Table A-25 lists which Current Day Configuration database items are supported by each of the switch releases.

Table A-25: Switch Cross-Reference for Current Day Configuration Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD	X	X	X	X	X	X	X	X
CHANGE	X	X	X	X	X	X	X	X
CHPROF	X	X	X	X	X	X	X	X
FMETHOD	X	X	X	X	X	X	X	X
HDATE1	X	X	X	X	X	X	X	X
HDATE2	X	X	X	X	X	X	X	X
HDATE3	X	X	X	X	X	X	X	X
HDATE4	X	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
TRENDBASE	X	X	X	X	X	X	X	X
WT1	X	X	X	X	X	X	X	X
WT2	X	X	X	X	X	X	X	X
WT3	X	X	X	X	X	X	X	X
WT4	X	X	X	X	X	X	X	X

Current Day Forecast Report Database Items

The Current Day Report database item descriptions (Table A-26) are **historical** items used to collect values entered in the Forecast: Current Day window. They apply to the Current Day Report (f_cdayrep) table. The indexes are **ACD**, **ROW_DATE** and **SPLIT**.

Forecast data for a split/skill is automatically generated when the Forecast Manager runs (if you have also completed a Current Day Configuration for the split/skill).

Table A-26: Current Day Report Database Items

Database Item	Description
ACD (index)	ACD number for this current day data.
AGOCC	Objective maximum percentage of time that an agent will be on ACD calls (agent occupancy).
AVGAGSERV	Objective average number of seconds for an agent to service a call.
AVGSPEEDANS	Objective average speed of answer in seconds for this type of call.
FCALLS	Number of forecast calls carried.
INTRVL	Length of intrahour interval (15, 30, or 60 minutes). INTRVL applies to intrahour intervals only.
NUMAGREQ	Number of agents required to handle FCALLS .
RAGOCC	Resulting maximum percentage of time that an agent will be on ACD calls.
RAVGSPEEDANS	Resulting average speed of answer in seconds for this type of call.
ROW_DATE (index)	Date of the forecast.
RSERVLEVELP	Resulting percentage of calls to be handled within SERVLEVELT seconds.
SERVLEVELP	Objective percentage of calls to be handled within SERVLEVELT seconds.
SERVLEVELT	Number of seconds within which SERVLEVELP percent of calls are to be answered (service level time).
SPLIT (index)	Split/skill number.
STARTTIME	Start of intrahour interval (on 24-hour clock).

Switch Cross-Reference

Table A-27 lists which Current Day Report database items are supported by each of the switch releases.

Table A-27: Switch Cross-Reference for Current Day Report Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD	X	X	X	X	X	X	X	X
AGOCC	X	X	X	X	X	X	X	X
AVGAGSERV	X	X	X	X	X	X	X	X
AVGSPEEDANS	X	X	X	X	X	X	X	X
FCALLS	X	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X	X
NUMAGREQ	X	X	X	X	X	X	X	X
RAGOCC	X	X	X	X	X	X	X	X
RAVGSPEEDANS	X	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
RSERVLEVELP	X	X	X	X	X	X	X	X
SERVLEVELP	X	X	X	X	X	X	X	X
SERVLEVELT	X	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X	X

Call Record Database Items

The Call Record database item descriptions (Table A-28) are **historical** items. They apply to the Call Record (call_rec) table. The indexes are **ACD** and **ROW_DATE**.

Table A-28: Call Record Database Items

Database Item	Description
ACD (index)	The number of the ACD that handled this call.
ACWTIME	The time spent, in seconds, in ACW (after call work) related to this call by the answering agent in this segment.
AGT_RELEASED	The agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. Available on Generic 3 switches.
ANSHOLDTIME	The total time call was put on hold by the answering agent, in seconds, in this call segment. Note that in agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). For System 85 and Generic 2.1 switches, ANSHOLDTIME includes split ACD calls held. For Generic 2.2 and Generic 3 switches, and the ECS, ANSHOLDTIME includes all calls held.
ANSLOGIN	The login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.
ANSREASON	The reason code (0-9) associated with the answering agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases that are earlier than the ECS or that do not have EAS and reason codes active, this will only be 0.
ASSIST	Whether or not the answering agent in this segment requested supervisor assistance on this call (YES or NO).
AUDIO	Whether or not an agent in this segment reported an audio difficulty problem (YES/NO).
CALLID	A unique number assigned to this call and all its segments. Note that in the case of a conference or transfer, when the data for the conference/transfer is recorded, the same call ID will be recorded for all call segments of the conference/transfer. Note that in the case of "meet-me conferences, this may result in higher-numbered segments of the call starting before the first segment on the call. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
CALLING_II	The Information Indicator (II) digits associated with the call. These digits supply information about the originator location, for example, pay phone, hospital, prison. Available on the ECS and later switches.
CALLING_PTY	The Automatic Number Identification (ANI)/Station Identification (SID) (Generic 2.2 or Generic 3 Version 4 or later Generic 3 switches with ANI delivery), extension or trunk equipment location identifying the originator of the call. This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. (Up to 12 digits in this field.)
CONFERENCE	Whether or not this call segment represents part of a conference (YES/NO). Available on Generic 3 and Generic 2.2 switches.
CONSULTTIME	The time an agent talked on any outbound call, while in AUX work or ACW. This includes the time the originating agent spent talking to the destination party while establishing a conference or transferring a call. (This is the time between presses of the transfer or conference button.) It includes wait time if the agent is calling a VDN or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME .
DA_QUEUED	Whether or not the call was queued as a direct agent call (YES/NO). Applies to Generic 3 switches only.
DIALED_NUM	The number the caller dialed (up to 24 digits). This will be the VDN for inbound vectoring calls and dialed digits for outbound calls. This will be blank for inbound calls without vectoring.
DISPIVECTOR	The number of the first vector associated with the disposition VDN (DISPVDN).

Table A-28: Call Record Database Items (Contd)

Database Item	Description
DISPOSITION	This indicates whether the call was answered, connected, interflowed, abandoned, forced busy, forced disconnect, or other, in the call segment. An answered call is any split/skill or direct agent ACD call for which CMS receives an indication that the call was answered by an agent. A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected or, in the case of System 85 R2V4 and Generic 2.1 switches, any call that was delivered to an extension by a "route to" vector command (CMS receives no indication if the call abandons). An interflowed call is a call that was redirected to an off-switch destination. An abandoned call is any call for which CMS receives notification that the caller abandoned. This includes calls with talk times shorter than the phantom-abandoned call timer. Forced busy calls are calls that CMS records as BUSYCALLS for the trunk group that carried them. These calls can be VDN calls that received a forced busy from the vector command or, on Generic 1 and Generic 3 switches and ECS a split/skill call that received a busy indication from the switch because the split queue was full, or no queue and no available agents, or no staffed agents. Forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command (Generic 2.2, Generic 3 Version 2, later Generic 3 switches, and the ECS) or, for System 85, Generic 2.1, and Generic 3 Version 1 switches, calls that were given a forced disconnect announcement and listened to the entire announcement, then were disconnected by the switch. For Generic 3 Version 2 and later Generic 3 releases, disconnect calls also include calls disconnected because of the disconnect vector timer or because they reached the end of vector processing without being queued. Other calls are any other calls.
DISPPRIORITY	The priority the call had at its disposition in this segment. Priorities can be LOW, MED, HIGH, or TOP (with vectoring) or YES/NO (without vectoring). For Generic 3 switches with vectoring, calls directed to split/skills using "route to" or "messaging split/skill" commands and calls directly to splits/skills without going through a vector will have MED (no priority) or HIGH (priority) priority, depending on the class of restriction of the originator of the call (agent, extension, trunk group, or VDN). If the call never queued to a split/skill, the priority will not be set.
DISPSKLEVEL	The skill level (1-16) associated with the skill for which the agent answered the call or, for calls that abandoned from ringing or from a direct agent queue, with the agent from whom the call abandoned. Available on the ECS with EAS.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
DISPSPLIT	The number of the split or skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have DISPSPLIT set to null. Calls that were queued to an unmeasured split or skill at the time of disposition will have DISPSPLIT set to zero.
DISPTIME	The wait time (in the vector, in queue, ringing) until the disposition recorded in DISPOSITION for the call segment. For extension calls made directly to agents (not through a VDN), this will always be zero.
DISPVDN	The number of the VDN associated with the call at its disposition for this call segment. DISPVDN will be blank for calls that are not associated with a VDN at their disposition.
DURATION	The total time the trunk was held. This is the overall trunk holding time from the beginning of the call segment until the caller is disconnected. For the first segment of a call, this will be the trunk holding time for the caller for the entire call (from seized until idle). With a transfer, the original trunk remains associated with both call segments until the call ends.
EQLOC	The physical equipment location of the trunk that carried the call. This will be blank if the trunk is not measured.
EVENT1-9	The number of times each event (stroke count) button was pressed for this call segment. Available on System 85, Generic 2, and Generic 3 switches.
FIRSTVECTOR	The number of the first vector associated with the first VDN for the call segment.
FIRSTVDN	The number of the first VDN associated with the call segment.
HELD	The total number of times this call was placed on hold by the answering agent in this call segment. With agent-to-agent calls, this count is incremented for the agent who puts the call on hold, regardless of whether that agent answered or originated the call, but not for the other agent who is continuing to accrue talk time). (for System 85 R2V4, Generic 2.1 switches, this includes only split ACD calls held. With Generic 2.2 and Generic 3 switches, this includes all calls the agent put on hold.)
HOLDABN	Whether this call abandoned from hold (YES/NO) in this call segment. With System 85 and Generic 2.1 switches, this is only for split ACD calls. With Generic 2.2 and Generic 3 switches, this includes all calls the agent put on hold.
LASTCWC	The last call work code (up to 16 digits) entered by the answering agent in this segment. This database item applies to Generic 2.2 and Generic 3 switches only.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
LASTDIGITS	The last set of collected digits sent to the CMS by the switch. These are digits the switch sends to CMS when it executes a "Collect" vector command. The digits may be digits the caller was prompted to enter, either through the prompting feature on the switch or through network-prompted digits ("caller-entered digits (ced)"), customer-database provided digits ("cdpd" from the network) or digits collected through a "Converse" vector command. Available on the ECS.
LASTOBSERVER	The login ID of the last agent that service-observed or bridged on to this call.
MALICIOUS	This indicates whether or not a malicious call trace was activated for this call segment. Valid values for MALICIOUS are YES and NO. Applies to Generic 2 and Generic 3 (except Generic 3i Version 1) switches.
OBSERVINGCALL	Whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are YES and NO.
ORIGLOGIN	The Login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension, or to an external destination.
ORIGREASON	The reason code (0 - 9) associated with the originating agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases that are earlier than the ECS or that do not have EAS and reason codes active, this will only be zero.
ROW_DATE	The date the call started.
ROW_TIME	The time of day that the call started.
SEGMENT	The number of the call segment. Segment numbers are from 1 up to the number of segments in the call.
SEGSTART	The time the call segment started. A new segments starts when CMS receives the first message for the call, since each call segment represents a call. (When an agent transfers or conferences a call, the agent makes another call to effect the transfer/conference.)
SEGSTOP	The time when the call and any associated after call work ended. The call ends when all trunks and agents associated with the call segment have dropped off the call. This means that after call work time for the agent(s) is included when calculating the call segment stop time.
SPLIT1	The first split/skill to which the call queued in the first VDN with which it was associated in the call segment.
SPLIT2	The second split/skill to which the call was also queued to in the first VDN with which it was associated in the call segment. This only applies to Generic 2.2 with EAS and Generic 3 switches with vectoring.

Table A-28: Call Record Database Items (Contd)

Database Item	Description
SPLIT3	The third split/skill to which the call was also queued in the first VDN with which it was associated in the call segment. This applies only to Generic 2.2 with EAS and Generic 3 switches with vectoring.
TALKTIME	The total talk time for the answering agent in this call segment.
TKGRP	The number of the trunk group that carried the call. This will be null if the trunk carrying the call is not measured.
TRANSFERRED	Whether or not the agent initiated a transfer on this call segment. Valid values for TRANSFERRED are YES and NO. For Generic 2.2 and Generic 3 switches, TRANSFERRED is set for any call transferred. For System 85 and Generic 2.1 switches, TRANSFERRED is set for transfers to a measured VDN or split. For Generic 1 switches, TRANSFERRED is set only if a measured call is transferred to a measured split or from a measured trunk to a measured trunk.

Switch Cross-Reference

Table A-29 lists which Call Record database items are supported by each of the switch releases.

Table A-29: Switch Cross-Reference for Call Record Database Items

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
ACD	X	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X	X
AGT_RELEASED					X	X	X	X
ANSHOLDTIME		X	X	X	X	X	X	X
ANSLOGIN	X	X	X	X	X	X	X	X
ANSREASON	X	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X	X
AUDIO		X	X	X	X	X	X	X
CALLID	X	X	X	X	X	X	X	X
CALLING_II								X
CALLING_PTY	X	X	X	X	X	X	X	X
CONFERENCE				X	X	X	X	X
CONSULTTIME	X	X	X	X	X	X	X	X
DA_QUEUED					X	X	X	X
DIALED_NUM		X	X	X	X	X	X	X
DISPIVECTOR		X	X	X	X	X	X	X
DISPOSITION	X	X	X	X	X	X	X	X
DISPPRIORITY	X	X	X	X	X	X	X	X
DISPSKLEVEL								X (EAS)
DISPSPLIT	X	X	X	X	X	X	X	X
DISPTIME	X	X	X	X	X	X	X	X
DISPVDN		X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X	X	X

Table A-29: Switch Cross-Reference for Call Record Database Items (Contd)

Database Item	G1	System 85	G2.1	G2.2	G3V1	G3V2/ G3V3	G3V4	G3V5
FIRSTVECTOR		X	X	X	X	X	X	X
FIRSTVDN		X	X	X	X	X	X	X
HELD		X	X	X	X	X	X	X
HOLDABN		X	X	X	X	X	X	X
LASTCWC				X	X	X	X	X
LASTDIGITS								
LASTOBSERVER					X	X	X	X
MALICIOUS			X	X	X (not G3iV1)	X	X	X
OBSERVINGCALL					X	X	X	X
ORIGLOGIN	X	X	X	X	X	X	X	X
ORIGREASON	X	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X	X
ROW_TIME	X	X	X	X	X	X	X	X
SEGMENT	X	X	X	X	X	X	X	X
SEGSTART	X	X	X	X	X	X	X	X
SEGSTOP	X	X	X	X	X	X	X	X
SEQNUM	X	X	X	X	X	X	X	X
SPLIT1	X	X	X	X	X	X	X	X
SPLIT2				X (EAS)	X	X	X	X
SPLIT3				X (EAS)	X	X	X	X
TALKTIME	X	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X	X

Exceptions Historical Database Items

In Table A-30 through Table A-35, the database item **EXTYPE** lists numerical values associated with exception types. The database item **REASON** in Table A-36 lists numerical values associated with exception types.

CentreVu CMS stores exception types using the numerical values, then translates the numbers into the text you see in standard exception reports.

To select specific exception types for a custom report, you must enter the numerical value(s) in the `Select rows where:` statement.

Agent Exceptions Database Items

The Agent Exception database item descriptions (Table A-30) are **historical** items. They apply to the Agent Exception (agex) table.

Table A-30: Agent Exception Database Items

Database Item	Description																																																												
ACD (index)	The ACD the agent was logged into.																																																												
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr><td>1</td><td>Time Available</td></tr> <tr><td>2</td><td>Time on inbound ACD call (min)</td></tr> <tr><td>3</td><td>Time on inbound ACD call (max)</td></tr> <tr><td>4</td><td>Time in after call work</td></tr> <tr><td>5</td><td>Time on outbound ACW call</td></tr> <tr><td>6</td><td>Time on inbound ACW call</td></tr> <tr><td>7</td><td>Time in AUX work</td></tr> <tr><td>8</td><td>Time on outbound AUX call</td></tr> <tr><td>9</td><td>Time on inbound AUX call</td></tr> <tr><td>10</td><td>Number of outbound ACW calls/agent</td></tr> <tr><td>11</td><td>Number of inbound ACW calls/agent</td></tr> <tr><td>12</td><td>Number of outbound AUX calls/agent</td></tr> <tr><td>13</td><td>Number of inbound AUX calls/agent</td></tr> <tr><td>14</td><td>Login not in dictionary</td></tr> <tr><td>15</td><td>Time ACD call spent on hold*</td></tr> <tr><td>16</td><td>Number ACD calls placed on hold*</td></tr> <tr><td>17</td><td>Number ACD calls abandoned while on hold*</td></tr> <tr><td>18</td><td>Time on outbound ACD call (min)</td></tr> <tr><td>19</td><td>Time on outbound ACD call (max)[†]</td></tr> <tr><td>20</td><td>Number calls transferred**</td></tr> <tr><td>21</td><td>Time on external outbound ACW call[†]</td></tr> <tr><td>22</td><td>Time on external outbound AUX call[†]</td></tr> <tr><td>23</td><td>Time on direct agent call[‡]</td></tr> <tr><td>24</td><td>Number external outbound ACW calls/agent**</td></tr> <tr><td>25</td><td>Number external outbound AUX calls/agent**</td></tr> <tr><td>26</td><td>Time ACD call spends ringing**</td></tr> <tr><td>27</td><td>Different logins on same extension</td></tr> <tr><td>28</td><td>Ringing call automatically redirected from agent</td></tr> <tr><td>29</td><td>Agent logged out with active/held calls</td></tr> </table>	Numerical Value	Type	1	Time Available	2	Time on inbound ACD call (min)	3	Time on inbound ACD call (max)	4	Time in after call work	5	Time on outbound ACW call	6	Time on inbound ACW call	7	Time in AUX work	8	Time on outbound AUX call	9	Time on inbound AUX call	10	Number of outbound ACW calls/agent	11	Number of inbound ACW calls/agent	12	Number of outbound AUX calls/agent	13	Number of inbound AUX calls/agent	14	Login not in dictionary	15	Time ACD call spent on hold*	16	Number ACD calls placed on hold*	17	Number ACD calls abandoned while on hold*	18	Time on outbound ACD call (min)	19	Time on outbound ACD call (max) [†]	20	Number calls transferred**	21	Time on external outbound ACW call [†]	22	Time on external outbound AUX call [†]	23	Time on direct agent call [‡]	24	Number external outbound ACW calls/agent**	25	Number external outbound AUX calls/agent**	26	Time ACD call spends ringing**	27	Different logins on same extension	28	Ringing call automatically redirected from agent	29	Agent logged out with active/held calls
Numerical Value	Type																																																												
1	Time Available																																																												
2	Time on inbound ACD call (min)																																																												
3	Time on inbound ACD call (max)																																																												
4	Time in after call work																																																												
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6	Time on inbound ACW call																																																												
7	Time in AUX work																																																												
8	Time on outbound AUX call																																																												
9	Time on inbound AUX call																																																												
10	Number of outbound ACW calls/agent																																																												
11	Number of inbound ACW calls/agent																																																												
12	Number of outbound AUX calls/agent																																																												
13	Number of inbound AUX calls/agent																																																												
14	Login not in dictionary																																																												
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19	Time on outbound ACD call (max) [†]																																																												
20	Number calls transferred**																																																												
21	Time on external outbound ACW call [†]																																																												
22	Time on external outbound AUX call [†]																																																												
23	Time on direct agent call [‡]																																																												
24	Number external outbound ACW calls/agent**																																																												
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26	Time ACD call spends ringing**																																																												
27	Different logins on same extension																																																												
28	Ringing call automatically redirected from agent																																																												
29	Agent logged out with active/held calls																																																												

Table A-30: Agent Exception Database Items (Contd)

Database Item	Description
	30 Number of calls waiting in direct agent queue [†] 31 Time oldest call has waited in direct agent queue [‡] 32 Number of calls abandoned from direct agent queue [‡] 34 Number of calls outflowed from direct agent queue [‡] 38 Number calls transferred 48 Logout attempt without valid reason code 49 Could not be logged in 59 AUX attempt without valid reason code 60 Time in AUX with reason code 0 (default) 61 Time in AUX with reason code 1 62 Time in AUX with reason code 2 63 Time in AUX with reason code 3 64 Time in AUX with reason code 4 65 Time in AUX with reason code 5 66 Time in AUX with reason code 6 67 Time in AUX with reason code 7 68 Time in AUX with reason code 8 69 Time in AUX with reason code 9 98 Agent denied login to some skills 99 Invalid call work code
LOGID	The Login ID of the agent who had the exception.
REASON_CODE	The reason code that the agent was in when the exception occurred.
ROW_DATE	The date on which the exception occurred.
ROW_TIME	The time at which the exception occurred.
SPLIT	The split or skill in which the agent was doing work when the exception occurred.
THRESHOLD	The limit, as a number of occurrences, administered for the exception type. An exception occurs when the agent's activity falls outside of that limit.
TIME	The limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the agent's activity falls outside of that limit.

* Available only on System 85, Generic 2, and Generic 3 switches.

† Available only with Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.

** Available only with Generic 2.1 or later and Generic 3 switches.

‡ Available only with Generic 3 switches with the ASAI or EAS feature.

Split/Skill Exceptions Database Items

The Split/Skill Exception database item descriptions (Table A-31) are **historical** items. They apply to the Split/Skill Exception (spex) table.

Table A-31: Split/Skill Exception Database Items

Database Item	Description																																
ACD (index)	The ACD of the split or skill.																																
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>30</td><td>Number calls waiting</td></tr> <tr> <td>31</td><td>Time call has waited in queue</td></tr> <tr> <td>32</td><td>Number calls abandoned</td></tr> <tr> <td>33</td><td>Number intraflowed-in calls</td></tr> <tr> <td>34</td><td>Number intraflowed-out calls</td></tr> <tr> <td>35</td><td>Number interflowed-out calls</td></tr> <tr> <td>36</td><td>Number calls offered while queue full*</td></tr> <tr> <td>37</td><td>Number calls handled as backup[†]</td></tr> <tr> <td>38</td><td>Number calls transferred**</td></tr> <tr> <td>39</td><td>Average speed of answer (seconds)</td></tr> <tr> <td>40</td><td>Rolling average speed of answer (seconds)</td></tr> <tr> <td>41</td><td>Expected wait time (pri top)</td></tr> <tr> <td>42</td><td>Expected wait time (pri high)</td></tr> <tr> <td>43</td><td>Expected wait time (pri medium)</td></tr> <tr> <td>44</td><td>Expected wait time (pri low)</td></tr> </table>	Numerical Value	Type	30	Number calls waiting	31	Time call has waited in queue	32	Number calls abandoned	33	Number intraflowed-in calls	34	Number intraflowed-out calls	35	Number interflowed-out calls	36	Number calls offered while queue full*	37	Number calls handled as backup [†]	38	Number calls transferred**	39	Average speed of answer (seconds)	40	Rolling average speed of answer (seconds)	41	Expected wait time (pri top)	42	Expected wait time (pri high)	43	Expected wait time (pri medium)	44	Expected wait time (pri low)
Numerical Value	Type																																
30	Number calls waiting																																
31	Time call has waited in queue																																
32	Number calls abandoned																																
33	Number intraflowed-in calls																																
34	Number intraflowed-out calls																																
35	Number interflowed-out calls																																
36	Number calls offered while queue full*																																
37	Number calls handled as backup [†]																																
38	Number calls transferred**																																
39	Average speed of answer (seconds)																																
40	Rolling average speed of answer (seconds)																																
41	Expected wait time (pri top)																																
42	Expected wait time (pri high)																																
43	Expected wait time (pri medium)																																
44	Expected wait time (pri low)																																
ROW_DATE	The date on which the exception occurred.																																
ROW_TIME	The time at which the exception occurred.																																
SPLIT	The split or skill in which the exception occurred.																																
THRESHOLD	The limit, as a number of occurrences, administered for the exception type. An exception occurs when the split's/skill's activity falls outside of that limit.																																
TIME	The limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the split's/skill's activity falls outside of that limit.																																

* Available only on System 85, Generic 2, and Generic 3 switches.

† Available only with Generic 2.2 switches with the ASAI Gateway Interface feature and Generic 3 switches with the ASAI feature.

** Available only with Generic 2.1 or later and Generic 3 switches.

Trunk Group Exceptions Database Items

The Trunk Group Exception database item descriptions (Table A-32) are **historical** items. They apply to the Trunk Group Exception (tgex) table.

Table A-32: Trunk Group Exception Database Items

Database Item	Description																				
ACD (index)	The ACD of the trunk group.																				
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>50</td><td>Time trunk in use (min)</td></tr> <tr> <td>51</td><td>Time trunk in use (max)</td></tr> <tr> <td>52</td><td>Number trunks in use</td></tr> <tr> <td>53</td><td>Total time trunks maintenance busy</td></tr> <tr> <td>54</td><td>Number trunks maintenance busy</td></tr> <tr> <td>55</td><td>Length of time all trunks busy</td></tr> <tr> <td>56</td><td>Number trunk failures in group</td></tr> <tr> <td>57</td><td>Number failures on any single trunk</td></tr> <tr> <td>58</td><td>Audio difficulty</td></tr> </table>	Numerical Value	Type	50	Time trunk in use (min)	51	Time trunk in use (max)	52	Number trunks in use	53	Total time trunks maintenance busy	54	Number trunks maintenance busy	55	Length of time all trunks busy	56	Number trunk failures in group	57	Number failures on any single trunk	58	Audio difficulty
Numerical Value	Type																				
50	Time trunk in use (min)																				
51	Time trunk in use (max)																				
52	Number trunks in use																				
53	Total time trunks maintenance busy																				
54	Number trunks maintenance busy																				
55	Length of time all trunks busy																				
56	Number trunk failures in group																				
57	Number failures on any single trunk																				
58	Audio difficulty																				
EQLOC	The trunk location where the exception occurred.																				
LOGID	The Login ID of the agent reporting audio difficulty.																				
ROW_DATE	The date on which the exception occurred.																				
ROW_TIME	The time at which the exception occurred.																				
THRESHOLD	The limit, as a number of occurrences, administered for the exception type. An exception occurs when the trunk group's activity falls outside of that limit.																				
TIME	The limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the trunk group's activity falls outside of that limit.																				
TKGRP	The number of the trunk group where the exception occurred.																				

VDN Exceptions Database Items

The VDN Exception database item descriptions (Table A-33) are **historical** items. They apply to the Agent Exception (vdnex) table. VDN exceptions are available only with the vectoring feature.

Table A-33: VDN Exception Database Items

Database Item	Description																														
ACD (index)	The ACD of the VDN.																														
EXTYPE	The type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>2</td><td>Time at agent (min)</td></tr> <tr> <td>3</td><td>Time at agent (max)</td></tr> <tr> <td>30</td><td>Number calls in an ACD split queue</td></tr> <tr> <td>32</td><td>Number calls abandoned while in vector</td></tr> <tr> <td>33</td><td>Number calls flowed into VDN</td></tr> <tr> <td>34</td><td>Number calls flowed out of VDN</td></tr> <tr> <td>35</td><td>Number calls interflowed out of VDN</td></tr> <tr> <td>37</td><td>Number calls handled by backup split</td></tr> <tr> <td>71</td><td>Time in vector (max)</td></tr> <tr> <td>72</td><td>Number calls forced busy</td></tr> <tr> <td>73</td><td>Number calls disconnected</td></tr> <tr> <td>74</td><td>Number unsuccessful lookahead attempts</td></tr> <tr> <td>75</td><td>Number unsuccessful adjunct routing attempts</td></tr> <tr> <td>76</td><td>Rolling average speed of answer</td></tr> </table>	Numerical Value	Type	2	Time at agent (min)	3	Time at agent (max)	30	Number calls in an ACD split queue	32	Number calls abandoned while in vector	33	Number calls flowed into VDN	34	Number calls flowed out of VDN	35	Number calls interflowed out of VDN	37	Number calls handled by backup split	71	Time in vector (max)	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful lookahead attempts	75	Number unsuccessful adjunct routing attempts	76	Rolling average speed of answer
Numerical Value	Type																														
2	Time at agent (min)																														
3	Time at agent (max)																														
30	Number calls in an ACD split queue																														
32	Number calls abandoned while in vector																														
33	Number calls flowed into VDN																														
34	Number calls flowed out of VDN																														
35	Number calls interflowed out of VDN																														
37	Number calls handled by backup split																														
71	Time in vector (max)																														
72	Number calls forced busy																														
73	Number calls disconnected																														
74	Number unsuccessful lookahead attempts																														
75	Number unsuccessful adjunct routing attempts																														
76	Rolling average speed of answer																														
ROW_DATE	The date on which the exception occurred.																														
ROW_TIME	The time at which the exception occurred.																														
THRESHOLD	The limit, as a number of occurrences, administered for the exception type. An exception occurs when the VDN activity falls outside of that limit.																														
TIME	The limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the VDN activity falls outside of that limit.																														
VDN	The VDN for which the exception occurred.																														
VECTOR	The vector number associated with the exception.																														

Vector Exceptions Database Items

The Vector Exception database item descriptions (Table A-34) are **historical** items. They apply to the Vector Exception (vecex) table. Vector exceptions are available only with the vectoring feature.

Table A-34: Vector Exception Database Items

Database Item	Description																		
ACD (index)	The ACD of the vector.																		
EXTYPE	The type of exception that occurred: <table><tr><th>Numerical Value</th><th>Type</th></tr><tr><td>30</td><td>Number calls in an ACD split queue</td></tr><tr><td>32</td><td>Number calls abandoned while in vector</td></tr><tr><td>72</td><td>Number calls forced busy</td></tr><tr><td>73</td><td>Number calls disconnected</td></tr><tr><td>74</td><td>Number unsuccessful lookahead interflow attempts</td></tr><tr><td>75</td><td>Number unsuccessful adjunct routing attempts</td></tr><tr><td>80</td><td>Time in vector (min)</td></tr><tr><td>81</td><td>Time in vector (max)</td></tr></table>	Numerical Value	Type	30	Number calls in an ACD split queue	32	Number calls abandoned while in vector	72	Number calls forced busy	73	Number calls disconnected	74	Number unsuccessful lookahead interflow attempts	75	Number unsuccessful adjunct routing attempts	80	Time in vector (min)	81	Time in vector (max)
Numerical Value	Type																		
30	Number calls in an ACD split queue																		
32	Number calls abandoned while in vector																		
72	Number calls forced busy																		
73	Number calls disconnected																		
74	Number unsuccessful lookahead interflow attempts																		
75	Number unsuccessful adjunct routing attempts																		
80	Time in vector (min)																		
81	Time in vector (max)																		
ROW_DATE	The date on which the exception occurred.																		
ROW_TIME	The time at which the exception occurred.																		
THRESHOLD	The limit, as a number of occurrences, administered for the exception type. An exception occurs when the vector activity falls outside of that limit.																		
TIME	The limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the vector activity falls outside of that limit.																		
VECTOR	The vector number for which the exception occurred.																		

Malicious Call Trace Exceptions Database Items

The Malicious Call Trace Exception database item descriptions (Table A-35) are **historical** items. They apply to the Malicious Call Trace Exception (mctex) table.

Table A-35: Malicious Call Trace Exception Database Items

Database Item	Description				
ACD (index)	The ACD on which the malicious call was recorded.				
ANI_SID	The billing number or phone number from which the malicious call originated (available only if the switch has ANI/SID service).				
EQLOC	The location of the trunk that carried the malicious call.				
EXTYPE	Type of exception that occurred: <table> <tr> <th>Numerical Value</th><th>Type</th></tr> <tr> <td>90</td><td>Malicious call</td></tr> </table>	Numerical Value	Type	90	Malicious call
Numerical Value	Type				
90	Malicious call				
II_DIGITS	The Information Indicator digits. Indicates type of originating line of caller.				
LOGID	The Login ID of the agent reporting the malicious call.				
ROW_DATE	The date on which the malicious call was reported.				
ROW_TIME	The time at which the malicious call was reported.				
SPLIT	The split/skill of the agent reporting the malicious call.				
THRESHOLD	Not used.				
TIME	Not used.				
TKGRP	The number of the trunk group that carried the malicious call.				
VDN	The VDN that carried the malicious call. Available with System 85, Generic 2, and Generic 3 switches with vectoring.				

Data Collection Exceptions Database Items

The Data Collection Exception database item descriptions (Table A-36) are **historical** items. They apply to the Data Collection Exception (linkex) table.

Table A-36: Data Collection Exception Database Items

Database Item	Description																
ACD (index)	The ACD for which data collection was interrupted.																
DURATION	The length of time for which data collection was off.																
REASON	The reason for the interruption of data collection. The reasons may be as follows: <table> <tr> <th>Numerical Value</th><th>Reason</th></tr> <tr> <td>91</td><td>Data collection started</td></tr> <tr> <td>92</td><td>Data collection started - new translations</td></tr> <tr> <td>93</td><td>Data collection turned off</td></tr> <tr> <td>94</td><td>Data collection busied out</td></tr> <tr> <td>95</td><td>Data collection timed out</td></tr> <tr> <td>96</td><td>Data collection clock was reset</td></tr> <tr> <td>97</td><td>Data collection session down</td></tr> </table>	Numerical Value	Reason	91	Data collection started	92	Data collection started - new translations	93	Data collection turned off	94	Data collection busied out	95	Data collection timed out	96	Data collection clock was reset	97	Data collection session down
Numerical Value	Reason																
91	Data collection started																
92	Data collection started - new translations																
93	Data collection turned off																
94	Data collection busied out																
95	Data collection timed out																
96	Data collection clock was reset																
97	Data collection session down																
ROW_DATE	The date on which data collection was interrupted.																
ROW_TIME	The time at which data collection was interrupted.																
THRESHOLD	the limit, as a number of occurrences, administered for the exception type. An exception occurs when the data collection activity falls outside of that limit.																

Agent State and Row Search Values Cross-Reference

Use Table A-37 to identify how *CentreVu* CMS stores Agent State (names) and the applicable row search values.

Table A-37: Agent State and Row Search Values Cross-Reference

Status Database Items	State Names	Numerical Values for Row Search
AG_DEST	PBX	1
	OFF	2
AG_DIR	OUT	1
	IN	2
AG_ORIG	BLANK	0
	PHONE	1
	KEYBOARD	2
AG_PREF	LVL	1
	NEED	2
ALL_BUSY	YES	1
	NO	0
PER_CHG	YES	1
	NO	0
SLVL_CHG	YES	1
	NO	0
TKSTATE	UNKNOWN	0
	IDLE	1
	SEIZED	2
	QUEUED	3
	CONN	4
	DABN	5
	MBUSY	6
	FBUSY	7
	FDISC	8
	HOLD	9
	RING	80
TK_DIR	IN	2
	OUT	1

Table A-37: Agent State and Row Search Values Cross-Reference (Contd)

Status Database Items	State Names	Numerical Values for Row Search
TK_PRI	YES	1
	NO	0
TK_QTYPE	MAIN	1
	BACKUP	2
WORKMODE	UNKNOWN	0
	UNSTAF	10
	AVAIL	20
	ACD	30
	ACW	40
	AUX	50
	DACD	60
	DACW	70
	OTHER	220
	RING	80
	LOGON	100
	LOGOFF	110
	TRACE ON	120
	TRACE OFF	121

Call Disposition and Row Search Values Cross-Reference

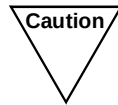
Use Table A-38 to identify how *CentreVu* CMS stores Call Disposition and the applicable row search values.

Table A-38: Call Disposition and Row Search Values Cross-Reference

Status Database Items	State Names	Numerical Values for Row Search
DISPOSITION	CONN	1
	ANS	2
	ABAN	3
	IFLOW	4
	FBUSY	5
	FDISC	6
	OTHER	7

Standard Dictionary Calculations

Table A-39 lists all of the standard *CentreVu* CMS Dictionary calculations. These calculations are used in real-time and historical reports. You can also use them in custom reports.



Do **NOT** modify any of the standard *CentreVu* CMS Dictionary calculations. If you modify the standard calculations the meaning of the data will be changed.

Table A-39: Standard Dictionary Calculations

Calculation Name	Calculation	Description
AGENTS_ON_EXT_CALLS	(ONACWIN + ONAUXIN + ONACWOUT + ONAUXOUT)	Agents on extension calls
AVG_ABANDON_TIME	ABNTIME / ABNCALLS	Average time to abandon
AVG_ABANDON_TIME_SUM	sum(ABNTIME) / sum(ABNCALLS)	Total average abandon time
AVG_ACD_TALK_TIME	ACDTIME / ACDCALLS	Average ACD talk time
AVG_ACD_TALK_TIM_SUM	(sum(ACDTIME) / sum(ACDCALLS)	Total average ACD talk time
AVG_ACW_TIME	ACWTIME / ACDCALLS	Average ACW time
AVG_ACW_TIME_SUM	sum(ACWTIME) / sum(ACDCALLS)	Total average ACW time
AVG_AGENT_ACW_SUM	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACW time
AVG_AGENT_ACW_TIME	TOTAL_ACWTIME / TOTAL_ACDCALLS	Average ACW time
AVG_AGENT_TALK_SUM	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACD talk time
AVG_AGENT_TALK_TIME	TOTAL_ACDTIME / TOTAL_ACDCALLS	Average agent ACD talk time
AVG_ANSWER_SPEED	ANSTIME / ACDCALLS	Average speed of answer
AVG_ANSWER_SPEED_SUM	sum(ANSTIME) / sum(ACDCALLS)	Total average answer speed
AVG_CONNECT_TIME	CONNECTTIME / CONNECTCALLS	Average amount of time for call to connect to agent
AVG_CONNECT_TIME_SUM	sum(CONNECTTIME) / sum(CONNECTCALLS)	Total average amount of time for call to connect to agent
AVG_HOLD_TIME	HOLDTIME / HOLDCALLS	Average hold time
AVG_HOLD_TIME_SUM	sum(HOLDTIME) / sum(HOLDCALLS)	Total average hold time

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
AVG_INB_ACD_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACDTIME} - \text{O\_ACDTIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACD time
AVG_INB_ACW_TIME_SUM	$(\text{sum}(\text{TOTAL\_ACWTIME} - \text{O\_ACWTIME})) / \text{INBOUND\_ACDCALLS}$	Average inbound ACW time
AVG_OUTB_ACD_SUM	$\text{sum}(\text{O\_ACDTIME}) / \text{sum}(\text{O\_ACDCALLS})$	Total outbound average ACD talk time
AVG_OUTB_ACD_TIME	$\text{O\_ACDTIME} / \text{O\_ACDCALLS}$	Outbound average ACD talk time
AVG_OUTB_ACW_SUM	$\text{sum}(\text{O\_ACWTIME}) / \text{sum}(\text{O\_ACDCALLS})$	Total outbound average ACW talk time
AVG_OUTB_ACW_TIME	$\text{O\_ACWTIME} / \text{O\_ACDCALLS}$	Outbound average ACW talk time
AVG_POS_STAFF	$\text{I\_STAFFTIME} / (\text{INTRVL} * 60)$	Average positions staffed
AVG_POS_STAFF_SUM	$\text{sum}(\text{I\_STAFFTIME}) / \text{sum}(\text{INTRVL} * 60)$	Average positions staffed total
AVG_TALK_TIME_IN	$(\text{ACWINTIME} + \text{AUXINTIME}) / (\text{ACWINCALLS} + \text{AUXINCALLS})$	Extension in calls average talk time
AVG_TALK_TIME_IN_SUM	$\text{sum}(\text{ACWINTIME} + \text{AUXINTIME}) / \text{sum}(\text{ACWINCALLS} + \text{AUXINCALLS})$	Extension in calls total average talk time
AVG_TALK_TIME_OUT	$(\text{ACWOUTTIME} + \text{AUXOUTTIME}) / (\text{ACWOUTCALLS} + \text{AUXOUTCALLS})$	Extension out calls average talk time
AVG_TALK_TIM_OUT_SUM	$\text{sum}(\text{ACWOUTTIME} + \text{AUXOUTTIME}) / \text{sum}(\text{ACWOUTCALLS} + \text{AUXOUTCALLS})$	Extension out calls total average talk time
AVG_TOP_STAFF	$\text{sum}(\text{TOTAL\_I\_ACDACW} + \text{TOTAL\_I\_ACD\_HOLD} + \text{TOP\_AVAUXTIME}) / (\text{INTRVL} * 60)$	Calculates average positions staffed for EAS, making use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills.
AVG_TOP_STAFF_SUM	$\text{sum}(\text{TOT\_I\_ACDACW\_SUM} + \text{TOT\_I\_ACD\_HOLD\_SUM} + \text{TOP\_AVAUXTIME\_SUM}) / \text{sum}(\text{INTRVL} * 60)$	Calculates average positions staffed for EAS, summed over all records found in the search, making use of the top agent concept to avoid double-counting agents' time when they are staffed in multiple skills.
AVG_TRK_HOLD_IN_SUM	$\text{sum}(\text{INTIME}) / \text{sum}(\text{INCALLS})$	Inbound total average trunk holding time
AVG_TRK_HOLD_OUT_SUM	$\text{sum}(\text{OUTTIME}) / \text{sum}(\text{OUTCALLS})$	Outbound total average trunk holding time
AVG_TRK_HOLD_TIME	$(\text{INTIME} + \text{OUTTIME}) / (\text{INCALLS} + \text{OUTCALLS})$	Average trunk holding time
AVG_TRK_HOLD_TIME_IN	$\text{INTIME} / \text{INCALLS}$	Inbound average trunk holding time

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
AVG_TRK_HOLD_TIM_OUT	OUTTIME / OUTCALLS	Outbound average trunk holding time
AVG_VDN_TIME	(INTIME / INCALLS)	Average VDN time
AVG_VDN_TIME_SUM	sum(INTIME) / sum(INCALLS)	Average time in VDN total
AVG_VEC_TIME	INTIME / INCALLS	Average vector time
AVG_VEC_TIME_SUM	sum(INTIME) / sum(INCALLS)	Average vector time total
BUSY_DISCONNECT	(BUSYCALLS + DISCCALLS)	Number of calls that were busy and disconnected
CALLS_PER_POS	(60 * INTRVL * ACDCALLS) / I_STAFFTIME)	Calls per position
CALLS_PER_POS_SUM	(sum(60 * INTRVL) * sum(ACDCALLS)) / sum(I_STAFFTIME)	Calls per position total
EXT_CALL_IN	(ACWINCALLS + AUXINCALLS)	Incoming extension calls
EXT_CALL_OUT	(ACWOUTCALLS + AUXOUTCALLS)	Outgoing extension calls
EXT_IN_TIME	(I_ACWINTIME + I_AUXINTIME)	Time on incoming extension calls
EXT_OUT_TIME	(I_ACWOUTTIME + I_AUXOUTTIME)	Time on outgoing extension calls
INBOUND_ACDCALLS	(sum (TOTAL_ACDCALLS - O_ACDCALLS))	Total inbound ACD calls
INT_AUXTIME	I_STAFFTIME - I_AVAILTIME - I_I_ACDTIME - I_ACWTIME - I_OTHERTIME - I_RINGTIME - I_I_DA_ACDTIME - I_DA_ACWTIME	Total AUX time
PERCENT_ACD_TIME	100 * ((I_ACDTIME + I_ACWTIME) / I_STAFFTIME)	Percent ACD time
PERCENT_ACD_TIME_SUM	100 * (sum(I_ACDTIME + I_ACWTIME) / sum(I_STAFFTIME))	Percent ACD time total
PERCENT_ALL_BUSY	100 * (ALLINUSETIME / SECS_PER_DAY)	Percentage of time all trunks in use
PERCENT_ALL_BUSY_D	100 * (ALLINUSETIME / d_secs.SECSPERDAY)	Percentage of time all trunks in use in the day
PERCENT_ALL_BUSY_M	100 * (ALLINUSETIME / m_secs.SECSPERMN)	Percentage of time all trunks in use in the month
PERCENT_ALL_BUSY_W	100 * (ALLINUSETIME / w_secs.SECSPERWK)	Percentage of time all trunks in use in the week

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
PERCENT_ALL_BUSY_SUM	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{SECS\_PER\_DAY}))$	Percentage of time all trunks in use
PERCENT_AL_BSY_SUM_D	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{d\_secs.SECSPERDAY}))$	Percentage of time all trunks in use in the day
PERCENT_AL_BSY_SUM_M	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{m\_secs.SECSPERMN}))$	Percentage of time all trunks in use in the month
PERCENT_AL_BSY_SUM_W	$100 * (\text{sum}(\text{ALLINUSETIME}) / \text{sum}(\text{w\_secs.SECSPERWK}))$	Percentage of time all trunks in use in the week
PERCENT_AUX_WORK	$100 * (\text{I\_AUXTIME} / \text{I\_STAFFTIME})$	Percent AUX time
PERCENT_AUX_WORK_SUM	$100 * (\text{sum}(\text{I\_AUXTIME}) / \text{sum}(\text{I\_STAFFTIME}))$	Total percent AUX time
PERCENT_CALL_ABAN	$100 * (\text{ABNCALLS} / (\text{CALLSOFFERED}))$	Percentage of calls abandoned
PERCENT_CALL_ANS	$100 * (\text{ACDCALLS} / \text{CALLSOFFERED})$	Percentage of calls offered that were answered
PERCENT_CALL_ANS_SUM	$100 * (\text{sum}(\text{ACDCALLS}) / \text{sum}(\text{CALLSOFFERED}))$	Total percent of calls offered that were answered
PERCENT_MBUSY	$100 * (\text{MBUSYTIME} / (\text{SECS\_PER\_DAY} * \text{TRUNKS}))$	Percent of time all trunks in use
PERCENT_MBUSY_D	$100 * (\text{MBUSYTIME} / (\text{d\_secs.SECSPERDAY} * \text{TRUNKS}))$	Percent of time all trunks busied-out in the day
PERCENT_MBUSY_M	$100 * (\text{MBUSYTIME} / (\text{m\_secs.SECSPERMN} * \text{TRUNKS}))$	Percent of time all trunks busied-out in the month
PERCENT_MBUSY_W	$100 * (\text{MBUSYTIME} / (\text{w\_secs.SECSPERWK} * \text{TRUNKS}))$	Percent of time all trunks busied-out in the week
PERCENT_MBUSY_SUM_D	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{d\_secs.SECSPERDAY}) * \text{sum}(\text{TRUNKS})))$	Percent of time all trunks busied-out in the day
PERCENT_MBUSY_SUM_M	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{m\_secs.SECSPERMN}) * \text{sum}(\text{TRUNKS})))$	Percent of time all trunks busied-out in the month
PERCENT_MBUSY_SUM_W	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{w\_secs.SECSPERWK}) * \text{sum}(\text{TRUNKS})))$	Percent of time all trunks busied-out in the week
PERCENT_MBUSY_SUM	$100 * (\text{sum}(\text{MBUSYTIME}) / (\text{avg}(\text{SECS\_PER\_DAY}) * \text{sum}(\text{TRUNKS})))$	Percent time all trunks in use

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
PERCENT_SERV_LVL_SPL	$100 * (\text{ACCEPTABLE} / \text{CALLSOFFERED})$	Percent of calls answered in service level for split
PERCENT_SERV_LVL_VDN	$100 * (\text{sum}(\text{ACCEPTABLE}) / \text{sum}(\text{INCALLS}))$	Percent of calls answered within service level for VDN
PERCENT_SLVL_SPL_SUM	$100 * (\text{sum}(\text{ACCEPTABLE}) * \text{sum}(\text{CALLSOFFERED}))$	Percent of total split calls answered in service level
PERCENT_VDN_ABAN	$100 * (\text{sum}(\text{ABNCALLS}) / \text{sum}(\text{INCALLS}))$	Percent of calls abandoned
PERCENT_VDN_ANSCONN	$100 * (\text{sum}(\text{ACDCALLS} + \text{CONNECTCALLS}) / \text{sum}(\text{INCALLS}))$	Percent of calls answered in service level
SECS_PER_DAY	$(24 * 60 * 60)$	Seconds per day
TOP_AVAUXTIME	$\text{sum}(\text{I\_TAUXTIME} + \text{I\_TAVAILTIME})$	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sums the time top agents spent in AUX work and available.
TOP_AVAUXTIME_SUM	$\text{sum}(\text{I\_TAUXTIME} + \text{I\_TAVAILTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sums the time top agents spent in AUX work and available.
TOT_I_ACDACW_SUM	$\text{sum}(\text{I\_ACDTIME} + \text{I\_ACWTIME} + \text{I\_DA\_ACD\_TIME} + \text{I\_DA\_ACWTIME} + \text{I\_RINGTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sums the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.
TOT_I_ACDHOLD_SUM	$\text{sum}(\text{I\_ACDOTHERTIME} + \text{I\_ACDAUXTIME} + \text{I\_ACDAUX\_OUTTIME})$	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sums the time agents spent with ACD calls on hold.
TOTAL_I_ACDACW	$\text{sum}(\text{I\_ACDTIME} + \text{I\_ACWTIME} + \text{I\_DA\_ACD\_TIME} + \text{I\_DA\_ACWTIME} + \text{I\_RINGTIME})$	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sums the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.
TOTAL_ACDCALLS	$(\text{ACDCALLS} + \text{DA\_ACDCALLS})$	Total ACD calls
TOTAL_I_ACDHOLD	$\text{sum}(\text{I\_ACDOTHERTIME} + \text{I\_ACDAUXINTIME} + \text{I\_ACDAUX\_OUTTIME})$	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sums the time agents spent with ACD calls on hold.
TOTAL_ACDTIME	$(\text{ACDTIME} + \text{DA\_ACDTIME})$	Total ACD time

Table A-39: Standard Dictionary Calculations (Contd)

Calculation Name	Calculation	Description
TOTAL_ACWTIME	$(ACWTIME + DA\_ACWTIME)$	Total ACW time
TOTAL_I_ACDTIME	$(I\_ACDTIME + I\_DA\_ACDTIME)$	Total interval-based ACD time
TOTAL_I_ACWTIME	$(I\_ACWTIME + I\_DA\_ACWTIME)$	Total interval-based ACW time

Glossary

3332 Platform	<i>INTEL</i> [*] -based CMS platform
6386/25 Platform	<i>INTEL</i> -based CMS platform
6386/33 Platform	<i>INTEL</i> -based CMS platform
Abandoned Call	A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split or in a vector/VDN before it is abandoned.
Abandoned Call Search	An ACD capability that enables the system to make sure that the caller is on the line before passing the call to an agent.
Access Permissions	Permissions assigned to a CMS user so that the user can access different subsystems in CMS or administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as read or write permission. Read permission means the CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Write permission means the CMS user can add, modify, or delete data and execute processes.
ACD	See <i>Automatic Call Distribution</i> .
ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.
Acknowledgment	A window that requires you to confirm an action or to acknowledge a system message (for example, system going down, warning, or fatal error for the user window). This window cannot be moved, sized, or scrolled and disappears only when you confirm the message.
Action List	A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, etc.). You select an action after entering necessary data in the user window.
Activate Agent Trace	From this window you can start CMS tracing of agent activities. These activities include all agent state changes until the trace is turned off. You must activate an agent trace to obtain an Agent Trace report.

^{*}INTEL is a registered trademark of Intel Corporation.

Active VDN Calls	The number of calls currently active in a VDN. The G3V4 vector enhancement “VDN Calls Routing” refers to the ability to program a vector step according to the number of active VDN calls. The number of active calls is referred to as “counted-calls” in the vector step.
ACW	See <i>After Call Work</i> .
Add	A CMS Action that adds the data entered in the given window to the database.
Adjunct/Switch Applications Interface (ASAI)	An AT&T recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control. See Chapter 3, “Computer Telephony Integration,” of the <i>DEFINITY Call Center Planning, Configuration, and Implementation (AT&T 585-215-010)</i> for more details.
After Call Work (ACW)	An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the call in ACW. With Generic 1 and Generic 3, ACW is accessible by a key on the agent's set and may not be related to an ACD call.
Agent	A person who answers calls to an extension in an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.
Agent Login ID	A 1- to 4-digit number (Generic 2/System 85) or a 1- to 9-digit number (Generic 1/Generic 3) entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.
Agent Occupancy	The average percentage of time that you are expecting or targeting for each split/skill agent to spend, while logged in, on ACD calls and in ACW.
Agent Position (Non-EAS)	The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.
Agent Position (EAS)	The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Agent Skill	An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills. The meaning of each Agent Skill is defined by the customer. Examples are the ability to speak a particular language or the expertise to handle a certain product. See also <i>Primary Skill</i> and <i>Secondary Skill</i>.
Agent State	A feature of agent call handling. Agent states are the different call work modes an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports. See the definition of each state for additional information.
Agent Terminal	The voice terminal used by a call-center agent.
Agent Trace	You must start an agent trace before you can obtain an Agent Trace report. You can activate traces for a maximum of 25 agents at any one time. You can select the dates in which the trace will receive information. This report lists each agent activity and the time it occurred. The Agent Trace report can be helpful when evaluating how well individual agents are using their time.
AI	See <i>Auto-In</i>.
Algorithm	A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.
ANI	See <i>Automatic Number Identification</i>.
Announcement	A recorded message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.
ASA	See <i>Average Speed of Answer</i>.
ASAI	See <i>Adjunct/Switch Applications Interface</i>.

Auto-Available Split	An ACD capability that ensures that after a power failure or a system restart, Voice Response Units (for example, the CONVERSANT Voice Information System) are brought on line again immediately, without time-consuming reprogramming.
Auto-In (AI)	An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.
Automatic Call Distribution (ACD)	A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold). See also <i>Redirect on no Answer</i> and <i>Auto-Available Split</i>.
Automatic Number Identification (ANI)	A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification number.
AUX	See <i>Auxiliary Work</i> .
Auxiliary Work (AUX)	An agent state. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.
AVAIL	See <i>Available</i> .
Available (AVAIL)	An agent state. The extension is able to accept an ACD call.
Average Agent Service Time	The average time you are expecting or targeting for each agent to spend on an ACD call, including talk time and after-call-work time.
Average Speed of Answer (ASA)	The average amount of time a caller waits in queue before connecting to an agent. ASA is usually an objective set by your call center's management. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in.

Interval ASA has been used for BCMS and pre-R3V4 CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval. Rolling ASA is used, beginning with R3V4 CMS, for vector routing. Rolling ASA is a running weighted average calculation without regard to any interval boundaries. Rolling ASA is calculated on the G3V4 switch and sent to R3V4 CMS.

Backup

The process of protecting data by writing the contents of the disk to an archive (or tape) that can be removed from the computer environment and stored safely.

Basic Call Management System (BCMS)

A switch feature that provides a variety of measurements that may be used to monitor the operations of an ACD application. Each particular type of measureable data is processed and organized into reports.

BCMS

See *Basic Call Management System*.

Calculation

A menu selection in the CMS Dictionary subsystem which gives the abbreviated name (calculation name) for the calculation that generates the data for a field in a report.

Call-Based Items

The category of database items in CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.

Call-Handling Profile

A set of objectives describing how you want a split/skill to handle calls.

Call Management System (CMS)

A software product used by business customers that have AT&T telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

Call Prompting

A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.

Call Vectoring	A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call vectoring permits treatment of calls that is independent of splits. Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.
Call Work Code (CWC)	An ACD capability that makes sure that during or after the call, the agent can enter a string of digits and send these digits to the DEFINITY Call Management System for management reporting.
Caller Needs	The reason(s) a customer calls your call center (used with the Expert Agent Selection feature).
Calls Carried	Trunk data. The number of inbound/outbound calls carried.
Cancel	A CMS action that cancels the current Backup, Restore, or Migration that is in progress.
Caution Condition	A graph term. The bars in the graph report have changed color or intensity indicating that the data being displayed met your defined first threshold limit, or the bars have changed from the Warning condition back to the Caution condition.
Central Office (CO)	The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.
CentreVu Supervisor	The Call Management System application for the Microsoft Windows operating environment.
Change Agent Skills	An agent's skills may be changed from CMS by using the Change Agent Skills Window. The Change Agent Skills Window allows the user to change the skill assignments for one agent. Through this window a user can quickly see what skills are currently assigned to an agent and the user can easily change the agent's skill assignment. Users can close a window using the Close command on the Control menu. Closing an application's main window is the same as quitting it.
CMS	See <i>Call Management System</i>.
CMS Large	High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 64MB RAM, 3GB hard disk, 1 processor.

CMS Options	The optional features available with CMS. CMS options include graphics, forecast, and vectoring.
CMSQL	A relation database management system used to organize most of the CMS data. CMS QL is used in place of <i>INFORMIX</i> [*] SQL.
CMS X-Large	High Performance Platform only. One of two hardware configurations for the CMS product line. Handles 128MB RAM, 3GB hard disk, 2 processors.
CO	See <i>Central Office</i> .
CONN	See <i>Connected</i> .
Connected (CONN)	A trunk state. A caller and an agent are connected on an ACD call.
Connected Call	A non-ACD call is considered to be connected to an extension (not a VDN or direct agent) when the call rings at the station and the caller does not abandon.
Continue	A CMS action that resumes the suspended Restore or Migration operation.
CONVERSANT	<i>CONVERSANT</i> is a powerful system which interfaces with the caller. This system may include such functions as: automated call routing, announcement, storage, message retrieval, and callback.
Copy Group or Profile	A CMS action that creates a new group or profile from an existing one.
Current	A CMS action that displays data from the current interval.
Current Interval	Represents the current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.
Current Window	The user window in which you are actively working.
Custom Reports	Real-time or historical reports that have been customized from standard reports or created from scratch.
CWC	See <i>Call Work Code</i>
DABN	See <i>Direct Abandon</i> .

^{*}INFORMIX is a registered trademark of Informix Software, Inc.

DACD	See <i>Direct Agent ACD</i> .
DACW	See <i>Direct Agent ACW</i> .
Daily Data	Interval data that has been converted to a 1-day summary.
Data Collection Off	CMS is not collecting ACD data. If you turn off data collection, CMS will not void data on current call activity.
Data Collection On	CMS is collecting ACD data.
Data Points	Points of historical data. A data point should include data for each interval of the working day.
Database	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database Item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).
Database Tables	CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Date Format	The standard format for entering dates on CMS reports. Acceptable formats are: • Month/day/year (for example, 3/21/93). • A “-” offset based on today's date (for example, -1 for yesterday). You can also enter a range of numbers (for example, 0 through -7). • Separating individual data entry items using a semicolon (for example, 3/21/93;3/23/93;3/25/93) • Entering ranges by placing a hyphen between entries (for example, 3/21/93-3/25/93). When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup—Storage Intervals window. If the date and day do not match, the message <i>No records found</i> displays in the status line. The month start date must be the first day of the month.

Default Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a default skill, since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Delete	A CMS action that removes the entry on the window from the database.
Dialed Number Identification Service (DNIS)	An ACD capability that enables calls to be routed based on the number dialed by the caller (for example, a specific 800 number set up for a promotion).
Dictionary	A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
DID	See <i>Direct Inward Dialing</i> .
Dimmed	Unavailable or disabled. A dimmed menu item, button, or command is displayed in a lighter shade than the standard display and cannot be selected. See also <i>Grayed Out</i> .
Direct Abandon (DABN)	A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.
Direct Agent ACD (DACD)	An agent state. The agent is on a direct agent ACD call.
Direct Agent ACW (DACW)	An agent state. The agent is in the after call work state for a direct agent ACD call.
Direct Agent Calling	An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call in the management tracking of the call center. This is ideal for claims processing, where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.
Direct Inward Dialing (DID)	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
DNIS	See <i>Dialed Number Identification Service</i> .
EAD	See <i>Expert Agent Distribution</i> .

EAS	See <i>Expert Agent Selection</i> .
Entity	A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.
Error Message	A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
EWI	See <i>Expected Wait Time</i> .
Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exception Reports	Display occurrences of unusual call-handling events.
Expected Delay	See <i>Expected Wait Time</i> .
Expected Wait Time (EWT)	Also referred to as <i>expected delay</i>. An estimate of how long a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation is not included in the EWT prediction. With the G3V5 and R3V5 CMS, the EWT is a switch-based calculation.
Expert Agent Distribution (EAD)	A call queued for a skill will go to the most idle agent (primary skill agent). Agents who are idle and have secondary agent skills will receive the call queued for a skill if there are no primary agents available.
Expert Agent Selection (EAS)	Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. The ACD queuing and the vector commands <i>Queue-to-Main</i> and <i>Check-Backup</i> are used to route a call to an agent with the appropriate skill to handle that call. With EAS call distribution is based on skill. You can match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. CMS collects data on skills in the same manner as it collects data on splits. Real-Time agent reports generally indicate which skills the agents have, and in which skill they are currently working. Skill reports show the

performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Extension Call	Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches, these include calls an agent makes to set up a conference or transfer.
FBUSY	See <i>Forced Busy</i> .
FDISC	See <i>Forced Disconnect</i> .
Find One	A CMS action that searches the database for entries that match the input value.
First Threshold	A graph term. The lower limit you enter for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met. You are telling the system that when this limit is met, you want to be notified that a Caution condition could exist.
Flexible Routing	An ACD capability that allows customers to choose how incoming calls should be routed to agents within a split. Calls can be routed to the first available agent or to the most idle agent.
FMCH	See <i>Forced Multiple Call Handling</i> .
Forced Busy (FBUSY)	A trunk state. The caller receives a forced busy signal.
Forced Disconnect (FDISC)	A trunk state. The caller receives a forced disconnect.
Forced Multiple Call Handling (FMCH)	A feature available with G3V4 or later switches that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance, if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal.
Get Contents	A CMS action that gives access to the steps of a vector program, agent group, or timetable.

Graphics	A CMS reporting option that allows you to view some reports in bar graph format.
Grayed Out	When you do not have access to a menu or action list item, it will be grayed out (that is, dimmed or displayed in a different color from the rest of the menu or action list). See also <i>Dimmed</i>.
Historical Database	Contains intrahour records for up to 62 days, daily records for up to 5 years, and weekly/monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.
Historical Reports	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals.
HOLD	A trunk state. The agent has put the call on this trunk on hold.
IDLE	A trunk state. The trunk is not in use and waiting for a call.
II	See <i>Information Indicator</i> .
Information Indicator (II)	A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.
INFORMIX	A relational database management system used to organize CMS data.
INFORMIX SQL	The interactive interface typically used to view the <i>INFORMIX</i> database. For CMS purposes, CMS QL is used instead of <i>INFORMIX SQL</i> .
Input Fields	Text boxes for input fields. Text boxes shall be used when the user must enter arbitrary text or numeric data.
Integrated Services Digital Network (ISDN)	A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines. This system may someday replace our existing telephone lines.
Interval-Based Items	A category of database items. These items represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).

Intrahour Interval	A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.
ISDN	See <i>Integrated Services Digital Network</i> .
LAI	See <i>Look Ahead Interflow</i> .
LAN	See <i>Local Area Network</i> .
List All	A CMS action that lists all the entries that matched the current field values.
List Devices	A CMS action that lists all the devices which have been specified in the Backup/Restore Devices.
Local Area Network (LAN)	Two or more computers connected by cable and using a suitable operating system and application software so they can directly share hard disks, printers, and other peripherals, and files.
Logical Agent	An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" or "AI" button is lit, the agent is available to take a call in any assigned skills. The Logical Agent capability allows calling agents to connect by dialing into their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.
LOGOFF	An agent trace work mode. An agent is logged out and not available to take ACD calls.
LOGON	An agent trace work mode. An agent is logged in and available to take ACD calls.

Look-Ahead Interflow (LAI)	A software application that is used when multiple call centers are linked through the DEFINITY System over ISDN PRI lines, the LAI capability works with call vectoring to intelligently route calls between them. This allows multiple call centers to share work loads, expands hours of coverage, and allows calls to be transparently handled by call centers in different time zones.
Maintenance	A CMS subsystem that is used for doing routine maintenance of the <i>CentreVu</i> CMS, such as backing up data, checking on the status of the connection to the switch, and scanning the error log.
Maintenance Busy (MBUSY)	A trunk state. The trunk is maintenance busy, out of service for maintenance purposes.
Manual In (MI)	An ACD work mode. MI makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.
MBUSY	See <i>Maintenance Busy</i> .
MCH	See <i>Multiple Call Handling</i> .
Measured	A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.
Messages	Temporary windows used only for displaying information like “field help” and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Messages windows are automatically removed when you correct the error or move to the next field.
MI	See <i>Manual In</i> .
MIA	See <i>Most Idle Agent</i> .
Migration	The process of importing CMS data, as a result of executing the “R3 Migrate Data” or “R2 Migrate Data” menu item after selecting System Setup from the main menu. Migration is sometimes necessary in order to move the customer’s data to a new release. Migration is usually, but not always, driven by a hardware platform change.
Modify	A CMS action that changes the database entry to reflect the new values entered in the current primary window.

Monthly Data	Daily data that has been converted to a Monthly summary.
More Help	More help displays a user window containing expanded information about the current primary user window or menu selection. More help is for primary windows only, not output windows (like list all windows).
Most Idle Agent (MIA)	An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split when the agent completes an ACD call for that split. The agent continues to advance in the list as long as the agent remains staffed and in ACW, available, or on AUXIN/OUT extension calls from the available state. In G3V2, if the agent is in ACW or is on an AUXIN/OUT extension call from the available state, then the agent is marked as unavailable to take an ACD call but remains in the list, moving up. An agent in the AUX mode (either by pressing the AUX button or by logging in) is not in the list of eligible agents. Agents in multiple splits/skills are in multiple “eligible agent” lists, one list for each split/skill. An agent who is in ACW, on an AUXIN/OUT extension call from the AVAIL state, or on an ACD call for another split/skill continues to move up the list of eligible agents for other split/skills. With EAS, if there are no calls waiting in queue for an agent’s primary skill(s), the agent is put into the MIA queue for primary and secondary skills, and then receives the next call for any of the skills logged into.
Multi-Agent Skill Change Window	This window allows the user to perform the following administration actions: add one or more agents to a skill; move one or more agents from one skill to another; and remove one or more agents from a skill.
Multiple Call Handling (MCH)	Allows an agent to receive an ACD call while other calls are active on the agent’s station. The agent must put the current call on hold and press AI/MI in order to receive another ACD call.
Multiple Split Queuing	With Call Vectoring, a call can be directed to up to four splits at the same time, with the first agent who is free getting the call.
Multiuser Mode	Any administered CMS user can log into CMS. Data continues to be collected if data collection is “on.”
Name (Synonym) Fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
Next (disabled)	A CMS action that is not available because a “Find One” has not been executed.

Next (enabled)	A CMS action that displays the next match if more than one was found.
Night Service	An switch capability that assists calls that come in after business hours or on weekends to be automatically rerouted to a split or an announcement specifically set up for after-hours coverage.
Nonprimary Split/Skill	When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.
Nonzero (0) Skill (Generic 2.2 with EAS)	Any skill that does not end in "0" is called a nonzero skill.
Normal Condition	A graph term. The bars in the graph report are within your defined acceptable limits.
Open Window	A user window that remains open because you have not yet closed it with the Exit SLK. An open window becomes the current window when it initially appears on the screen or when you make it the current window using the Current SLK.
OTHER	An agent state. The agent is working on a direct agent call, working on a call for another split or skill, or has put a call on hold and has not chosen another work mode.
Percent (%) Within Service Level	The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.
Phantom Abandon Call Timer	A CMS capability that tracks information about abandoned calls. When the capability is enabled, calls with a duration shorter than the administered value (zero to ten seconds) are counted as phantom abandon calls. Setting the timer to zero disables it.
Previous (disabled)	A CMS action that is not available because a "Find One" has not been executed.
Previous (enabled)	A CMS action that displays the previous match found.
Previous Interval	Represents one intrahour interval and is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

Primary Skill	Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. See also <i>Agent Skill</i>.
Primary Window	The first window opened in response to a menu selection. A primary window may also generate another user window (secondary window). A primary window can be moved, sized, or scrolled, and counts in the window count.
Private Report	A custom report that only the creator and the <i>CentreVu</i> CMS administrator(s) can access.
Pseudo-ACD	An area you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a <i>live</i> (real) ACD and does not communicate with any switch.
Queue	A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.
QUEUED	A trunk state. An ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.
R3V2	See <i>Release 3 Version 2</i>.
R3V4	See <i>Release 3 Version 4</i>.
Read Permission	The CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Read permission is granted from the User Permissions subsystem.
Real-Time Database	Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).
Real-Time Reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.

Recorded Announcements	An ACD capability that, in a typical call center, if no agent is available to handle a call, the caller hears a recorded announcement and the call is placed in a queue where the caller can hear music or another announcement.
Redirect On No Answer	An ACD capability that assists the user if a call is not answered in a specified number of rings (preset by the call center Manager). The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.
Refresh Rate	The number of seconds CMS should wait for each update of the real-time report data. A user's fastest allowable refresh rate is defined in the User Permissions — User Data window as a minimum refresh rate. The default refresh rate when a user brings up the report input window is the administered minimum refresh rate plus 15 seconds.
Release 3 Version 2 (R3V2)	The CMS software release immediately preceding R3V4. When the term R3V2 is used in this document, it applies to the R3V2 software, regardless of which hardware platform it is being run on.
Release 3 Version 4 (R3V4)	The call center 1995 release of the CMS software. R3V4 can refer to <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor.
RING	An agent state. The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. <i>Available only with Generic 2, Load 3.1 or later with the ring state enabled and with Generic 3.</i> A trunk state. A call is ringing at the agent's voice terminal.
Rolling ASA	See <i>Average Speed of Answer (ASA)</i> .
Run	A CMS action that Starts the process for the current window.
Screen-Labeled Key (SLK)	The first eight function keys at the top of your keyboard that correspond to the screen labels at the bottom of your terminal screen. The screen labels indicate the function each key performs.
Scrolling	Moving backward or forward, up or down, and right or left within the query results in CMS.
Second Threshold	A graph term. The upper limit you enter for a particular condition in a graph report. When this limit is met, the bar(s) change color/intensity. You are telling the system that when this second limit is met, you want to be notified that a possible Warning condition exists.

Secondary Skill	Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise. See also <i>Agent Skill</i>.
Secondary Window	A user window that is generated from a primary window. Secondary windows can be moved, sized, or scrolled and do not count in the user window count.
SEIZED	A trunk state. A call is using the trunk either incoming or outgoing.
Select Tables	A CMS action that allows you to select specific tables to Backup or Restore.
Service Level	A time specified in seconds within which all calls should be answered. Normally set as an objective by management.
Service Observing— Remote Single-User Mode	Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.
Service Observing— VDNs	A feature available with G3V4 or later switches that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN.
Services	See <i>Technical Support Center (TSC)</i>.
Shortcut	A CMS capability that enables series of tasks to run immediately on your screen. Shortcut is a fast, easy way to select windows that you might look at every day.
Single-User Mode	Only one person can log into CMS. Data continues to be collected if data collection is “on.” This mode is required to change some CMS administration.
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to your call center, think of skill as a specific customer need/requirement or perhaps a business need of your call center. You will be defining your skills based on the needs of your customers and your call center.

Skill Hunt Group	Calls route to specific skill hunt groups, and these skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in.
Skill, Primary	See <i>Primary Skill</i> .
Skill, Secondary	See <i>Secondary Skill</i> .
SLK	See <i>Screen-Labeled Key</i> .
SPARCserver 5	See <i>Sun[*] SPARCserver[†] Computers</i> .
SPARCserver 10	See <i>Sun SPARCserver Computers</i> .
SPARCserver 20	See <i>Sun SPARCserver Computers</i> .
SPARCstation	A workstation client for the <i>SPARCserver</i> .
Split	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
Split/Skill ACD Call	A split/skill ACD call is a call that queued to a split/skill and was answered by an agent in that split/skill.
SQL	See <i>INFORMIX SQL</i> .
Staffed Agent	An Agent who is currently logged in to the switch.
Standard Reports	The set of reports that are delivered with the CMS or <i>CentreVu</i> Supervisor software.
StarServer Platform	<i>INTEL</i> -based platform.
Station	An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.
Stop	A CMS action that stops the Restore or Migration that is in progress.

* Sun is a registered trademark of Sun Microsystems, Inc.

† SPARCserver is a trademark of Sun Microsystems, Inc.

String Values	The descriptive words that appear on reports dealing with agents, splits/skill, and trunks. A <i>word</i> is used to describe the value of the data (for example, HOLD, AVAIL, YES, etc.).
Structured Query Language (SQL)	A language used to interrogate and process data in a relational database (such as <i>INFORMIX</i>). See <i>INFORMIX SQL</i> .
Structured Query Language Criteria	The SQL text box allows the user to type any SQL text. The user can change the selection point by clicking anywhere in the text. They can select text and replace it using the AND or OR buttons.
Submenu	A menu that appears as a result of a menu selection. All menu selections followed by a ">" have submenus.
Subsystem	Each CMS main menu selection (for example, Reports, Dictionary, System Setup, Exceptions, etc.) along with Timetable and Shortcut is referred to as a subsystem of the Call Management System throughout this document.
Sun Microsystems	Manufactures the <i>Sun SPARCserver</i> 5, 10, and 20, the host computer for the CMS High-Performance Platform, and the <i>SPARCstation</i> clients.
Sun SPARCserver Computers	A host computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch. The <i>Sun SPARCserver</i> 5, 10, and 20 computers are capable of hosting the CMS application software.
Switch	A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.
System AUX	The <i>DEFINITY</i> switches uses the reason code 0 as the default code for situations in which the switch places the agent in the AUX mode automatically (for example, on login, when agents make or receive extension calls from AI/MI mode, when the agent is taken out of service due to failure to answer a ringing call) or logs the agent out (for example, during a Move Agent while Staffed operation). ASAI applications that change the agent's work mode to AUX or log the agent out without specifying a reason code will result in change to AUX or logout with the default reason code.
System Setup	A CMS tool that opens the Form Selector dialog box with the caption, "System Setup." This menu item fills the Form Selector list box with the names of System Setup forms.

Technical Service Center (TSC)	Also referred to as <i>Services</i>. The organization within AT&T that supports call center customers. The telephone number for the TSC is: 1-800-344-9670
Terminal	A combination of monitor (video display) and keyboard used to communicate with a remote computer to type and display information. See also <i>Agent Terminal</i>.
Tertiary Split/Skill	Generic 3 with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.
Time Format	The standard format for entering times on CMS reports. Acceptable formats are: • AM/PM format (for example, 7:30AM-5:00PM). • Military time format (for example, 7:30-17:00).
Timetable	An activity task or group of activities tasks (like reports) scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.
Translations	A CMS action that requests a full set of translations from the switch.
Trunk	A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk Group	A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.
TSC	See <i>Technical Service Center</i>.
UCD	See <i>Uniform Call Distribution</i>.
Uniform Call Distribution (UCD)	The most idle agent for the skill will receive the call (if the agent is available).
UNIX* System	A multi-user operating system developed by AT&T in 1969. The operating system on the computer on which CMS runs. A user can access the UNIX system from the Commands SLK.

* UNIX is a registered trademark of Novell, Inc.

UNKNOWN	An agent state. CMS does not recognize the current state. A trunk state. CMS does not recognize the state of the trunk.
UNSTAF	Unstaffed, an agent state. The agent is not logged in and, therefore is not being tracked by CMS.
Upgrade	Moving an existing CMS customer from one release/load to another, giving the customer the additional functionality provided in the new release. Depending on which release the customer is upgrading from, and to, the upgrade may involve upgrading the software only, or may involve upgrading software and hardware. When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.
User ID	The login ID for a CMS user.
User Permissions	A CMS subsystem that allows the CSM administrator to define user access permissions.
User Window	A window you can move, size, or scroll. It may contain input fields, reports, or help information.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector Command	A vector step that describes the action to be executed for a call (for example, "queue to main", "check backup", and "disconnect").
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.
Vector Step	One processing step in a vector. A vector step consists of a command and one or more conditions or parameters.

Vector Step Condition A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call.

VDN See *Vector Directory Number*.

VDN Calls-Counted	Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls a VDN is currently processing.
VDN of Origin Announcement (VOA)	A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.
VDN Skill Preference	Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on your preference (as you administer it in the vector). VDN skill preferences are referred to in the vector as “1st,” “2nd,” or “3rd.” A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.
VOA	See <i>VDN of Origin Announcement</i> .
Voice Terminal	A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.
Warning Condition	A graph term. The bars in the graph report have changed color or intensity indicating that the data being displayed met your defined second threshold limit.
Weekly Data	Daily data that have been converted to a weekly summary.
Window	Any rectangle on your CMS screen that encloses a menu, data entry fields, reports, or messages.
Window Count	The number of primary windows that can be open at any one time.
Write Permission	The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.
Zero (0) Skill (Generic 2.2 with EAS)	Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group.

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