Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary

Product release 3.0   Standard 1.0   April 2000

N✺RTEL
NETWORKS™

How the world shares ideas.

Nortel Networks Symposium Call Center Server
Historical Reporting and Data Dictionary

Publication history

Contents

Chapter 1

Getting started

In this chapter

Overview

Introduction

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

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

Types of reports

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

Working with reports

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

- create user-defined reports
- change report properties
- change the site name
- print or preview a list of reports
- delete user-created or user-defined reports
- print or preview reports
- activate or deactivate report schedules

Symposium Call Center Server database

Introduction

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

- Import the data into a spreadsheet for manipulation.

- Import the data into your corporate database.

- Import the data into a workforce management system for analysis.

- Generate customized reports using Crystal Reports or another reporting application.

ODBC

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

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

1. Install ODBC.

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

2. Configure a DSN using the ODBC Administrator.

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

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

Sybase

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

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

1. Install the Sybase Open Client.

    This product is available on the Sybase Open Client CD.

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

Notes:

1. The ICCM_PREVIEW definition created during the Symposium Call Center Server client installation is updated whenever you use the client to generate a report. When you generate a report, the definition is updated to point to the server to which you are currently connected.

2. Nortel Networks does not supply or support Sybase software that is not installed with the client.

Database views

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

Types of data

The database contains three types of data:

■   summarized historical statistics

■   event statistics

■   configuration data

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

Summarized historical statistics

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

For more information about summarized historical statistics, see "Overview of summarized historical statistics" on page 58.

Event statistics

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

- agent login and logout statistics
- call-by-call statistics
- IVR port login and logout statistics

Event statistics are cumulated as events occur.

Configuration data

Configuration data describes the configuration of your server.

Storage duration

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

Types of statistics collected

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

Database changes for Release 3.0

Introduction

This section describes the database views added for Release 3.0, and the fields that were added and deleted from existing views. It also describes implications of the database changes for user-created reports created in previous versions of Symposium Call Center Server.

New database views

The following database views were added for Release 3.0. For more information about these views, refer to the Data Dictionary.

View	Description
iNetworkInCallStats dNetworkInCallStats wNetworkInCallStats mNetworkInCallStats	Store statistics about incoming network calls.
iNetworkOutCallStats dNetworkOutCallStats wNetworkOutCallStats mNetworkOutCallStats	Store statistics about outbound network calls.
AccessRights	Stores information about the access privileges assigned to each user.

Changes to fields

In Release 3.0, agent reports can be filtered on last name. To provide this functionality, the agent name field has been changed.

In addition, a number of fields were added and deleted. For more information about these fields, refer to the Data Dictionary.

View	Fields added	Fields deleted
AgentByApplicationStat	PostCallProcessingTime	NotReadyTime
AgentBySkillsetStat	PostCallProcessingTime	NotReadyTime
	TotalStaffedTime	
AgentPerformanceStat	ACDCallsConfToCDN	ACDCallsConferenced
	ACDCallsConfToDN	
	ACDCallsConfToIncalls	
	ACDCallsConfToOther	
	ACDCallsTransferredToCDN	ACDCallsTransferred
	ACDCallsTransferredToDN	
	ACDCallsTransferredToIncalls	
	ACDCallsTransferredToOther	
	BusyOnDNTime	
	BusyMiscTime	
		CallsConferenced
	CDNCallsConfToIncalls	CallsConftoACDDN
	CDNCallsConfToCDN	CallsConftoCDN
	CDNCallsConfToDN	CallsConftoDN
	CDNCallsConfToOther	CallsConftoOther
		CallsTransferred

View	Fields added	Fields deleted
	CDNCallsTransferredToIncalls	CallsTransftoACDDN
	CDNCallsTransferredToCDN	CallsTransftoCDN
	CDNCallsTransferredToDN	CallsTransftoDN
	CDNCallsTransferredToOther	CallsTransftoOther
	DNCallsConfToACDDN	DNCallsConferenced
	DNCallsConfToCDN	
	DNCallsConfToDN	
	DNCallsConfToOther	
	DNCallsTransferredToACDDN	DNCallsTransferred
	DNCallsTransferredToCDN	
	DNCallsTransferredToDN	
	DNCallsTransferredToOther	
		NACDCallsConferenced
		NACDCallsTransferred
ApplicationStat	IVRAbandoned	
	TimeBeforeInterflow	
eAgentLoginStat	Duration	
IVRStat	IVRAbandoned	
	IVRCompleted	
	IVRInterrupted	

View	Fields added	Fields deleted
SkillsetStat	CallsOffered	
	SkillsetAbandon	
	SkillsetAbandonDelay	
	SkillsetAbandonAftThreshold	
	MaxSkillsetAbandon	

Conversion of CallsTransferred and CallsConferenced fields

Existing data in the CallsTransferred and CallsConferenced field is converted as shown in the following table.

Release 1.x field	Release 3.0 field
ACDCallsConferenced	ACDCallsConfToOther
ACDCallsTransferred	ACDCallsTransferredToOther
CallsConferenced	CDNCallsConfToOther
CallsConftoACDDN	ACDCallsConfToIncalls
CallsConftoCDN	CDNCallsConfToCDN
CallsConftoDN	DNCallsConfToDN
CallsConftoOther	(none)
CallsTransferred	CDNCallsTransferredToOther
CallsTransftoACDDN	ACDCallsTransferredToIncalls
CallsTransftoCDN	CDNCallsTransferredToCDN
CallsTransftoDN	DNCallsTransferredToDN
CallsTransftoOther	(none)

Release 1.x field	Release 3.0 field
DNCallsConferenced	DNCallsConfToOther
DNCallsTransferred	DNCallsTransferredToOther

Updating user-created reports

You must update any user-created reports that

- contain agent names
- contain fields that have been deleted in release 3.0

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

To update a report

1 Create a copy of your report.

2 Open the copy in Crystal Reports.

3 Choose File → Print Preview.

If the preview window appears, the report is unaffected by the database changes. If a database error appears, click OK and continue with the following steps.

4 In Design view, choose Database → Verify Database.

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

5 Click Yes.

Result: Crystal Reports displays the Map Fields dialog box.

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

7 Click Map.

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

9 Choose File → Print Preview.

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

10 Correct the formula by replacing the unknown field with the new field, by deleting it, or by re-creating the formula.

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

Report changes for Release 3.0

Introduction

This section lists the new reports provided in Release 3.0, as well as the reports whose names were changed.

Flattened reports

For release 3.0, all reports have been reformatted to present more information in less space. Data is presented in columnar layout.

New standard reports

The following reports are new for Release 3.0:

- Agent By Activity Code
- Application By Skillset
- Skillset By Application
- User Access Privilege

In addition, all network and NCC reports are new in Release 3.0.

Report name changes

The following table shows the name of the Release 1.x report, and the name of the corresponding report in Release 3.0.

Release 1.x report	Release 3.0 report
Historical Statistics Collection Properties Historical Statistics Duration Properties Historical Statistics Storage Properties Real Time Statistics Properties	Historical and Real Time Statistics Properties
Script Variable By Script Script Variable Properties	Script Variable Properties

Release 1.x report	Release 3.0 report
Script By Script Variable	Script Variable By Script

Before you start

Who should read this guide

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

Access rights

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

Optional features

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

Skills you need

Introduction

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

Skills you need to use standard reports

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

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

Skills you need to create customized reports

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

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

Skills you need to create expert reports

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

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

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

Related documents

Introduction

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

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

Chapter 2

Advanced reporting

In this chapter

Overview

Introduction

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

Notes:

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

2. Only reports created in Crystal Reports can be imported and scheduled.

Creating expert reports

The process of creating a report involves the following tasks:

1. Run the Database View Definitions report to identify the views to be used in the report.

2. Verify the server connection, and define a connection if necessary.

3. Create a new report.

4. (Optional) Create database aliases for database views (if you are using Crystal Reports).

5. Import a user-created report (if you are using Crystal Reports). When you import a report, it is added to the Reports window. You can schedule imported reports and modify their data range and output options.

Database views

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

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

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

Working with reports

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

Creating user-defined reports

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

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

Managing reports

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

Using reports

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

Running the Database View Definitions report

Introduction

Before creating a customized report, run the Database View Definitions report to display all the database views available. This report lists all of the field names available for use in your report. For more information about the report, see "Database View Definitions" on page 505.

To run the Database View Definitions report

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

Result: The Reports window appears.

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

Result: The print preview window appears.

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

Verifying the server connection

Introduction

To access the Symposium Call Center Server database from a report writer application, your PC must have

- ODBC and the Sybase Open Client installed
- a Sybase Server entry configured
- an ODBC DSN configured

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

This section provides instructions for verifying that your PC is configured correctly, and for configuring your PC if necessary.

To verify the connection to the server

1   From the Start menu, choose Programs → SQL Server Professional → SQLEDIT.

Result: The SQLEDIT window appears.
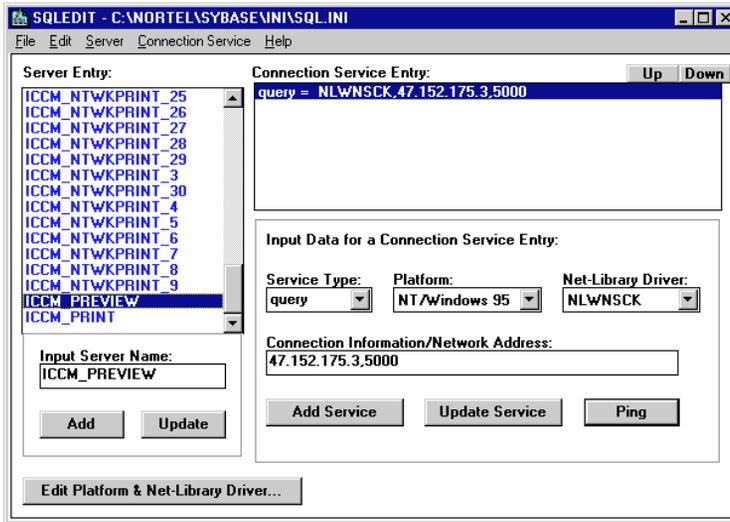
If ICCM_PREVIEW does not appear in the Server Entry list, the Symposium Call Center Server client has not been installed on the PC. Either quit and install the client, or configure the connection manually (see "To define a connection to the server" on page 25).

2   In the Server Entry box, select ICCM_PREVIEW.

Result: The connection information for the server displays.

If the IP address of the server is not correct, or ICCM_Server is shown in the place of the IP address, either change the address manually (continue with the following procedure), or connect to the desired server with the client, and generate a standard report.

3   In the Connection Service Entry box, select query = NLWNSCK,*nnn.nnn.nnn.nnn*,5000, where *nnn.nnn.nnn.nnn* is the IP address of the server (for example, 100.50.21.1).

4   Click Ping.

     Result: An information dialog box appears, indicating whether the connection was successful. If the connection is unsuccessful, check the configuration of the connection (see "To define a connection to the server").

5   Choose File → Exit.

To define a connection to the server

Note: Use this procedure if the Symposium Call Center Server is not installed on your PC, or if you wish to use a DSN other than ICCM_PREVIEW_DSN.

1   First, you must define the Sybase Server. From the Start menu, choose Programs → SQL Server Professional → SQLEDIT.

     Result: The SQLEDIT window appears.

2   In the Input Server Name box, enter **ICCM_PREVIEW**.

3   Click Add.

4   In the Connection Information/Network Address box, enter

     ***nnn.nnn.nnn.nnn*,5000**

     where *nnn.nnn.nnn.nnn* is the IP address of the server (for example, 100.50.21.1).

5   Click Add Service.

Result: The IP address of the server appears in the Connection Information/Network Address box.
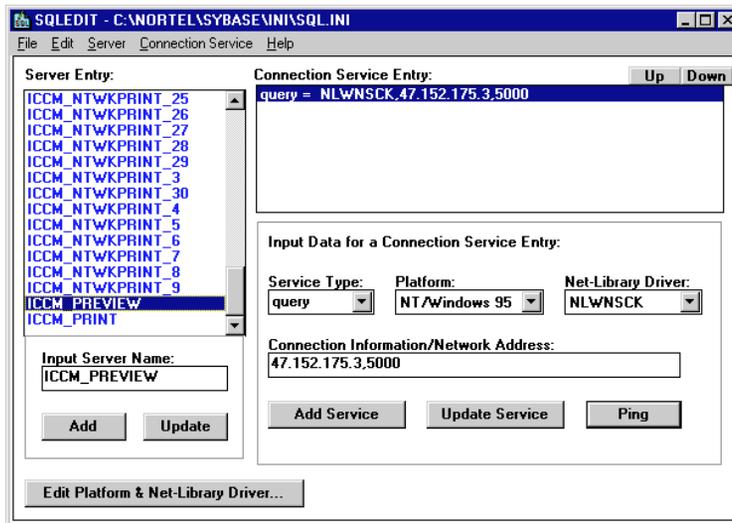
6   Click Ping.

Result: An information dialog box appears, indicating whether the connection was successful. If the connection is unsuccessful, check the configuration of the connection.

7   Choose File → Exit.

8   To define the DNS, from the Start menu, choose Settings → Control Panel.

Result: The Control Panel window opens.

9   Double-click the ODBC control panel.

Result: The ODBC Data Source Administrator property sheet appears.

10   Click the System DSN tab.

Result: The System DSN property page appears.
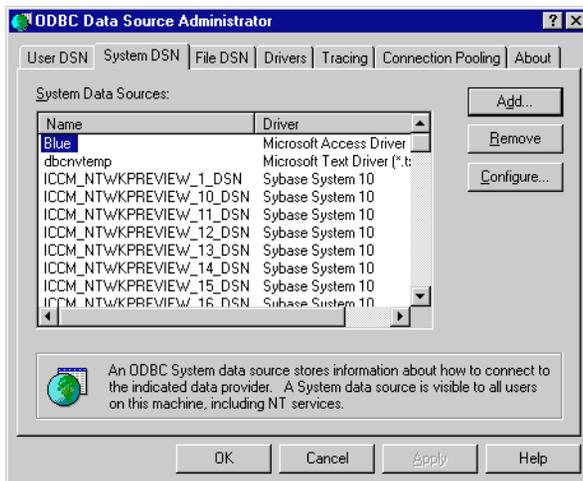
11   Click Add.

Result: The Create New Data Source dialog box appears.
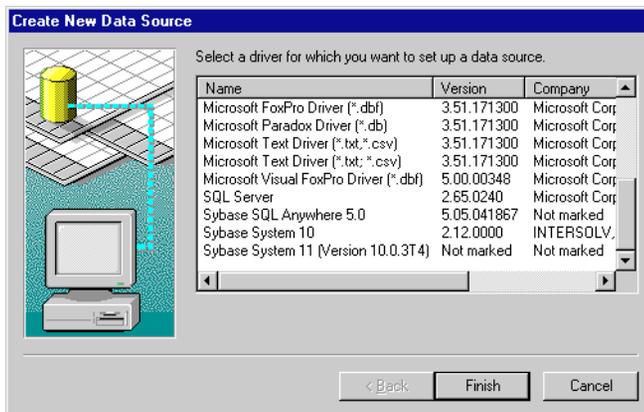
12   Select Sybase System 10.

13   Click Finish.

Result: The ODBC Sybase System 10 Driver System dialog box appears.
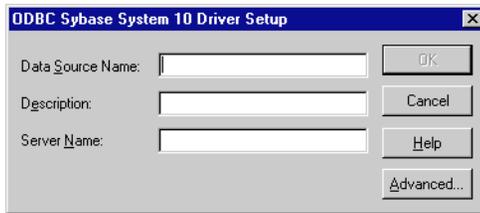
14   Enter information into the following fields:

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

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

Server Name: The name of the server you defined in step 2.

15   Click OK.

Result: You return to the ODBC Data Source Administrator.

16   Click OK.

Creating a new report in Crystal Reports

Purpose

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

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

Detailed instructions are provided in the following procedures.

Before you begin

Before following this procedure, obtain training in Crystal Reports.

To create a report and connect to the database

1   From the desktop, open Crystal Reports Designer.

Result: The Crystal Reports Welcome dialog box appears.

2   Click New Report.

Result: The Report Gallery window appears.
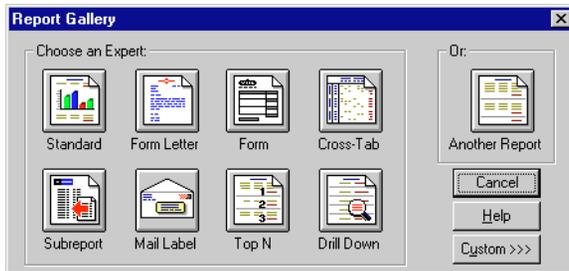
3   Click Standard.

Result: The Create Report Expert window appears.
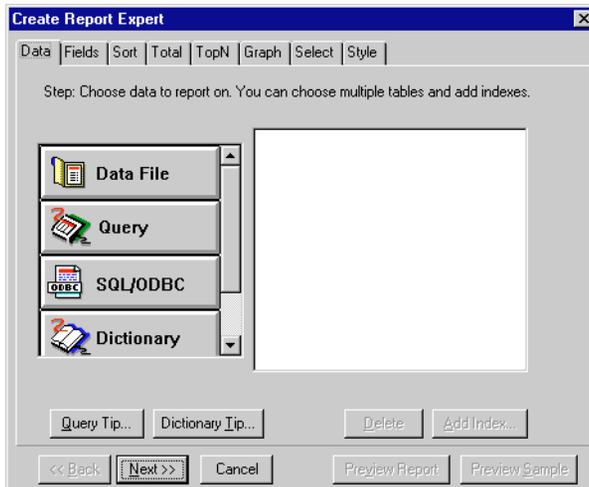
4   Click SQL/ODBC.

Result: The Log On Server dialog box appears.
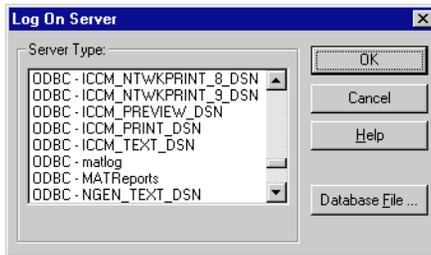
5   In the Server Type box, select ODBC – ICCM_PREVIEW_DSN.

6   Click OK.

Result: The Logon to System 10 dialog box appears.
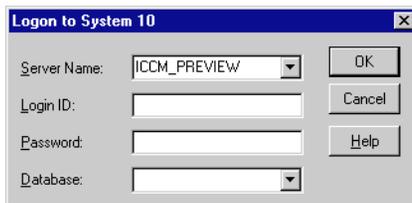
7   Enter your login ID and password.

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

8   For Database, select blue.

9   Click OK.

   Result: The Choose SQL Table dialog box appears.
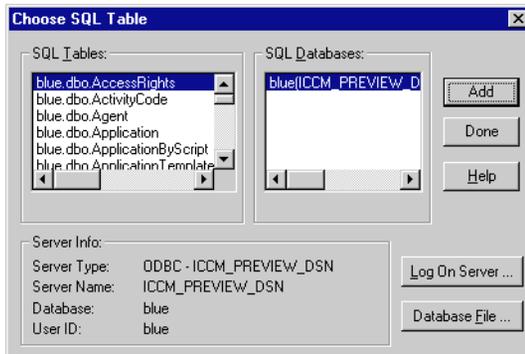
10   Go to the following procedure.

To select views and fields

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

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

2   Click Add.

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

4   Click Done.

> **Result:** You return to the Create Report Expert window.
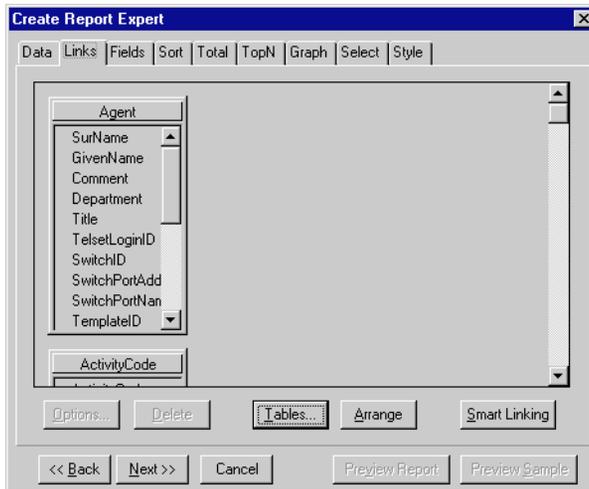
5   Click the Fields tab.

> **Result:** The Fields property page appears.
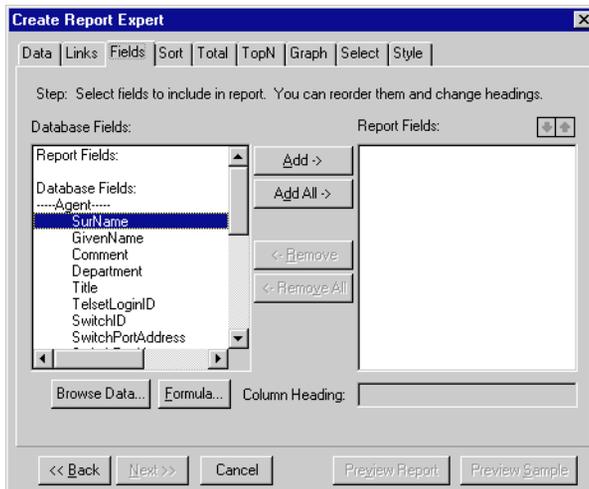
6   From the Database Fields box, select the view field you want to use.

7   Click Add.

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

Note: Click Remove to delete a selected field.

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

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

- Sort — Sort fields.

- Total — Total fields.

- TopN — Sort totals by the top end.

- Graph — Create a graph.

- Select — Filter some of the records.

- Style — Modify the layout of the report.

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

10   Go to the next procedure.

Tip

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

Using database aliases in Crystal Reports

Introduction

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

Example

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

To create a database alias

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

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

   Result: The Set Alias dialog box appears.
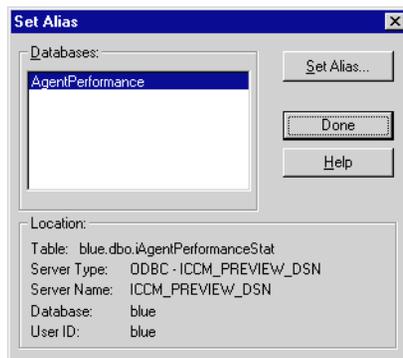
3   In the Databases box, select the database view for which you want to create an alias name.

4   Click Set Alias.

Result: The Alias Name dialog box appears.
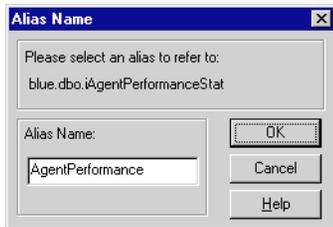
5   In the Alias Name box, type the name of the alias.

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

6   Click OK.

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

8   In the Set Alias dialog box, click Done.

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

10   Choose File → Close.

To change a database alias

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

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

Result: The Set Location dialog box appears.

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

4 Click Set Location.

Result: The Choose SQL Table dialog box appears.
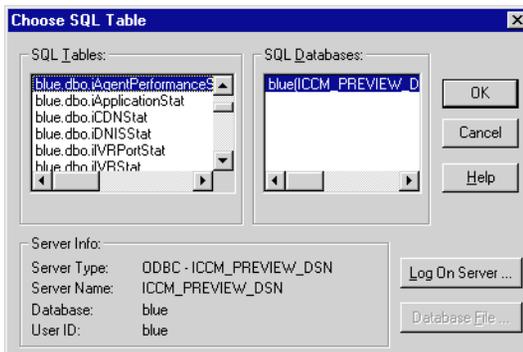
5 In the SQL Tables box, select the view you want to use.

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

6 Click OK.

7   Repeat steps 3 to 6 to change the alias for each desired view.

8   In the Set Location dialog box, click Done.

9   Choose File → Save and save the report.

10   Choose File → Close.

Creating a new report in another application

Introduction

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

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

Restriction

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

To define a data source

1   Open the application's ODBC applet.

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

2   Define a new data source.

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

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

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

4   For type, select Sybase System 10.

5   Connect to the data source.

Result: The data source prompts for the server name, login ID, and password.
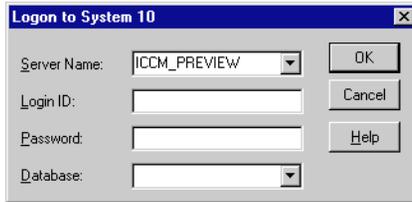
6   In the Server Name box, enter ICCM_PREVIEW.

7   Enter your login ID and password.

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

Result: The new data source is defined.

8   In the Database box, select blue.

9   Click OK.

10   Save the new data source.

To create the report

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

Importing a report created in Crystal Reports

Purpose

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

CAUTION

Risk of data loss

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

Restriction

Reports created in other applications cannot be imported.

To import a user-created Crystal Report

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

Result: The Reports window appears.

2   Choose File → Import User-created Report.

Result: The Import a User-created Crystal Report dialog box appears.
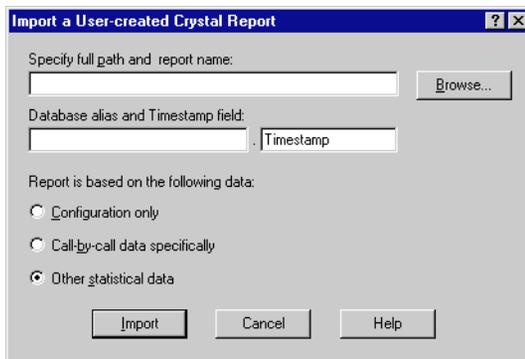
3   In the Specify full path and report name box, enter the path to the report that you want to import, or click Browse to search for the correct path.

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

Notes:

- If you select the Configuration only option, you do not need to specify an alias.

- To determine the alias of a database, open the report in Crystal Reports and choose Database → Set Alias.

- The Timestamp field is not required for a configuration report.

5   Select the type of data the report collects.

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

6   Click Import.

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

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

Adding customized formulas in Crystal Reports

Purpose

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

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

The latter include the following formulas:

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

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

To add customized formulas to a report

1   In Crystal Reports, open the report you want to customize.

2   Choose Insert → Formula Field.

   Result: The Insert Fields property sheet appears.

3   Click the Formula tab.

Result: The Formula property page appears.
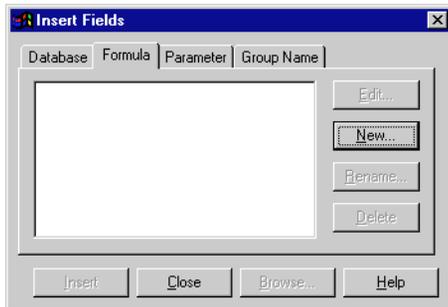
4   Click New.

Result: The Formula Name dialog box appears.

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

6   Click OK.

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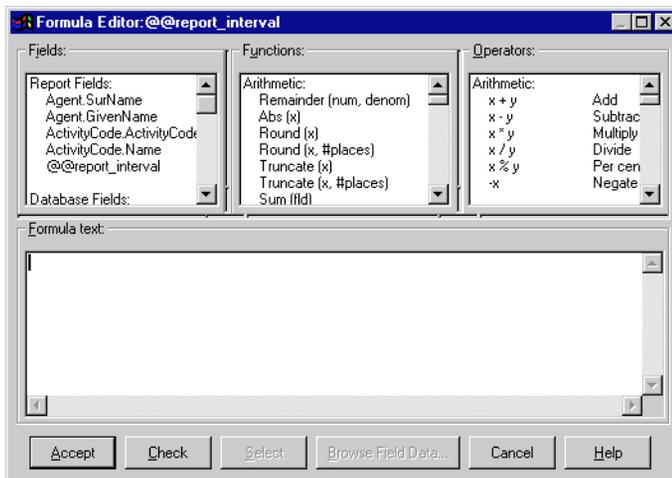
7   In the Formula text box, enter the formula definition. You can compose the formula by inserting fields, functions, and operators from the boxes at the top of the dialog box. To insert an entity, select it and click Select.

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

8   To check the formula for errors, click Check.

9   Click Accept.

Chapter 3

Frequently asked questions

In this chapter

Pegging questions

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

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

How are ACD statistics sent to the server?

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

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

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

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

Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

This can occur for two reasons:

- A call pegs as offered in the interval when it is first processed by the master script. It pegs as answered when the call is answered, or it pegs as abandoned when the call is released.
- A call that is offered to a Symposium Call Center Server agent (that is, an agent who is configured on the server) can be
    - answered
    - abandoned

- given a treatment, such as Force Disconnect, Overflow, Route To, or Default

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

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

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

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

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

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS) or DNIntInCallsTalkTime (Meridian 1)	80 seconds
TalkTime	60 seconds

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

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

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

What is the difference between ReturnedToQ and ReturnedToQDueToTimeout?

Calls are pegged as ReturnedToQ under the following conditions:

- an agent manually returns the call to the queue

- an agent presses a key just as a call is being presented (this should only occur rarely)

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

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

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

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

Why is my service level 0%?

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

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

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

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

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

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

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

Questions about custom reports

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

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

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

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

Chapter 4

Data dictionary

In this chapter

Overview

Introduction

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

- import it into a spreadsheet for manipulation

- import it into your corporate database

- generate customized reports using Crystal Reports or another reporting application

This appendix describes the data that is available to you.

Types of data

This appendix describes the following types of data:

- summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly)

- event statistics—statistics that report each occurrence of an event

- configuration data—information about the configuration of your server

Database views

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

Statistical field types

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

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

Resource usage

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

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

Section A: Summarized historical statistics

In this section

Overview of summarized historical statistics

Introduction

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

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

Database views

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

Data collection option

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

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

- RAN and music route statistics

- route statistics (Meridian 1 switch only)

- skillset statistics

- trunk statistics (Meridian 1 switch only)

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

IVR transfers

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

Your ApplicationStat view might contain the following statistics

CallsOffered = 1000
CallsAnswered = 600
IVRTransferred = 400

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

Types of views

Introduction

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

Interval views

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

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

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

Interval views begin with the prefix i.

Daily views

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

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

Daily views begin with the prefix d.

Weekly views

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

Notes:

■ Weekly statistics are not available until the beginning of the next week.

■ The first day of the week is configurable in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

Monthly views

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

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

Monthly views begin with the prefix m.

View linkages

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

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

When statistics are cumulated

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

Type	When cumulated
interval	every 15 minutes
daily	immediately after the end of the day (that is, at 12:00 a.m. the next day)
weekly	immediately after the end of the week (that is, at 12:00 a.m. on the first day of the next business week)
monthly	immediately after the end of the month (that is, at 12:00 a.m. on the first day of the next month)

Types of calls

Introduction

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

Symposium Call Center Server calls

Symposium Call Center Server calls are calls that

- arrive at a CDN that is acquired by the Symposium Call Center Server

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

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

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

Tracking

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

- abandoned

- routed to the default DN

- given Force Disconnect command

- given Busy treatment

- given Overflow treatment

- given Queue to NACD treatment

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

ACD calls

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

Notes:

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

Tracking

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

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

NACD calls

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

Notes:

■   Delay and abandon statistics are not available for NACD calls.

■   On the DMS switch, the Symposium Call Center Server cannot distinguish between ACD and NACD calls. NACD calls are pegged as ACD calls.

Tracking

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

■   calls offered

■   calls waiting

■   calls abandoned (and abandon delay)

■   calls returned to queue

DN calls

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

Tracking

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

■   hunting

■   call forward—busy

■   call forward—all calls

■   call forward—no answer

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

ActivityCodeStat views

Introduction

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

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

Notes:

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

Definition: Activity code

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

Requirements

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

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

Database views

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat

■   mActivityCodeStat

Field descriptions

ActivityCode

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

Type: varchar

Length: 32

ActivityCodeName

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

Type: varchar

Length: 30

ActivityTime

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

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

Type: int

Length: 4

AgentGivenName

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

Type: varchar

Length: 64

AgentLogin

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

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

> **Type:** varchar

> **Length:** 16

AgentSurName

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

> **Type:** varchar

> **Length:** 64

Application

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

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

> **Type:** varchar

> **Length:** 30

ApplicationID

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

> **Type:** int

> **Length:** 4

Occurrences

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

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

>   **Type:** int

>   **Length:** 4

Site

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

>   **Type:** varchar

>   **Length:** 30

SiteID

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

>   **Type:** int

>   **Length:** 4

Time

>   **Description:** The time that the statistic was pegged.

>   **Type:** char

>   **Length:** 5

Timestamp

>   **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

>   **Type:** smalldatetime

>   **Length:** 4

UserID

> **Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.
>
> **Type:** binary
>
> **Length:** 16

Linkages with other statistics groups

> You can link activity code statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.
>
> The following table shows the statistics groups to which activity code statistics can be linked, as well as the data fields used as linkage keys.
>
> **Note:** You must specify all these fields as your linkage key, in the specified order.

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

AgentByApplicationStat views

Introduction

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

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

Note: These statistics do not include DN calls.

Requirements

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

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

Database views

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

Field descriptions

AgentGivenName

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

Type: varchar

Length: 64

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

AgentLogin

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

Type: varchar

Length: 16

AgentSurName

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

Type: varchar

Length: 64

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

Application

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

Type: varchar

Length: 30

ApplicationID

> **Description:** A unique identifier for the application for which the agent answered the call, which is assigned by the server when the application is added.
>
> **Type:** int
>
> **Length:** 4

CallsAnswered

> **Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered by an agent for this application.
>
> **Triggers:** Call answer is pegged upon answer.
>
> **Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.
>
> **Type:** int
>
> **Length:** 4

PostCallProcessingTime

> **Description:** This is the total time an agent spends performing post-call processing. Normally an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.
>
> **Triggers:** Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Call Center Server call, and ends when the agent presses the Not Ready key again.
>
> **Type:** int
>
> **Length:** 4

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

TalkTime

> **Description:** The total time an agent spends on the phoneset answering local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls for this application. This statistic includes hold time.
>
> **Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.
>
> **Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.
>
> **Type:** smalldatetime
>
> **Length:** 4

UserID

> **Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.
>
> **Type:** binary
>
> **Length:** 16

Linkages with other statistics groups

> You can link agent by application statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.
>
> The following table shows the statistics groups to which agent by application statistics can be linked, as well as the data fields used as linkage keys.
>
> **Note:** You must specify all these fields as your linkage key, in the specified order.

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

AgentBySkillsetStat views

Introduction

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

Note: These statistics do not include DN calls.

Requirements

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

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

Database views

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

Pegging thresholds

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

Field descriptions

AgentLogin

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

Type: varchar

Length: 16

AgentGivenName

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

Type: varchar

Length: 64

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

AgentSurName

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

Type: varchar

Length: 64

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

CallsAnswered

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

Triggers: Calls are pegged upon answer.

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

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

Type: int

Length: 4

PostCallProcessingTime

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

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

Type: int

Length: 4

ShortCallsAnswered

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

Type: int

Length: 4

Site

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

Type: varchar

Length: 30

SiteID

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

Type: int

Length: 4

Skillset

> **Description:** The name of the skillset, as defined on the General – Skillset Properties property page.
>
> **Type:** varchar
>
> **Length:** 30

SkillsetID

> **Description:** A unique number to identify a skillset, which is assigned by the server when the skillset is added.
>
> **Type:** int
>
> **Length:** 4

TalkTime

> **Description:** The total time spent by the agent on local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls, including hold time, for this skillset.
>
> **Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.
>
> **Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

> **Type:** smalldatetime

> **Length:** 4

TotalStaffedTime

> **Description:** The total time an agent was logged in and assigned to this skillset.

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

> **Type:** int

> **Length:** 4

UserID

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

> **Type:** binary

> **Length:** 16

Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

AgentPerformanceStat views

Introduction

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

Requirements

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

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

Database views

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

Agent state timers

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

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

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

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

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS) or DNIntInCallsTalkTime (Meridian 1)	80 seconds
TalkTime	60 seconds

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

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

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

Agents and supervisors

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

Transferred and conferenced calls

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

Notes:

- A transfer or conference is pegged when an agent presses the key the second time to complete the transfer or conference.

- On the DMS switch, when an agent is in consultation with another agent (during a transfer or conference), he or she cannot use the Emergency or LOB keys. However, when the other agent drops off the call, these keys become available again.

Blind transfers and conferences

Blind transfers and (on the DMS switch) blind conferences are pegged as transfers or conferences to "Other." The Meridian 1 switch does not support blind conferences (conferences that are completed before the call is presented to the destination phoneset).

Transfers and conferences to Incalls

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

DN statistics (DMS switch)

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

Field descriptions

ACDCallsAnswered

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

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

Type: int

Length: 4

ACDCallsConfToCDN

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

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

Type: int

Length: 4

ACDCallsConfToDN

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

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

Type: int

Length: 4

ACDCallsConfToIncalls

> **Description:** The number of ACD calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS switch) conferenced directly to an Incalls key on such a phoneset. On the DMS switch, this statistic includes NACD calls conferenced.
>
> **Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

ACDCallsConfToOther

> **Description:** The number of ACD calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind conferences and NACD calls conferenced.
>
> **Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

ACDCallsTalkTime

> **Description:** The total time spent on ACD calls, including hold time. On the DMS switch, this field includes talk time for NACD calls.
>
> **Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.
>
> **Type:** int
>
> **Length:** 4

ACDCallsTransferredToCDN

> **Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1 switch, this statistic includes calls transferred to agents at a remote node. On the DMS switch, this statistic includes NACD calls transferred to a CDN.
>
> **Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

ACDCallsTransferredToDN

> **Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS switch, this statistic includes NACD calls transferred.
>
> **Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

ACDCallsTransferredToIncalls

> **Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS switch) transferred directly to an Incalls key on such a phoneset. On the DMS switch, this statistic includes NACD calls transferred.
>
> **Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

ACDCallsTransferredToOther

> **Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind transfers and NACD calls transferred.
>
> **Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).
>
> **Type:** int
>
> **Length:** 4

AgentGivenName

> **Description:** The first or given name of the agent, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64
>
> **Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

AgentLogin

> **Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 16

AgentSurName

> **Description:** The last or surname of the agent, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64
>
> **Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

BreakTime

> **Description:** Meridian 1 switch only. The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in break state after each call.
>
> **Triggers:** Break time begins when a call is released and ends when the timer elapses.
>
> **Type:** int
>
> **Length:** 4

BusyMiscTime

> **Description:** Meridian 1 switch only. The total time the Incalls key of an agent was busy because of events not related to DN calls, for example, programming the Call Forward key or ACD call ringing.
>
> **Triggers:** The following table shows when busy time begins and ends:

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

> **Type:** int
>
> **Length:** 4

BusyOnDNTime

> **Description:** Meridian 1 switch only. The total time the Incalls key of an agent was busy because the agent pressed the personal DN key or was busy on a DN call.
>
> **Triggers:** Busy time begins when the agent presses the DN key and ends when the DN call is released.
>
> **Type:** int
>
> **Length:** 4

CallsAnswered

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

Pegging: Calls are pegged upon answer.

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

Type: int

Length: 4

CallsOffered

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

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

Type: int

Length: 4

CallsReturnedToQ

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

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

Type: int

Length: 4

CallsReturnedToQDueToTimeout

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

Type: int

Length: 4

CDNCallsConfToCDN

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

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

Type: int

Length: 4

CDNCallsConfToDN

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

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

Type: int

Length: 4

CDNCallsConfToIncalls

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

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

Type: int

Length: 4

CDNCallsConfToOther

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

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

> **Type:** int

> **Length:** 4

CDNCallsTransferredToCDN

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

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

> **Type:** int

> **Length:** 4

CDNCallsTransferredToDN

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

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

> **Type:** int

> **Length:** 4

CDNCallsTransferredToIncalls

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

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

> **Type:** int

> **Length:** 4

CDNCallsTransferredToOther

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

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

Type: int

Length: 4

ConsultationTime

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

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

Type: int

Length: 4

DNCallsConfToACDDN

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

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNCallsConfToCDN

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

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

Type: int

Length: 4

DNCallsConfToDN

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

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

Type: int

Length: 4

DNCallsConfToOther

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

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

Type: int

Length: 4

DNCallsTransferredToACDDN

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

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

Type: int

Length: 4

DNCallsTransferredToCDN

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

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

Type: int

Length: 4

DNCallsTransferredToDN

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

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

Type: int

Length: 4

DNCallsTransferredToOther

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

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

Type: int

Length: 4

DNInCalls

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

Pegging: The call is pegged upon presentation.

Type: int

Length: 4

DNInCallsTalkTime

> **Description:** DMS switch only. The total time spent on incoming DN calls, including hold time.
>
> **Triggers:** Talk time begins when the call is answered and ends when the agent releases the call.
>
> **Type:** int
>
> **Length:** 4

DNInExtCalls

> **Description:** Meridian 1 switch only. The number of calls to an agent's DN key from an external number (that is, from another customer group). This statistic includes parked external calls returned to the agent.
>
> **Pegging:** The call is pegged upon presentation.
>
> **Type:** int
>
> **Length:** 4

DNInExtCallsTalkTime

> **Description:** Meridian 1 switch only. The total time spent on incoming DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.
>
> **Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.
>
> **Type:** int
>
> **Length:** 4

DNInIntCalls

> **Description:** Meridian 1 switch only. The number of calls to an agent's DN key from an internal number (that is, from the same customer group). This statistic includes parked internal calls returned to the agent.
>
> **Pegging:** The call is pegged upon presentation.
>
> **Type:** int
>
> **Length:** 4

DNInIntCallsTalkTime

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

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

Type: int

Length: 4

DNOutCalls

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

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

Type: int

Length: 4

DNOutCallsTalkTime

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

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

Type: int

Length: 4

DNOutExtCalls

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

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

Type: int

Length: 4

DNOutExtCallsTalkTime

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

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

Type: int

Length: 4

DNOutIntCalls

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

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

Type: int

Length: 4

DNOutIntCallsTalkTime

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

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

Type: int

Length: 4

HoldTime

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

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

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

Type: int

Length: 4

LoggedInTime

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

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

Type: int

Length: 4

NACDCallsAnswered

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

Pegging: Calls are pegged upon answer.

Note: For the DMS switch, NACD calls are pegged as ACD calls.

Type: int

Length: 4

NACDCallsTalkTime

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

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

    Note: For the DMS switch, NACD calls are pegged as ACD calls.

    Type: int

    Length: 4

NetworkCallsAnswered

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

    Type: int

    Length: 4

NetworkCallsTalkTime

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

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

    Type: int

    Length: 4

NotReadyTime

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

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

    Type: int

    Length: 4

ReservedForCall

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

Type: int

Length: 4

ReservedTime

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

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

Type: int

Length: 4

RingTime

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

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

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

Type: int

Length: 4

ShortCallsAnswered

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

Type: int

Length: 4

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

SupervisorGivenName

> **Description:** The first or given name of the agent's reporting supervisor, as defined on the supervisor's General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorLogin

> **Description:** The numeric ID the supervisor uses to log in to the phoneset, as defined on the supervisor's Phoneset – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 16

SupervisorSurName

> **Description:** The last or surname of the agent's supervisor, as defined on the supervisor's General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorUserID

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

    Type: binary

    Length: 16

TalkTime

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

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

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

    Type: int

    Length: 4

Time

    Description: The time when the data was pegged.

    Type: char

    Length: 5

Timestamp

    Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

    Type: smalldatetime

    Length: 4

UserID

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

    Type: binary

    Length: 16

VariableWrapTime

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

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

Type: int

Length: 4

WaitingTime

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

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

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

Type: int

Length: 4

WalkawayTime

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

Triggers: Meridian 1 switch: Walkaway time begins when

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

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

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

Type: int

Length: 4

Calculations

Calls abandoned while being presented

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

CallsOffered – (CallsAnswered + CallsReturnedtoQ + CallsReturnedtoQDuetoTimeout)

Number of network calls not answered

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

(ReservedForCall – NACDCallsAnswered) – NetworkCallsAnswered

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

Linkages with other statistics groups

You can link agent performance statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

ApplicationStat views

Introduction

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

Definition: Application

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

Requirements

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

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

Database views

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

Pegging

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

Calls handled by master script

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

Calls handled by primary script

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

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

Calls handled by secondary script

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

Pegging thresholds

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

Non-ISDN trunks and call information

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

Field descriptions

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

> **Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.
>
> **Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.
>
> **Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.
>
> **Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.
>
> **Type:** int
>
> **Length:** 4

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

> **Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.
>
> **Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.
>
> **Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

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

Type: int

Length: 4

Application

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

Type: varchar

Length: 30

ApplicationID

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

Type: int

Length: 4

CallsAbandoned

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

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

Type: int

Length: 4

CallsAbandonedAftThreshold

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

Type: int

Length: 4

CallsAbandonedDelay

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

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

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

Type: int

Length: 4

CallsAnswered

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

Triggers: Calls are pegged upon answer.

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

Type: int

Length: 4

CallsAnsweredAftThreshold

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

Type: int

Length: 4

CallsAnsweredDelay

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

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

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

> **Type:** int

> **Length:** 4

CallsAnsweredDelayAtSkillset

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

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

> **Type:** int

> **Length:** 4

CallsConferencedIn

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

> **Type:** int

> **Length:** 4

CallsConferencedOut

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

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

Type: int

Length: 4

CallsGivenBroadcast

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

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

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

Type: int

Length: 4

CallsGivenDefault

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

Type: int

Length: 4

CallsGivenForceBusy

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

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

Type: int

Length: 4

CallsGivenForceDisconnect

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

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

Type: int

Length: 4

CallsGivenForceOverflow

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

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

Type: int

Length: 4

CallsGivenHostLookup

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

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

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

Type: int

Length: 4

CallsGivenIVR

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

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

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

>**Type:** int

>**Length:** 4

CallsGivenMusic

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

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

>**Type:** int

>**Length:** 4

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

CallsGivenNACD

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

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

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

>**Type:** int

>**Length:** 4

CallsGivenRAN

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

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

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

Type: int

Length: 4

CallsGivenRouteTo

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

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

Type: int

Length: 4

CallsNACDOut

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

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

Type: int

Length: 4

CallsOffered

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

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

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

Type: int

Length: 4

CallsTransferredIn

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

Type: int

Length: 4

CallsTransferredOut

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

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

Type: int

Length: 4

IVRAbandoned

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

Type: int

Length: 4

IVRTerminated

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

Type: int

Length: 4

IVRTransferred

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

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

Type: int

Length: 4

MaxCallsAbandonedDelay

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

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

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

Type: smallint

Length: 2

MaxCallsAnsDelay

> **Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest before being answered.
>
> **Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.
>
> **Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.
>
> **Type:** smallint
>
> **Length:** 2

MaxCallsAnsDelayAtSkillset

> **Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest in the skillset queue before being answered.
>
> **Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.
>
> **Triggers:** Delays begin when the call is queued against the first skillset and end when the call is answered for this application.
>
> **Type:** smallint
>
> **Length:** 2

MaxNetOutCallsAbandonedDelay

> **Description:** Networking option only. The wait time experienced by the outgoing network Symposium Call Center Server call that waited the longest before being abandoned at the destination site.
>
> **Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the destination site.
>
> **Type:** smallint
>
> **Length:** 2

MaxNetOutCallsAnsweredDelay

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

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

Type: smallint

Length: 2

NetOutCalls

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

Type: int

Length: 4

NetOutCallsAbandoned

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

Type: int

Length: 4

NetOutCallsAbandonedDelay

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

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

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

Type: int

Length: 4

NetOutCallsAnswered

> **Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent by this application and answered by an agent, answered by IVR, or terminated at the destination site.
>
> **Note:** A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable, and it receives one of the following treatments:
>
> - Disconnect
> - Route
> - Give RAN
> - Give IVR
> - Give Music
>
> **Type:** int
>
> **Length:** 4

NetOutCallsAnsweredDelay

> **Description:** Networking option only. The total wait time experienced by all outgoing network Symposium Call Center Server calls sent by this application and answered at the destination site.
>
> **Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered by an agent, answered by IVR, or terminated at the destination site.
>
> **Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.
>
> **Type:** int
>
> **Length:** 4

NetOutCallsReachNonISDN

> **Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent by this application that reached a non-ISDN trunk on the way to its destination.
>
> **Type:** int
>
> **Length:** 4

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

TimeBeforeDefault

> **Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received default treatment for this application.
>
> **Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.
>
> **Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.
>
> **Type:** int
>
> **Length:** 4

TimeBeforeForceBusy

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

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

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

Type: int

Length: 4

TimeBeforeForceDisconnect

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

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

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

Type: int

Length: 4

TimeBeforeForceOverflow

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

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

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

Type: int

Length: 4

TimeBeforeInterflow

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

Type: int

Length: 4

TimeBeforeIVRTransferred

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

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

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

Type: int

Length: 4

TimeBeforeNACDOut

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

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

Type: int

Length: 4

TimeBeforeNetOut

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

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

Type: int

Length: 4

TimeBeforeReachNonISDN

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

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

Type: int

Length: 4

TimeBeforeRouteTo

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

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

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

Type: int

Length: 4

Timestamp

> **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

> **Type:** smalldatetime

> **Length:** 4

Calculations

IVR not treated

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

CallsGivenIVR – (IVRAbandoned + IVRTerminated)

Network outcalls blocked by All Trunks Busy

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

NetOutCalls – (NetOutCallsAnswered + NetOutCallsAbandoned + NetOutCallsReachNonISDN)

Linkages with other statistics groups

You can link application statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

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

CDNStat views

Introduction

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

Definition: CDN

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

Requirements

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

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

Database views

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

Non-ISDN trunks and call information

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

Field descriptions

CallsAbandoned

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

Type: int

Length: 4

CallsAnswered

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

Pegging: Calls are pegged upon answer.

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

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

Type: int

Length: 4

CallsOffered

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

Type: int

Length: 4

CallsTerminated

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

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

Type: int

Length: 4

CallsWithDigitsCollected

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

Type: int

Length: 4

CDN

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

Type: varchar

Length: 7

CDNName

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

Type: varchar

Length: 30

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.
>
> **Type:** smalldatetime
>
> **Length:** 4

DNISStat views

Introduction

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

Definition: DNIS

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

Requirements

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

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

Database views

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

Field descriptions

CallsAbandoned

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

Type: int

Length: 4

CallsAbandonedAftThreshold

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

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

Type: int

Length: 4

CallsAbandonedDelay

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

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

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

Type: int

Length: 4

CallsAnswered

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

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

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

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

Type: int

Length: 4

CallsAnsweredDelay

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

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

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

Type: int

Length: 4

CallsGivenDefault

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

Type: int

Length: 4

CallsGivenForceBusy

> **Description:** The number of local and incoming network Symposium Call Center Server calls given Force Busy treatment for a DNIS number.
>
> **Triggers:** This statistic is pegged when the Give Busy script command is executed.
>
> **Type:** int
>
> **Length:** 4

CallsGivenForceDisconnect

> **Description:** The number of local and incoming network Symposium Call Center Server calls given Force Disconnect treatment for a DNIS number.
>
> **Triggers:** This statistic is pegged when the Disconnect script command is executed.
>
> **Type:** int
>
> **Length:** 4

CallsGivenForceOverflow

> **Description:** The number of local and incoming network Symposium Call Center Server calls given Force Overflow treatment for a DNIS number.
>
> **Triggers:** This statistic is pegged when the Give Overflow script command is executed.
>
> **Type:** int
>
> **Length:** 4

CallsGivenRouteTo

> **Description:** The number of local and incoming network Symposium Call Center Server calls given Route Call treatment for a DNIS number.
>
> **Triggers:** This statistic is pegged when the Route Call script command is executed.
>
> **Type:** int
>
> **Length:** 4

CallsNACDOut

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

Type: int

Length: 4

CallsNetworkedOut

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

Type: int

Length: 4

CallsOffered

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

Triggers: Calls are pegged upon arrival.

Type: int

Length: 4

CallsReachNonISDN

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

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

Type: int

Length: 4

DNIS

> **Description:** A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.
>
> **Type:** varchar
>
> **Length:** 16

DNISName

> **Description:** The name of a DNIS, as defined on the DNIS Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

IVRTransferred

> **Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for a DNIS number.
>
> **Type:** int
>
> **Length:** 4

MaxAbandonedDelay

> **Description:** The wait time experienced by the local or incoming network Symposium Call Center Server call that waited the longest before being abandoned.
>
> **Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.
>
> **Type:** smallint
>
> **Length:** 2

MaxAnsweredDelay

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

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

> **Type:** smallint

> **Length:** 2

Site

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

> **Type:** varchar

> **Length:** 30

SiteID

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

> **Type:** int

> **Length:** 4

TalkTime

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

> **Triggers: Meridian 1 switch:** The call is pegged when the caller hangs up or the agent releases the call. **DMS switch:** The time is pegged when the agent releases the call.

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

> **Type:** int

> **Length:** 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

Type: smalldatetime

Length: 4

IVRPortStat views

Introduction

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

Requirements

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

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

Restrictions

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

Database views

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

Field descriptions

CallsAnswered

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

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsConferenced

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

Pegging: Type: int

Length: 4

CallsTransferred

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

Pegging: Type: int

Length: 4

IVRPortID

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

Type: varchar

Length: 30

IVRPortName

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

Type: varchar

Length: 30

IVRQueueID

> **Description:** A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.
>
> **Type:** varchar
>
> **Length:** 7

IVRQueueName

> **Description:** The name of the IVR queue, as defined on the IVR ACD-DN Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

LoggedInTime

> **Description:** The total time the IVR port is logged in.
>
> **Type:** int
>
> **Length:** 4

NotReadyTime

> **Description:** The total time spent by the IVR port in the Not Ready state.
>
> **Type:** int
>
> **Length:** 4

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

TalkTime

> **Description:** The total time the IVR port is in use.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.
>
> **Type:** smalldatetime
>
> **Length:** 4

WaitingTime

> **Description:** The total time the IVR port is idle.
>
> **Type:** int
>
> **Length:** 4

Linkages with other views

You can link IVR port statistics to other views to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

IVRStat views

Introduction

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

Requirements

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

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

Restrictions

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

Database views

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Field descriptions

CallsAnswered

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

Pegging: Calls are pegged upon answer.

Type: int

Length: 4

CallsAnsweredAftThreshold

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

Type: int

Length: 4

CallsAnsweredDelay

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

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

Type: int

Length: 4

CallsConferenced

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

Type: int

Length: 4

CallsNotTreated

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

Type: int

Length: 4

CallsNotTreatedAftThreshold

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

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

Type: int

Length: 4

CallsNotTreatedDelay

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

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

Type: int

Length: 4

CallsOffered

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

Type: int

Length: 4

CallsTransferred

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

Type: int

Length: 4

IVRAbandoned

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

Type: smallint

Length: 2

IVRCompleted

> **Description:** The number of calls connected to this IVR port for which the IVR session completed successfully.
>
> **Type:** smallint
>
> **Length:** 2

IVRInterrupted

> **Description:** The number of calls connected to this IVR port for which the IVR session was interrupted by a script command.
>
> **Type:** smallint
>
> **Length:** 2

IVRQueueID

> **Description:** A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.
>
> **Type:** varchar
>
> **Length:** 7

IVRQueueName

> **Description:** The name of the IVR queue, defined on the IVR ACD-DN Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

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

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

IF you are generating a custom report using	THEN the linkage key data fields are
IVRPortStat	Timestamp IVRQueueID

NetworkInCallStat views

Introduction

Networking option only. Network call statistics provide information that can be used to monitor call distribution and handling in a network environment. They record statistics for all incoming network calls received at a server.

Notes:

- Network statistics only report on calls that are controlled by the server (that is, Symposium Call Center Server calls). They do not report on ACD or NACD calls.

- In these statistics, the local site is the destination site.

Requirements

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

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

Restrictions

Network call statistics generated on the server are collected on the destination site only. To report on network call handling at all sites, you must generate a network-wide report from the Network Control Center (NCC).

Database views

- iNetworkInCallStat
- dNetworkInCallStat
- wNetworkInCallStat
- mNetworkInCallStat

Field descriptions

CallsAbandoned

Description: The number of incoming network calls abandoned at the local site.

Type: int

Length: 4

CallsAbandonedAftThreshold

Description: The number of incoming network calls abandoned at the local site after a wait greater than or equal to the service level threshold for the application.

Type: int

Length: 4

CallsAbandonedDelay

Description: The total wait time experienced by all incoming network calls abandoned at the local site.

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

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

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the local site by all incoming network calls abandoned at the local site.

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

Type: int

Length: 4

CallsAnswered

> **Description:** The number of incoming network calls answered at the local site.
>
> **Type:** int
>
> **Length:** 4

CallsAnsweredAftThreshold

> **Description:** The number of incoming network calls answered at the local site after a wait greater than or equal to the service level threshold for the application. The delay begins when a call enters the local site. The service level threshold is set during system configuration of the local site.
>
> **Type:** int
>
> **Length:** 4

CallsAnsweredDelay

> **Description:** The total wait time experienced by all incoming network calls answered at the local site.
>
> **Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered at the local site.
>
> **Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.
>
> **Type:** int
>
> **Length:** 4

CallsAnsweredDelayAtDest

> **Description:** The total wait time experienced at the local site by all incoming network calls answered at the local site.
>
> **Triggers:** Delays begin when the call is queued to the local site and end when the call is answered at the local site.
>
> **Type:** int
>
> **Length:** 4

CallsOffered

Description: The number of incoming network calls offered to the local site.

Type: int

Length: 4

DstApplication

Description: The name of the destination application. This is always "Network_Script."

Type: varchar

Length: 30

DstApplicationID

Description: A unique number that identifies the Network_Script application.

Type: int

Length: 4

DstSite

Description: The name of the local Symposium Call Center Server site, as defined on the NCC.

Type: varchar

Length: 30

DstSiteID

Description: The unique identifier for the local Symposium Call Center Server site, as assigned when the site is defined on the NCC.

Type: int

Length: 4

MaxAbandonedDelay

Description: The wait time experienced by the incoming network call that waited the longest before being abandoned at the local site.

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

Type: smallint

Length: 2

MaxAbandonedDelayAtDest

Description: The wait time experienced by the call that waited the longest at the local site before being abandoned.

Triggers: Delays begin when a call is logically queued to the local site and end when the call is abandoned.

Type: smallint

Length: 2

MaxAnsweredDelay

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

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

Type: smallint

Length: 2

MaxAnsweredDelayAtDest

Description: The wait time experienced by the call that waited the longest at the local site before being answered.

Triggers: Delays begin when a call is logically queued to the local site and end when the call is answered.

Type: smallint

Length: 2

SrcApplication

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

Type: varchar

Length: 30

SrcApplicationID

> **Description:** A unique number to identify the source application, which is
> assigned by the server when the application is added.
>
> **Type:** int
>
> **Length:** 4

SrcSite

> **Description:** The name of the source Symposium Call Center Server site, as
> assigned when the site is defined on the NCC.
>
> **Type:** varchar
>
> **Length:** 30

SrcSiteID

> **Description:** The unique identifier for the source Symposium Call Center
> Server site where a call originated.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged, in local (destination)
> site time. For more information about the format of the time stamp in interval,
> daily, weekly, or monthly views, see "Overview of summarized historical
> statistics" on page 58.
>
> **Type:** smalldatetime
>
> **Length:** 4

Linkages with other statistics groups

You can link network call statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

NetworkOutStat views

Introduction

Networking option only. Network outcall statistics provide summarized performance measurement information based on the origination and destination of a call. They record statistics for all calls networked out from your server.

Note: In these statistics, the local site is the source site.

Requirements

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

Restrictions

At each Symposium Call Center Server site, the historical network call statistics are only collected against the local site. These statistics contain network call traffic and handling information for calls for which the local site is the source.

Database views

- iNetworkOutStat
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

Field descriptions

CallsAbandoned

Description: The number of calls abandoned at the destination site.

Type: int

Length: 4

CallsAbandonedDelayAtDest

Description: The total wait time experienced at the destination site by all calls from the local site that were abandoned at the destination site.

Triggers: Delays begin when the call is queued to the destination site and end when the call is abandoned.

Type: int

Length: 4

CallsAnswered

Description: The number of calls answered by an agent, answered by IVR, or terminated at the destination site.

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

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

Type: int

Length: 4

CallsAnsweredDelayAtDestination

> **Description:** The total wait time experienced at the destination site by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.

> **Triggers:** Delays begin when the call is queued to the destination site and end when the call is answered.

> **Type:** int

> **Length:** 4

CallsOffered

> **Description:** The number of calls offered to the destination site.

> **Type:** int

> **Length:** 4

DstApplication

> **Description:** The name of the destination application (this is always "Network_Script").

> **Type:** varchar

> **Length:** 30

DstApplicationID

> **Description:** A unique number to identify the destination application.

> **Type:** int

> **Length:** 4

DstSite

> **Description:** The name of the destination Symposium Call Center Server site, as defined when the site is configured on the NCC.

> **Type:** varchar

> **Length:** 30

DstSiteID

> **Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.
>
> **Type:** int
>
> **Length:** 4

MaxCallsAbandonedDelay

> **Description:** The wait time experienced by the call originating at the local site that waited the longest before being abandoned at the destination site.
>
> **Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.
>
> **Type:** smallint
>
> **Length:** 2

MaxCallsAbandonedDelayAtDest

> **Description:** The wait time experienced by the call originating at the local site that waited the longest at the destination site before being abandoned.
>
> **Triggers:** Delays begin when the call is queued to the destination site and end when the call is abandoned.
>
> **Type:** smallint
>
> **Length:** 2

MaxCallsAnsweredDelay

> **Description:** The wait time experienced by the call originating at the local site that waited the longest before being answered by an agent, answered by IVR, or terminated at the destination site.
>
> **Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is answered.
>
> **Type:** smallint
>
> **Length:** 2

MaxCallsAnsweredDelayAtDest

    Description: The wait time experienced by the call originating at the local site that waited the longest at the destination site before being answered by an agent, answered by IVR, or terminated.

    Triggers: Delays begin when the call is logically queued to the destination site and end when the call is answered.

    Type: smallint

    Length: 2

SrcApplication

    Description: The name of the source application.

    Type: varchar

    Length: 30

SrcApplicationID

    Description: A unique number to identify the source application, assigned by the server when the application is defined.

    Type: int

    Length: 4

SrcSite

    Description: The name of the local Symposium Call Center Server site, as defined when the site is defined on the NCC.

    Type: varchar

    Length: 30

SrcSiteID

    Description: The unique identifier for a source Symposium Call Center Server site where a call originated, as assigned when the site is defined on the NCC.

    Type: int

    Length: 4

Time

>**Description:** The time when the data was pegged.
>
>**Type:** char
>
>**Length:** 5

Timestamp

>**Description:** The date and time when the data was pegged in local (source) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.
>
>**Type:** smalldatetime
>
>**Length:** 5

TotalCallsAbandonedDelay

>**Description:** The total wait time experienced by all calls from the local site that were abandoned at the destination site.
>
>**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.
>
>**Type:** int
>
>**Length:** 4

TotalCallsAnsweredDelay

>**Description:** The total wait time experienced by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.
>
>**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is answered.
>
>**Type:** int
>
>**Length:** 4

Linkages with other statistics groups

You can link network outcall statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

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

RANMusicRouteStat views

Introduction

RAN and music route statistics provide summarized resource usage information for each RAN and music route.

Requirements

- Define RAN and music routes codes on the Symposium Call Center Server.
- Configure the server to collect music and route statistics (see the *Administrator's Guide*).

  Note: Statistics are collected for all music and RAN routes; you cannot configure the system to collect statistics for selected routes.

Database views

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

Field descriptions

RouteAccess

Description: The number of times a music or RAN route was accessed. Each time the route is accessed by a single call, this statistic is incremented.

Type: int

Length: 4

RouteAccessTime

Description: The total time a music or RAN route was in use.

Type: int

Length: 4

RouteID

> **Description:** A unique number to identify a music or RAN route, which is assigned by the server when the route is defined.
>
> **Type:** int
>
> **Length:** 4

RouteName

> **Description:** The name of the music or RAN route, as defined on the Music/ RAN Route Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 5

Timestamp

> **Description:** The date and time when the data was pegged. For more
> information about the format of the time stamp in interval, daily, weekly, or
> monthly views, see "Overview of summarized historical statistics" on page 58.
>
> **Type:** smalldatetime
>
> **Length:** 4

RouteStat views

Introduction

Meridian 1 switch only. Route statistics provide summaries of all occurrences of all trunks busy (ATB) and network outcall blocked information on a per-route basis.

Requirements

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

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

Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes, and are therefore pegged against the Default_Route, 999.

Database views

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

Field descriptions

AllTrunksBusy

Description: The number of times all trunks in this route were busy.

Type: int

Length: 4

AllTrunksBusyTime

Description: The total time all trunks in this route were busy.

Type: int

Length: 4

CallsBlockedByAllTrunksBusy

Description: Networking option only. The number of calls offered to the network through this route that were blocked because all trunks were busy.

Pegging: This field is only pegged against the Default_Route, 999.

Type: int

Length: 4

CallsReachNonISDN

Description: Networking option only. The number of calls that reached a non-ISDN trunk while being routed to a remote site through this route.

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

Type: int

Length: 4

RouteID

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

Type: int

Length: 4

RouteName

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

Type: varchar

Length: 30

Site

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

Type: varchar

Length: 30

SiteID

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

Type: int

Length: 4

Time

Description: The time when the data was pegged.

Type: char

Length: 5

Timestamp

Description: The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

Type: smalldatetime

Length: 4

Linkages with other statistics groups

You can link route statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

IF you are generating a custom report using	THEN the linkage key data fields are
TrunkStat	Timestamp RouteID

SkillsetStat views

Introduction

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned up to 50 skillsets. Skillset statistics provide summarized performance information based on a combination of skillset and application call information. Statistics are pegged against a combination of skillset and application.

Requirements

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

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

Pegging

Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the call was queued to a specific agent). Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

The following statistics are applicable to multiple applications, and are therefore pegged against the System_Application:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

Database views

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Field descriptions

ActiveTime

Description: The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged in.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

AllAgentBusyTime

Description: The total time that all agents assigned this skillset were busy with calls or no agents were logged in.

Pegging: This field is only pegged against the System_Application.

Type: int

Length: 4

Application

Description: The name of the application to which this skillset is assigned, as defined on the Application Properties property sheet.

Type: varchar

Length: 30

ApplicationID

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

Type: int

Length: 4

CallsAnswered

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

Triggers: Calls are pegged upon answer.

Pegging: Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset. Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

Restriction: This statistic does not include DN calls handled by agents assigned to this skillset.

Type: int

Length: 4

CallsAnsweredAfterThreshold

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

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

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

Restriction: This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsAnsweredDelay

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

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

Triggers: Delays begin when the call is queued at the skillset and end when it is answered. If a call is requeued to the same skillset, the delay begins when the call is first queued.

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: int

Length: 4

CallsOffered

Description: The number of Symposium Call Center Server calls offered to this skillset. This statistic is not incremented if the same call is offered to this skillset again.

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

Note: If a call is offered to multiple skillsets, this statistic is pegged multiple times.

Type: int

Length: 4

MaxAnsweredDelay

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

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

Restriction: This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

Type: smallint

Length: 2

MaxSkillsetAbandonedDelay

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

Triggers: The delay begins when a call is queued to the skillset.

Type: smallint

Length: 2

NetCallsAnswered

Description: Networking option only. The number of incoming network Symposium Call Center Server calls answered for this skillset.

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

Type: int

Length: 4

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

Skillset

> **Description:** The name of the skillset, as defined on the General – Skillset Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

SkillsetAbandoned

> **Description:** The number of Symposium Call Center Server calls abandoned for this skillset. This statistic does not include calls abandoned while ringing at an agent phoneset.
>
> **Type:** int
>
> **Length:** 4

SkillsetAbandonedDelay

> **Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned for this skillset.
>
> **Triggers:** The delay begins when the call is queued to this skillset and ends when the call is abandoned.
>
> **Type:** int
>
> **Length:** 4

SkillsetAbandonedAftThreshold

>   **Description:** The number of Symposium Call Center Server calls abandoned for
>   this skillset after a wait greater than or equal to the service level threshold for the
>   threshold class to which the skillset belongs.
>
>   **Type:** int
>
>   **Length:** 4

SkillsetID

>   **Description:** A unique number to identify a skillset, which is assigned by the
>   server when the skillset is added.
>
>   **Type:** int
>
>   **Length:** 4

Time

>   **Description:** The time when the data was pegged.
>
>   **Type:** int
>
>   **Length:** 4

Timestamp

>   **Description:** The date and time when the data was pegged. For more
>   information about the format of the time stamp in interval, daily, weekly, or
>   monthly views, see "Overview of summarized historical statistics" on page 58.
>
>   **Type:** smalldatetime
>
>   **Length:** 4

TotalStaffedTime

>   **Description:** The amount of login time for all agents belonging to this skillset.
>
>   **Pegging:** This field is only pegged against the System_Application.
>
>   **Triggers:** The login time begins when an agent logs in to the skillset or is
>   reassigned (while logged in) to the skillset and ends when the agent logs out or is
>   reassigned out of the skillset.
>
>   **Type:** int
>
>   **Length:** 4

Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate customized reports. For more information, see "View linkages" on page 61.

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

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

IF you are generating a custom report using	THEN the linkage key data field is
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
AgentBySkillsetStat	Timestamp SkillsetID
ApplicationStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp Application ID

TrunkStat views

Introduction

Meridian 1 switch only. Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

Requirements

- Define the routes to which the trunks belong on the Symposium Call Center Server.

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

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

Database views

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

Field descriptions

CallsAbandoned

Description: The number of Symposium Call Center Server calls abandoned while waiting on this trunk.

Type: int

Length: 4

CallsAbandonedDelay

> **Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned.

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

> **Type:** int

> **Length:** 4

CallsAnswered

> **Description:** The number of Symposium Call Center Server calls answered.

> **Triggers:** Calls are pegged upon answer.

> **Type:** int

> **Length:** 4

CallsAnsweredDelay

> **Description:** The total wait time experienced by all Symposium Call Center Server calls that came in through a trunk.

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

> **Type:** int

> **Length:** 4

CallsOffered

> **Description:** The number of Symposium Call Center Server calls offered to this trunk.

> **Triggers:** Calls are pegged upon arrival.

> **Type:** int

> **Length:** 4

OccupancyTime

    Description: The total time the trunk was occupied with Symposium Call Center Server calls.

    Triggers: Occupancy times begin when the Master_Script is initiated at the source site and end when the call ends.

    Type: int

    Length: 4

Route

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

    Type: varchar

    Length: 30

RouteID

    Description: A number that identifies the route to which the trunk belongs, which is assigned by the server when the route is defined.

    Type: int

    Length: 4

Site

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

    Type: varchar

    Length: 30

SiteID

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

    Type: int

    Length: 4

Time

>   **Description:** The time when the data was pegged.
>
>   **Type:** char
>
>   **Length:** 5

Timestamp

>   **Description:** The date and time when the data was pegged. For more
>   information about the format of the time stamp in interval, daily, weekly, or
>   monthly views, see "Overview of summarized historical statistics" on page 58.
>
>   **Type:** smalldatetime
>
>   **Length:** 4

TrunkID

>   **Description:** A unique number to identify the trunk within the route, as defined
>   on the switch.
>
>   **Type:** int
>
>   **Length:** 4

Linkages with other views

>   You can link trunk statistics to other views to generate customized reports. For
>   more information, see "View linkages" on page 61.
>
>   The following table shows the views to which application statistics can be
>   linked, as well as the data fields used as a linkage key.
>
>   **Note:** You must specify both of these fields as your linkage key, in the specified
>   order.

IF you are generating a custom report using	THEN the linkage key data fields are
RouteStat	Timestamp RouteID

Section B: Event statistics

In this section

Overview of event statistics

Introduction

Event statistics are collected on a per-event basis rather than accumulated over a period of time.

Database views

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

Data collection option

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

- agent login and logout statistics
- call-by-call statistics
- IVR port login and logout statistics

You can enable or disable the data collection option at any time while the system is running.

When statistics are cumulated

Event statistics are cumulated as the events occur and written to the database at the end of each pegging interval (that is, every 15 minutes).

eAgentLoginStat view

Introduction

Agent login and logout statistics provide detailed information about the distribution of an agent's time during work hours. They show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway.

Requirements

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

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

Database view

- eAgentLoginStat

Field descriptions

AgentGivenName

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

Type: varchar

Length: 64

AgentLogin

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

Type: varchar

Length: 16

AgentSurName

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

Type: varchar

Length: 64

Duration

Description: For events of type logout, the time between first login (or, if the first event of the day is *not* login, 12:00 a.m. that morning) and the last logout of the day (or if the last event of the day is *not* logout, 12:00 a.m. that night).

For events of type walkaway, the amount of time the agent was in the Walkaway state.

For all other event types, this field contains zeros.

Type: int

Length: 4

Event Type

A unique identifier for an agent event.

Valid values:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)

Type: char

Length: 2

PositionID

Description: A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

Site

>**Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
>**Type:** varchar
>
>**Length:** 30

SiteID

>**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
>**Type:** int
>
>**Length:** 4

Time

>**Description:** The time of the event.
>
>**Type:** char
>
>**Length:** 8

Timestamp

>**Description:** The date and time when the data was pegged.
>
>**Type:** datetime
>
>**Length:** 8

UserID

>**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.
>
>**Type:** binary
>
>**Length:** 16

eCallbyCallStat views

Introduction

Call-by-call statistics provide detailed information on a per-call event basis. These statistics enable you to trace a Symposium Call Center Server call from beginning to end regardless of the number of treatments being applied to it. It also provides a means of monitoring the performance of a specified agent, application, or skillset.

Requirements

- Configure the server to collect call-by-call statistics, and select the applications for which statistics will be collected (see the *Administrator's Guide*).

Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

Database view

- eCallByCallStatYYYYMMDD

Field descriptions

AssociatedData

Description: Associated data is information associated with a specific event, such as

- the other extension, trunk ID (on the Meridian 1 switch), or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed

- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

Description: A unique identifier for the type of call event.

Type: int

Length: 4

CallEventName

Description: The type of call event. For a complete list of call events that can be collected, refer to "Call events" on page 193.

Type: varchar

Length: 80

CallID

Description: A unique number that identifies a local or network call, which is assigned by the server.

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

Type: int

Length: 4

Destination

>   **Description:** The location where a call was directed during an event. The
>   destination can be identified by a dialed number, trunk ID, agent ID, skillset
>   name, application name, IVR queue ID or name, or site ID, for example.
>
>   **Type:** varchar
>
>   **Length:** 40

EventData

>   **Description:** The information related to or generated by this event. The data
>   could be a PIN entered by the caller in response to the collect digits command;
>   an ANI, CLID, site ID, or activity code; or reasons for the event.
>
>   **Type:** varchar
>
>   **Length:** 40

NodeID

>   **Description:** (DMS switch only) A unique identifier for the switch.
>
>   **Type:** varchar
>
>   **Length:** 40

Site

>   **Description:** The name of the Symposium Call Center Server site, as assigned
>   during installation.
>
>   **Type:** varchar
>
>   **Length:** 30

SiteID

>   **Description:** A unique number that identifies the switch on the network, as
>   received from the switch.
>
>   **Note:** SQL does not support signed integers. Therefore, site IDs might appear
>   negative in the database views.
>
>   **Type:** int
>
>   **Length:** 4

Source

>   **Description:** The location of this call before this event occurred. The source
>   could be identified by a dialed number, trunk ID, agent ID, skillset name,
>   application name, IVR queue ID or name, or site ID, for example.
>
>   **Type:** varchar
>
>   **Length:** 40

TelsetLoginID

>   **Description:** The numeric ID the agent uses to log in to the phoneset, as defined
>   on the Phoneset – User Properties property page.
>
>   **Type:** varchar
>
>   **Length:** 16

Time

>   **Description:** The time when the data was pegged.
>
>   **Type:** char
>
>   **Length:** 8

Timestamp

>   **Description:** The date and time when the data was pegged.
>
>   **Type:** datetime
>
>   **Length:** 8

Call events

The following table lists the call event types and the field contents for each one.

Call Event	Source	Destination	Associated Data	Event Data
ACD Call Answered	ACD DN	agent ID	NULL	NULL
ACD Call On Hold (Meridian 1 switch)	NULL	NULL	NULL	NULL

Call Event	Source	Destination	Associated Data	Event Data
ACD Call Released	NULL	NULL	NULL	NULL
ACD Call Restored	NULL	NULL	NULL	NULL
Application Interflowed	source application ID	destination application ID	NULL	NULL
Call Answered At IVR Queue (Meridian 1 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB (Networking option)	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1 switch)	NULL	NULL	intercall ID	dialed number
Call Data (DMS switch)	NULL	NULL	call data	CDN
Call Entered IVR Queue (Meridian 1 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL

Call Event	Source	Destination	Associated Data	Event Data
Call On Hold At IVR Port (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call Priority Changed At NACD queue	NACD DN	NULL	new priority	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Removed From NACD (Meridian 1 switch)	NACD DN	NULL	NULL	NULL
Call Restored	NULL	NULL	NULL	NULL
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start
Call Transferred At IVR Queue (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (Networking option)	skillset ID	NULL	NULL	dequeue reason

Call Event	Source	Destination	Associated Data	Event Data
Dequeued From Skillset	skillset ID	NULL	call priority	"dequeue reason + queue time duration; reason can be one of the following: ABANDONED, PRESENTED, SK_SET_OUT_OF_S ERVICE, CANCELLED, NET_NODE_BLOCK ED, NET_ALREADY_SE RVICED and UNKNOWN"
Digit Collection (DMS switch)	NULL	NULL	NULL	NULL
Digit Collection Ended	NULL	NULL	digits collected	duration time
DN Call Answered	calling number	NULL	DN call type (int or ext)	NULL
DN Call Initiated	NULL	dialed number	DN call type (int or ext)	NULL
DN Call On Hold	NULL	NULL	NULL	NULL
DN Call Released	NULL	NULL	NULL	NULL
DN Call Restored	NULL	NULL	NULL	NULL
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL

Call Event	Source	Destination	Associated Data	Event Data
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL
Give Music Completed	route ID	application ID	NULL	duration time
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call (Networking option)	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Master Application	CDN	Application ID (if applicable)	"for normal call - ""NORM""; for transferred/ conferenced call - ""TRANF/CONF + intercall ID"""	NULL
Handed Over to Network Script Application (Networking option)	CDN	Application ID	"for normal call - ""NORM""; for transferred/ conferenced call - ""TRANF/CONF"""	NULL
Host Response	NULL	NULL	Host Name	NULL
Local Call Abandoned	NULL	NULL	NULL	NULL
Local Call Answered	NULL	NULL	skillset ID	NULL

Call Event	Source	Destination	Associated Data	Event Data
Local Call Arrived	route ID + trunk ID	CDN	DNIS	CLID
Local Call NACD Out	NULL	destination site name	NULL	NULL
Local Call Networked Out (Networking option)	application ID	destination site name	NULL	NULL
Local Call Released	NULL	NULL	"for normal call - ""NORM"""; for transferred/ conferenced call - ""TRANF/CONF + intercall ID"""	NULL
NACD Call Answered	NACD DN	agent ID	NULL	NULL
NACD Call On Hold	NULL	NULL	NULL	NULL
NACD Call Released	NACD DN	Application ID (if applicable)	"for normal NACD call - ""NORM"""; for transferred call - ""TRANF + intercall ID"""	NULL
NACD Call Restored	NULL	NULL	NULL	NULL
Network Call Abandoned (Networking option)	application ID	NULL	NULL	NULL
Network Call Answered (Networking option)	NULL	NULL	skillset ID	time answered minus time queued

Call Event	Source	Destination	Associated Data	Event Data
Network Call Arrived (Networking option)	route ID + trunk ID	CDN	DNIS	CLID
Network Call Dequeued (Networking option)	skillset ID	NULL	NULL	dequeue reason
Network Call Queued (Networking option)	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released (Networking option)	NULL	NULL	NULL	NULL
Network Out Call Abandoned At Remote Node (Networking option)	destination site name	NULL	NULL	time abandoned minus time arrived
Network Out Call Answered At Remote Node (Networking option)	destination site name	NULL	NULL	time answered minus time arrived
Network Out Call Reached Non ISDN (Networking option)	route ID	NULL	NULL	NULL
Network Out Call Released At Remote Node (Networking option)	NULL	NULL	NULL	NULL

Call Event	Source	Destination	Associated Data	Event Data
Play Prompt (Meridian 1 switch)	NULL	NULL	NULL	voice file name + language ID
Play Prompt Ended (Meridian 1 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Network Skillset	application name	remote site name and skillset name	NULL	first time queued? YES or NO
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

eIVRPortLoginStat view

Introduction

Interactive Voice Response (IVR) port—or voice port—login and logout statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

Requirements

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

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

Database view

- eIVRPortLoginStat

Field descriptions

Event Type

A unique identifier for an IVR port event.

Valid values:

- login (LI)
- logout (LO)

Type: char

Length: 2

IVRPortID

> **Description:** A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.
>
> **Type:** varchar
>
> **Length:** 30

Site

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

Time

> **Description:** The time when the data was pegged.
>
> **Type:** char
>
> **Length:** 8

Timestamp

> **Description:** The date and time when the event occurred.
>
> **Type:** datetime
>
> **Length:** 8

eNetCallByCallStat views

Introduction

The eNetCallByCallStat views provide detailed information for call events that occurred at the destination site. The database for these statistics is located on the Network Control Center (NCC). These statistics, combined with call-by-call statistics, allow you to trace a network Symposium Call Center Server call during the selected interval.

Notes:

■   To populate the eNetCallByCallStat view, the Symposium Call Center Server regularly copies data from the eCallByCallStat views at the destination server to the eNetCallByCallStat view at the NCC. If your servers are in different time zones, you can convert destination site times to source site times before writing them to the eNetCallByCallStat view. (To do so, ensure that Time Zone Relative to GMT is configured correctly in the parameters for each site.) This makes tracking a call easier.

For example, a call might arrive at the source at 13:00:00 local time and be answered at the destination five seconds later, at 14:00:05 local time. If Time Zone Relative to GMT is configured correctly for both sites, the answer time is pegged as 13:00:05 in the eNetCallByCallStat view, and the events appear in chronological order, regardless of time zone.

■   Server times are not synchronized automatically. If server times are unsynchronized, events may appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a call may arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

Furthermore, if the administrator at the destination site wants to generate a report containing that call, he or she might request a report for the interval from 13:00 to 13:15. However, the call will not appear in the report. It will be included in reports for the interval during which it was networked out from the source site (that is, 13:15 to 13:30).

■   Changing the Time Zone Relative to GMT for a site (for example, for a change to or from daylight savings time) affects pegging of calls that have been networked out but not answered. All events at the source site are

pegged with the old time, and all events at the destination site are pegged with the new time.

Enabling network call-by-call statistics collection

To enable the collection of network call-by-call statistics for an application, configure the application for network call-by-call statistics collection at the source site (see the *Administrator's Guide*).

Note: Statistics are collected at the destination site, regardless of the configuration of call-by-call statistics collection at that site.

If you change the call-by-call statistics collection option at the source site, the change is effective only for calls arriving after the change is propagated through the network. Propagation can take several minutes.

Restrictions

The amount of data generated for call-by-call statistics is very large, and the time required to generate a report using call-by-call statistics is much longer than the time required to generate a report using summarized statistics.

Field descriptions

Associated Data

Description: Associated data is information associated with a specific event, such as

- the other extension, trunk ID, or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

Type: varchar

Length: 40

CallEvent

> **Description:** A unique identifier for the type of call event.
>
> **Type:** int
>
> **Length:** 4

CallEventName

> **Description:** The type of call event. For a complete list of call events that can be collected, refer to "Call events" on page 193.
>
> **Type:** varchar
>
> **Length:** 80

CallID

> **Description:** A unique number to identify a network call, as assigned by the server.
>
> **Note:** SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.
>
> **Type:** int
>
> **Length:** 4

Destination

> **Description:** The location where a call was directed during an event. The destination could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.
>
> **Type:** varchar
>
> **Length:** 40

EventData

> **Description:** The information related to or generated by this event. The data could be a PIN entered by the caller in response to the collect digits command; or an ANI, CLID, site ID, or activity code; or reasons for the event.
>
> **Type:** varchar
>
> **Length:** 40

Site

>   **Description:** The name of the source Symposium Call Center Server site, as
>   assigned during installation.
>
>   **Type:** varchar
>
>   **Length:** 30

Source

>   **Description:** The location of this call before this event occurred. The source
>   could be identified by a dialed number, trunk ID, agent ID, skillset ID,
>   application ID, IVR queue ID or name, or site ID, for example.

SourceSiteID

>   **Description:** A unique number that identifies the switch on the network, as
>   received from the switch.
>
>   **Note:** SQL does not support signed integers. Therefore, site IDs can appear
>   negative in the database views.
>
>   **Type:** int
>
>   **Length:** 4

TelsetLoginID

>   **Description:** The numeric ID the agent uses to log in to the phoneset, as defined
>   on the Phoneset – User Properties property page.
>
>   **Type:** varchar
>
>   **Length:** 16

Time

>   **Description:** The time when the event occurred. If Time Zone Relative to GMT
>   is configured correctly for the source and destination sites, this time is in the
>   time zone of the source site.
>
>   **Type:** char
>
>   **Length:** 8

Timestamp

> **Description:** The date and time when the data was pegged. The time is in the time zone of the source site.
>
> **Type:** datetime
>
> **Length:** 8

Call events

The following table lists the call event types and the field contents for each one.

Call Event	Source	Destination	Associated Data	Event Data
Call Answered At IVR Queue (Meridian 1 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1 switch)	NULL	NULL	intercall ID	dialed number
Call Entered IVR Queue (Meridian 1 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL

Call Event	Source	Destination	Associated Data	Event Data
Call On Hold At IVR Port (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Restored	NULL	NULL	NULL	NULL
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start
Call Transferred At IVR Queue (Meridian 1 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (Networking option)	skillset ID	NULL	NULL	dequeue reason
Digit Collection (DMS switch)	NULL	NULL	NULL	NULL
Digit Collection Ended	NULL	NULL	digits collected	duration time
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time

Call Event	Source	Destination	Associated Data	Event Data
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL
Give Music Completed	route ID	application ID	NULL	duration time
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Network Script Application (Networking option)	CDN	Application ID	"for normal call - ""NORM""; for transferred/ conferenced call - ""TRANF/CONF"""	NULL
Host Response	NULL	NULL	Host Name	NULL
Network Call Abandoned	application ID	NULL	NULL	NULL
Network Call Answered	NULL	NULL	skillset ID	time answered minus time queued
Network Call Arrived	route ID + trunk ID	CDN	DNIS	CLID

Call Event	Source	Destination	Associated Data	Event Data
Network Call Dequeued	skillset ID	NULL	NULL	dequeue reason
Network Call Queued	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released	NULL	NULL	NULL	NULL
Play Prompt (Meridian 1 switch)	NULL	NULL	NULL	voice file name + language ID
Play Prompt Ended (Meridian 1 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

Section C: Configuration views

In this section

Overview of configuration views

Introduction

Configuration data describes the configuration of your server.

Database views

Configuration data is accessible through database views. A database view is a logical representation of the database, which is used to organize the information in the database for your use.

AccessRights view

Introduction

This view lists all desktop users and their access levels.

Field descriptions

Comment

Description: The comments defined on the General – Access Class Properties property page, if any.

Type: varchar

Length: 127

CreateDeleteAccess

Description: Shows whether the user can add or remove objects of this type.

Type: char

Length: 1

CreateDeleteAgentAccess

Description: Shows whether the user can add or remove agents.

Type: char

Length: 1

CreateDeleteAllAgentAccess

Description: Shows whether the user can add or remove all agents.

Type: char

Length: 1

ExecuteAccess

Description: Shows whether the user can run objects of this type.

Type: char

Length: 1

ExecuteAgentAccess

> **Description:** Shows whether the user can run objects of this type to process his or her reporting or associated agents.
>
> **Type:** char
>
> **Length:** 1

ExecuteAllAgentAccess

> **Description:** Shows whether the user can run objects of this type for all agents.
>
> **Type:** char
>
> **Length:** 1

GivenName

> **Description:** The desktop user's first or given name, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

GroupName

> **Description:** The access class to which the desktop user belongs.
>
> **Type:** varchar
>
> **Length:** 40

ObjectKey

> **Description:** A unique identifier for a function for which the user has been assigned access rights.
>
> **Type:** varchar
>
> **Length:** 40

ObjectName

> **Description:** A function for which the user has been assigned access rights.
>
> **Type:** varchar
>
> **Length:** 40

PCLoginName

> **Description:** The desktop user's userid, defined on the Desktop – User
> Properties property page.
>
> **Type:** varchar
>
> **Length:** 30

ReadAccess

> **Description:** Shows whether the user has view access for this function.
>
> **Type:** char
>
> **Length:** 1

ReadAgentAccess

> **Description:** Shows whether the user has view access for his or her reporting or
> associated agents.
>
> **Type:** char
>
> **Length:** 1

ReadAllAgentAccess

> **Description:** Shows whether the user has view access for all agents.
>
> **Type:** char
>
> **Length:** 1

SurName

> **Description:** The desktop user's last or surname, as defined on the General –
> User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

WriteAccess

> **Description:** Shows whether the user has modify access for this function.
>
> **Type:** char
>
> **Length:** 1

WriteAgentAccess

> **Description:** Shows whether the user has modify access for his or her agents.

> **Type:** char

> **Length:** 1

WriteAllAgentAccess

> **Description:** Shows whether the user has modify access for all agents.

> **Type:** char

> **Length:** 1

ActivityCode view

Introduction

This view lists all of the activity codes and their assigned names.

Field descriptions

ActivityCode

Description: The number assigned to the activity code on the Activity Code Properties property sheet.

Type: nvchar

Length: 32

Name

Description: The name assigned to the activity code on the Activity Code Properties property sheet.

Type: varchar

Length: 30

Agent view

Introduction

This view lists agents and their properties.

Field descriptions

AlternateCallAnswer

Description: Meridian 1 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Meridian 1 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: Meridian 1 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

> **Description:** The department to which the agent belongs, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

GivenName

> **Description:** The agent's first or given name, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

NROSDN

> **Description:** DMS switch only. Shows whether the agent can receive calls while active on an outgoing call on his or her secondary DN.
>
> **Type:** char
>
> **Length:** 1

PersonalDN

> **Description:** Meridian 1 switch only. The agent's personal DN (if any), as defined on the Phoneset – User Properties page.
>
> **Type:** varchar
>
> **Length:** 32

ReturnToQueueMode

> **Description:** The mode of the agent's phoneset after returning a call to the queue.
>
> **Type:** varchar
>
> **Length:** 80

ReturnToQueueOnNoAnswer

> **Description:** Shows whether unanswered calls are returned to the queue.
>
> **Type:** char
>
> **Length:** 1

ReturnToQueueWaitInterval

> **Description:** The time before an unanswered call is returned to the queue.
>
> **Type:** smallint
>
> **Length:** 2

SecondaryDN

> **Description:** DMS switch only. The secondary DN configured on the phoneset at which the agent is logged in.
>
> **Type:** varchar
>
> **Length:** 16

SurName

> **Description:** The agent's last or surname, as defined on the General – User Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

SwitchID

> **Description:** The switch ID of the phoneset at which the agent is logged in, received from the switch.
>
> **Type:** int
>
> **Length:** 4

SwitchPortAddress

> **Description:** The switch port address of the phoneset at which the agent is logged in, received from the switch.
>
> **Type:** varchar
>
> **Length:** 30

SwitchPortName

> **Description:** The switch port name of the phoneset at which the agent is logged in, as received from the switch.
>
> **Type:** varchar
>
> **Length:** 30

TelsetLoginID

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

Type: varchar

Length: 16

TelsetShowReserve

Description: Networking option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

Type: char

Length: 1

TemplateID

Description: A unique ID for the agent's call presentation class, assigned when the call presentation class is added. The call presentation class is assigned to the agent on the Call Presentation property page. It determines how calls are presented to the agent.

Type: varchar

Length: 30

TemplateName

Description: The call presentation class assigned to the agent on the Call Presentation property page. The call presentation class determines how calls are presented to the agent.

Type: varchar

Length: 30

ThresholdTemplateID

Description: A unique ID for the agent's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

Type: varchar

Length: 30

ThresholdTemplateName

> **Description:** The threshold class assigned to the agent on the Threshold Class –
> User Properties property page.
>
> **Type:** varchar
>
> **Length:** 30

Title

> **Description:** The agent's title, as defined on the General – User Properties
> property page.
>
> **Type:** varchar
>
> **Length:** 64

UnionBreakTimer

> **Description:** Meridian 1 switch only. The length of the break period allowed
> between calls. This option is defined for the call presentation class to which the
> agent belongs.
>
> **Type:** smallint
>
> **Length:** 2

UserID

> **Description:** A unique ID for the agent, which is assigned by the server when
> the agent is added.
>
> **Type:** binary
>
> **Length:** 16

VariableWrap

> **Description:** DMS switch only. Shows whether the agent will be put into
> Variable Wrap state after a call. Calls will not be presented to agents while they
> are in Variable Wrap state. This option is defined for the call presentation class
> to which the agent belongs.
>
> **Type:** char
>
> **Length:** 1
>
> **Valid values:**
>
> ■   0 (variable wrap configured with an interval of 0)

- 1 (variable wrap configured with an interval greater than zero)
- 2 (release guard configured)

Application view

Introduction

The Application view lists all applications (master and primary scripts) and their service level. The view also indicates whether or not the server collects call-by-call statistics for the application.

Field descriptions

ApplicationID

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

Type: int

Length: 4

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Call by Call – Historical Statistic Configuration property page.

Type: tinyint

Length: 1

Name

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

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which this application belongs.

Type: varchar

Length: 30

TemplateID

> **Description:** A unique ID for the application's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.
>
> **Type:** int
>
> **Length:** 4

ApplicationByScript view

Introduction

The ApplicationByScript view describes the relationship between application scripts.

Parent script: definition

A parent script is any script that directs a call to another secondary script.

Child script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

Field descriptions

ChildComment

Description: Not used in this version.

Type: varchar

Length: 80

ChildName

Description: The name of the referenced script.

Type: varchar

Length: 30

ChildStatus

Description: The status of the referenced script.

Type: varchar

Length: 80

ChildUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ChildUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ParentComment

Description: Not used in this version.

Type: varchar

Length: 80

ParentName

Description: The name of the referencing script.

Type: varchar

Length: 30

ParentStatus

Description: The status of the referencing script.

Type: varchar

Length: 80

ParentUserFirstName

Description: The first or given name of the user who created the referencing script.

Type: varchar

Length: 30

ParentUserLastName

Description: The family or surname of the user who created the referencing script.

Type: varchar

Length: 30

ApplicationThresholdTemplate view

Introduction

The ApplicationThresholdTemplate view lists your applications threshold classes and their threshold levels.

Note: This view supersedes the ApplicationTemplate view.

Field descriptions

Field

Description: A field for which a threshold is defined in the threshold class to which the application belongs.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the threshold class to which this application belongs.

Type: varchar

Length: 30

ServiceLevelThreshold

> **Description:** The service level threshold for the threshold class.
>
> **Type:** int
>
> **Length:** 4

TemplateID

> **Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.
>
> **Type:** int
>
> **Length:** 4

CDN view

Introduction

The CDN view lists the CDNs and their assigned names and statuses.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the CDN.

Type: char

Length: 1

CDN

Description: The number assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 7

Name

Description: The name assigned to the CDN on the CDN Properties property sheet.

Type: varchar

Length: 30

Status

Description: The status of the CDN.

Type: varchar

Length: 80

Type

Description: The call type.

Valid values:

- Local
- Network

Type: varchar

Length: 80

CodeToMessage view

Introduction

This view is used internally by the program.

Field descriptions

Category

Description: A system-defined classification for the status code.

Type: varchar

Length: 30

Code

Description: The numeric status code value.

Type: int

Length: 4

Msg

Description: The corresponding message text.

Type: varchar

Length: 80

DNIS view

Introduction

The DNIS view lists the DNIS numbers and their properties.

Field descriptions

DNIS

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

Type: varchar

Length: 16

Name

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

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the DNIS, as defined on the DNIS Properties property sheet.

Type: int

Length: 4

TemplateID

Description: A unique identifier for the threshold class assigned to this DNIS. The system contains a single, system-defined DNIS threshold class.

Type: int

Length: 4

DNISThresholdTemplate view

Introduction

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class.

Field descriptions

Name

Description: The system-defined name of the threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class.

Type: int

Length: 4

TemplateID

Description: The system-defined unique identifier for the threshold class.

Type: int

Length: 4

Formula view

Introduction

The Formula view lists all of the customized formulas and their definitions. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Field descriptions

Class

Description: The class to which the formula belongs.

Type: varchar

Length: 80

Comment

Description: Additional information about the formula (if any), as defined on the Formula Properties property sheet.

Type: varchar

Length: 127

Definition

Description: The standard formulas used to create the custom formula.

Type: varchar

Length: 255

Format

Description: The display format for the formula

Type: varchar

Length: 80

FormulaID

      Description: A unique identifer for a formula, which is assigned by the server when the formula is added.

      Type: int

      Length: 4

Name

      Description: The name of the formula.

      Type: varchar

      Length: 30

HistoricalStatCollection view

Introduction

The HistoricalStatCollection view lists all of the data types the Symposium Call Center Server can collect and, for each one, indicates whether it is selected.

Field descriptions

ActivityCode

Description: Shows whether statistics in the activity code statistics group will be collected.

Type: char

Length: 1

AgentByApplication

Description: Shows whether statistics in the agent by application statistics group will be collected.

Type: char

Length: 1

AgentLogin

Description: Shows whether statistics in the agent login and logout statistics group will be collected.

Type: char

Length: 1

AgentPerformance

Description: Shows whether statistics in the agent performance statistics group will be collected.

Type: char

Length: 1

Application

>   **Description:** Shows whether statistics in the application statistics group will be collected.
>
>   **Type:** char
>
>   **Length:** 1

CDN

>   **Description:** Shows whether statistics in the CDN statistics group will be collected.
>
>   **Type:** char
>
>   **Length:** 1

DNIS

>   **Description:** Shows whether statistics in the DNIS statistics group will be collected.
>
>   **Type:** char
>
>   **Length:** 1

IVR

>   **Description:** Meridian 1 switch only. Shows whether statistics in the IVR statistics group will be collected.
>
>   **Type:** char
>
>   **Length:** 1

IVRPort

>   **Description:** Meridian 1 switch only. Shows whether statistics in the IVR port statistics group will be collected.
>
>   **Type:** char
>
>   **Length:** 1

IVRPortLogin

> **Description:** Meridian 1 switch only. Shows whether statistics in the IVR port login and logout statistics group will be collected.
>
> **Type:** char
>
> **Length:** 1

NetworkCall

> **Description:** Networking option only. Shows whether statistics in the network call statistics group will be collected.
>
> **Type:** char
>
> **Length:** 1

NetworkOutCall

> **Description:** Networking option only. Shows whether statistics in the network outcall statistics group will be collected.
>
> **Type:** char
>
> **Length:** 1

RANMusicRoute

> **Description:** Shows whether statistics in the RAN/Music route statistics group will be collected.
>
> **Type:** char
>
> **Length:** 1

Route

> **Description:** Meridian 1 switch only. Shows whether statistics in the route statistics group will be collected.
>
> **Type:** char
>
> **Length:** 1

Skillset

    Description: Shows whether statistics in the skillset statistics group will be collected.

    Type: char

    Length: 1

SkillsetByAgent

    Description: Shows whether statistics in the agent by skillset statistics group will be collected.

    Type: char

    Length: 1

SkillsetState

    Description: Not used in this version.

Trunk

    Description: Meridian 1 switch only. Shows whether statistics in the trunk statistics group will be collected.

    Type: char

    Length: 1

HistoricalStatDuration view

Introduction

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

Field descriptions

BusinessDaysPerWeek

Description: The number of business days per week for which the system collects historical statistics data.

Type: smallint

Length: 2

BusinessHoursPerDay

Description: The number of hours per business day that the system collects historical statistics data.

Type: smallint

Length: 2

DaysofAgentLogin

Description: The number of days agent login statistics are stored by the system.

Type: smallint

Length: 2

DaysOfCallByCall

Description: The number of days call-by-call statistics are stored by the system.

Type: smallint

Length: 2

DaysOfDaily

> **Description:** The number of days daily statistics are stored by the system.
>
> **Type:** smallint
>
> **Length:** 2

DaysOfInterval

> **Description:** The number of days interval statistics are stored by the system.
>
> **Type:** smallint
>
> **Length:** 2

DaysofIVRPortLogin

> **Description:** Meridian 1 switch only. The number of days IVR port login stastics are stored by the system.
>
> **Type:** smallint
>
> **Length:** 2

DaysOfSkillsetState

> **Description:** Not used in this version.

FirstDayOfWeek

> **Description:** The day defined as the first day of the business week. This is the day that weekly statistics are cumulated for the previous week.
>
> **Type:** varchar
>
> **Length:** 80

MonthsOfMonthly

> **Description:** The number of months monthly statistics are stored by the system.
>
> **Type:** smallint
>
> **Length:** 2

WeeksOfWeekly

> **Description:** The number of weeks weekly statistics are stored by the system.
>
> **Type:** smallint
>
> **Length:** 2

HistoricalStatStorage view

Introduction

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

Where properties are defined

Historical Statistics Storage Properties are defined on the Historical Statistics Configuration property page.

Field descriptions

Configured

Description: The value configured for this parameter on the Historical Statistics Configuration property sheet.

Type: int

Length: 4

Parameter

Description: The name of the parameter.

Type: varchar

Length: 80

Purchased

Description: The purchased value for this parameter.

Type: int

Length: 4

System

> **Description:** The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged in.
>
> **Type:** int
>
> **Length:** 4

IVRPort view

Introduction

Meridian 1 switch only. The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the voice port.

Type: char

Length: 1

IVRPortID

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

Type: varchar

Length: 16

IVRQueueID

Description: The threshold class to which the IVR queue is assigned.

Type: varchar

Length: 7

Name

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

Type: varchar

Length: 30

Status

    Description: The status of the voice port.

    Type: varchar

    Length: 80

SwitchID

    Description: The switch ID of an IVR port, as received from the switch.

    Type: int

    Length: 4

SwitchPortAddress

    Description: The switch address of the IVR port, as received from the switch.

    Type: varchar

    Length: 40

SwitchPortName

    Description: The name assigned to the IVR port on the switch, as received from the switch.

    Type: varchar

    Length: 30

IVRQueue view

Introduction

Meridian 1 switch only. The IVRQueue view lists the IVR ACD-DNs and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire the IVR ACD-DN.

Type: char

Length: 1

IVRQueueID

Description: A unique identifier for the IVR ACD-DN, which is assigned by the server when the IVR ACD-DN is added.

Type: varchar

Length: 7

Name

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

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for the threshold class to which the IVR ACD-DN belongs.

Type: int

Length: 4

Status

> **Description:** The status of the IVR ACD-DN.
>
> **Type:** varchar
>
> **Length:** 80

TemplateID

> **Description:** The name of the threshold class to which the IVR ACD-DN belongs.
>
> **Type:** int
>
> **Length:** 4

IVRThresholdTemplate view

Introduction

Meridian 1 switch only. The IVRThresholdTemplate view lists the IVR threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

> **Description:** The name of the IVR threshold class.
>
> **Type:** varchar
>
> **Length:** 30

ServiceLevelThreshold

> **Description:** The service level threshold for this threshold class.
>
> **Type:** int
>
> **Length:** 4

TemplateID

> **Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.
>
> **Type:** int
>
> **Length:** 4

NCCConfig view

Introduction

NCC option only. The NCCConfig view is not used in the this version.

Field descriptions

NumBestNodes

Description: Not used in this version.

Type: int

Length: 4

StaleDataRatio

Description: Not used in this version.

Type: int

Length: 4

UpdateRate

Description: Not used in this version.

Type: int

Length: 4

NCCNetworkSkillset view

Introduction

NCC option only. The NCCNetworkSkillset view lists all the network skillsets and, for each one, indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

Round robin

The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

Fields descriptions

Comment

Description: Additional information about the network skillset, as defined on the Skillset Properties property page, if any.

Type: int

Length: 4

IdleAgentsPriority

Description: Not used in this release.

Type: smallint

Length: 2

NetworkSkillset

Description: The name of the network skillset, as defined on the Skillset Properties property sheet.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as defined when the network skillset is added.

Type: int

Length: 4

UseBestNode

Description: Not used in this release.

Type: char

Length: 1

UseRoundRobin

Description: The routing table method used for the network skillset.

Type: char

Length: 1

Valid values:

- 0 (sequential)
- 1 (round robin)

NCCRanking view

Introduction

NCC option only. The NCCRanking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field descriptions

DstSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

NetworkSkillsetID

Description: The unique identifier for a network skillset, assigned when the skillset is configured on the NCC.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

       Description: The ranking of the destination site in the routing table.

       Type: smallint

       Length: 2

SrcSiteID

       Description: The unique identifier for a source site, assigned when the site is configured on the NCC.

       Type: int

       Length: 4

SrcSiteName

       Description: The name of the source site.

       Type: varchar

       Length: 30

NCCRemoteApplication view

Introduction

NCC option only. The NCCRemoteApplication view lists all applications (master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field descriptions

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network)
- 3 (local and network)

Name

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

Type: varchar

Length: 30

RemoteApplicationID

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

Type: int

Length: 4

ServiceLevelThreshold

> **Description:** The service level threshold for the threshold class to which this application belongs.
>
> **Type:** int
>
> **Length:** 4

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

SiteName

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

NCCSite view

Introduction

NCC option only. The NCCSite view lists each site in the network and, for each one, shows its properties.

Fields descriptions

Comment

Description: The comments defined on the Site Properties dialog box, if any.

Type: varchar

Length: 127

ContactNumber

Description: The phone number of the contact person.

Type: varchar

Length: 30

ContactPerson

Description: The contact person name for the site.

Type: varchar

Length: 30

Name

Description: The name of the site.

Type: varchar

Length: 30

OutOfServiceTimer

> **Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.
>
> **Type:** int
>
> **Length:** 4

RelativeGMT

> **Description:** The time difference (in hours) between GMT and the time zone in which the site is located.
>
> **Type:** int
>
> **Length:** 4

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

NetworkConfig view

Introduction

Networking option only. This view contains the name of the NCC for the server.

Field descriptions

NCCSite

Description: The name of the NCC, as defined when the server was installed. You can view the NCC name from the Network Communication Parameters dialog box.

Type: varchar

Length: 30

NetworkRankingAssignment view

Introduction

Networking option only. The NetworkRankingAssignment view provides a listing of the network control center (NCC) table routing assignments.

Field descriptions

AssignName

Description: The name of the table routing assignment, as defined when the assignment was configured on the NCC.

Type: varchar

Length: 30

Comment

Description: The comments defined on the Ranking Table Properties property sheet, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

DestSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DestSiteName

> **Description:** A destination site for this network skillset, as defined in the routing table.
>
> **Type:** varchar
>
> **Length:** 30

NetworkSkillsetID

> **Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.
>
> **Type:** int
>
> **Length:** 4

NetworkSkillsetName

> **Description:** The name of a network skillset included in this table routing assignment.
>
> **Type:** varchar
>
> **Length:** 30

Rank

> **Description:** The ranking of the site in the routing table.
>
> **Type:** smallint
>
> **Length:** 2

RankingAssignID

> **Description:** The unique identifier for the table routing assignment, as defined when the assignment was configured on the NCC.
>
> **Type:** int
>
> **Length:** 4

SrcSiteID

> **Description:** The unique identifier for the source site, assigned when the site is configured on the NCC.
>
> **Type:** int
>
> **Length:** 4

SrcSiteName

Description: The source site for which the table routing assignment has been defined.

Type: varchar

Length: 30

Status

Description: The current status for this table routing assignment.

Type: varchar

Length: 80

NetworkSkillsetStatus view

Introduction

Networking option only. The NetworkSkillsetStatus view provides a listing of the network skillsets and their statuses.

Field descriptions

FilterStatus

Description: Indicates whether the skillset is being filtered.

Type: smallint

Length: 2

Valid values:

- 11 (Server communication failure)
- 12 (Dialable DN has not been configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)
- 15 (Trunk allocation problem, server suspended)
- 16 (Incompatible server versions)
- any other value (Undefined)

FlowControlStatus

Description: Indicates whether the skillset is rejecting calls, because too many calls are queued.

Type: smallint

Length: 2

Valid values:

- 0 (Off)
- 1 (Max Request)
- 2 (Out of Service)

- 3 (Unknown Skillset)

- any other value (Undefined)

NetworkSkillset

Description: The name of the network skillset.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

Type: int

Length: 4

SiteName

Description: The destination site.

Type: varchar

Length: 30

NetworkThresholdTemplate view

Introduction

Networking option only. Not used in this version.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the IVR threshold class.

Type: varchar

Length: 30

ServiceLevelThreshold

Description: The service level threshold for this threshold class.

Type: int

Length: 4

TemplateID

> **Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

> **Type:** int

> **Length:** 4

PhonesetDisplay view

Introduction

Meridian 1 switch only. This view lists the configured display types, the width of each display, and the number of rows in each display.

Field descriptions

DisplayTypeName

Description: The type of display the phoneset uses.

Valid values:

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

Type: varchar

Length: 80

FieldName

Description: The name of the field displayed on the phoneset.

Type: varchar

Length: 80

Row

Description: The row in which the field appears.

Type: smallint

Length: 2

Width

Description: The display width for the field.

Type: smallint

Length: 2

Ranking view

Introduction

Networking option only. The Ranking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

Field descriptions

DstSiteID

Description: The unique identifier for a destination site, assigned when the site is configured on the NCC.

Type: int

Length: 4

DstSiteName

Description: The name of a site to which calls for the network skillset can be routed.

Type: varchar

Length: 30

NetworkSkillsetID

Description: A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

Type: int

Length: 4

NetworkSkillsetName

Description: The name of a network skillset defined on the source site.

Type: varchar

Length: 30

Rank

>**Description:** The ranking of the destination site in the routing table.

>**Type:** smallint

>**Length:** 2

 SrcSiteID

>**Description:** The unique identifier for a source site, assigned when the site is configured on the NCC.

>**Type:** int

>**Length:** 4

SrcSiteName

>**Description:** The name of the source site.

>**Type:** varchar

>**Length:** 30

RealTimeColumn view

Introduction

The RealTimeColumn view lists the real-time display definitions and their column definitions.

Field descriptions

Column

Description: The column number of a field that appears on a real-time display definition.

Type: smallint

Length: 2

Format

Description: The format of the column.

Valid values:

- text
- numeric
- time
- bar chart

Type: varchar

Length: 80

FormulaID

Description: A unique identifier for the formula used in this column, which is assigned by the server when the formula is added.

Type: int

Length: 4

Label

> **Description:** The label of the column, as it appears on the real-time display.
>
> **Type:** varchar
>
> **Length:** 80

TemplateID

> **Description:** A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.
>
> **Type:** int
>
> **Length:** 4

ScaleFrom

> **Description:** For columns with bar format only. The minimum scale value to be reported in this column.
>
> **Type:** smallint
>
> **Length:** 2

ScaleTo

> **Description:** For columns with bar format only. The maximum scale value to be reported in this column.
>
> **Type:** smallint
>
> **Length:** 2

RealTimeStatCollection view

Introduction

The RealTimeStatCollection view lists the real-time statistical information you configured the Symposium Call Center Server to collect.

Moving window mode

In moving window mode, statistics shown represent the last ten minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Field descriptions

IntervalDuration

Description: The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

Type: smallint

Length: 2

IntervalStartTime

Description: The interval start time for collecting real-time statistics.

Type: char

Length: 8

ITDAgent

>   **Description:** Shows whether agent statistics are displayed using the interval-to-date format.

>   **Type:** char

>   **Length:** 1

ITDApplication

>   **Description:** Shows whether application statistics are displayed using the interval-to-date format.

>   **Type:** char

>   **Length:** 1

ITDIVR

>   **Description:** Meridian 1 switch only. Shows whether IVR statistics are displayed using the interval-to-date format.

>   **Type:** char

>   **Length:** 1

ITDNetworkCall

>   **Description:** Networking option only. Shows whether network call statistics are displayed using the interval-to-date format.

>   **Type:** varchar

>   **Length:** 80

ITDNodalCall

>   **Description:** Networking option only. Shows whether call center summary statistics are displayed using the interval-to-date format.

>   **Type:** int

>   **Length:** 4

ITDRoute

> **Description:** Meridian 1 switch only. Shows whether route statistics are displayed using the interval-to-date format.
>
> **Type:** varchar
>
> **Length:** 80

ITDSkillset

> **Description:** Shows whether skillset statistics are displayed using the interval-to-date format.
>
> **Type:** varchar
>
> **Length:** 80

MinRefreshRate

> **Description:** The minimum interval between refreshes of real-time statistics displays.
>
> **Type:** varchar
>
> **Length:** 80

MWAgent

> **Description:** Shows whether agent statistics are displayed using the interval-to-date format.
>
> **Type:** char
>
> **Length:** 1

MWApplication

> **Description:** Shows whether application statistics are displayed using the moving window format.
>
> **Type:** char
>
> **Length:** 1

MWIVR

> **Description:** Meridian 1 switch only. Shows whether IVR statistics are displayed using the moving window format.
>
> **Type:** char
>
> **Length:** 1

MWNetworkCall

> **Description:** Networking option only. Shows whether network call statistics are displayed using the moving window format.
>
> **Type:** varchar
>
> **Length:** 80

MWNodalCall

> **Description:** Networking option only. Shows whether call center summary statistics are displayed using the moving window format.
>
> **Type:** int
>
> **Length:** 4

MWRoute

> **Description:** Meridian 1 switch only. Shows whether route statistics are displayed using the moving window format.
>
> **Type:** varchar
>
> **Length:** 80

MWSkillset

> **Description:** Shows whether skillset statistics are displayed using the moving window format.
>
> **Type:** varchar
>
> **Length:** 80

RealTimeTemplate view

Introduction

The RealTimeTemplate view lists the real-time display definitions and their general properties.

Field descriptions

Class

Description: The class to which the real-time display definition belongs.

Type: varchar

Length: 80

Name

Description: The name of the real-time display definition.

Type: varchar

Length: 30

RefreshRate

Description: The refresh rate defined for the real-time display definition.

Type: int

Length: 4

TemplateID

Description: A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

Type: int

Length: 4

ViewMode

Description: The view mode defined for the real-time display definition.

Valid values:

- Moving Window
- Interval To Date

Type: varchar

Length: 80

RemoteApplication view

Introduction

Networking option only. The RemoteApplication view lists all applications defined in the network except those defined at the local site.

Field descriptions

CallByCall

Description: Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

Type: tinyint

Length: 1

Valid values:

- 0 (none)
- 1 (local)
- 2 (network only)
- 3 (local and network)

Name

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

Type: varchar

Length: 30

RemoteApplicationID

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

Type: int

Length: 4

ServiceLevelThreshold

> **Description:** The service level threshold for the threshold class to which this application belongs.
>
> **Type:** int
>
> **Length:** 4

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

SiteName

> **Description:** The name of the Symposium Call Center Server site, as assigned during installation.
>
> **Type:** varchar
>
> **Length:** 30

Route view

Introduction

Meridian 1 switch only. The Route view lists the routes and their properties.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The name of the route, as defined on the Route Properties property page.

Type: varchar

Length: 30

RouteID

Description: The route number.

Type: int

Length: 4

Status

Description: The status of the route.

Type: varchar

Length: 80

TemplateID

>   **Description:** A unique identifier for the threshold class to which the route belongs, which is assigned by the server when the threshold class is added.

>   **Type:** int

>   **Length:** 4

RouteThresholdTemplate view

Introduction

Meridian 1 switch only. The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of the field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

> **Description:** The name of the route threshold class.

> **Type:** varchar

> **Length:** 30

TemplateID

> **Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

> **Type:** int

> **Length:** 4

ScheduledSkillsetAssignment view

Introduction

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

Field descriptions

AssignID

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

Type: int

Length: 4

AssignName

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

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Properties property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

> **Description:** The agent's priority for this skillset.
>
> **Range:** 1–48
>
> where 1 is the highest priority and 48 is the lowest priority.
>
> **Type:** tinyint
>
> **Length:** 1

SkillsetID

> **Description:** A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.
>
> **Type:** int
>
> **Length:** 4

SkillsetName

> **Description:** The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.
>
> **Type:** varchar
>
> **Length:** 64

SkillsetState

> **Description:** The current state of the skillset.
>
> **Valid values:**
> - Standby
> - Active
>
> **Type:** varchar
>
> **Length:** 80

Status

> **Description:** The status of the agent to skillset assignment.
>
> **Valid values:**
> - Edited/Saved
> - Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

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

Type: varchar

Length: 64

UserID

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

Type: binary

Length: 16

UserSurName

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

Type: varchar

Length: 64

UserTelsetLogin

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

Type: varchar

Length: 16

ScheduledSupervisorAssignment view

Introduction

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

Field descriptions

AgentID

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

Type: binary

Length: 16

AssignID

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

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the General – Agent to Supervisor Assignment Properties property page.

Type: varchar

Length: 64

AssignType

The assignment type.

Type: varchar

Length: 80

Comment

> **Description:** The comments defined on the General – Agent to Supervisor Assignment Properties property page, if any.
>
> **Type:** varchar
>
> **Length:** 127

ErrorCode

> **Description:** A numeric value for the error encountered when the assignment last ran (if any).
>
> **Type:** int
>
> **Length:** 4

Status

> **Description:** The status of the agent to supervisor assignment.
>
> **Valid values:**
>
> - Edited/Saved
> - Ran OK
> - Ran with error
> - Scheduled
> - Never scheduled
> - Duplicate assignment entry
>
> **Type:** varchar
>
> **Length:** 80

SupervisorGivenName

> **Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorID

Description: A unique ID for the supervisor to which the user is assigned when this assignment is run. This identifier is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorSurName

Description: The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

Type

Description: The assignment type.

Valid values:

- P (Reporting)
- S (Associated)

Type: char

Length: 1

Script view

Introduction

The Script view lists the scripts and their properties. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Comment

Description: Additional information about the script, as defined on the Script Properties property sheet, if any.

Type: varchar

Length: 30

GivenName

Description: The first or given name of the user who performed the most recent action on the script.

Type: varchar

Length: 30

LastModified

Description: The date when the most recent action was performed on the script.

Type: datetime

Length: 8

Name

Description: The name of the script, as defined in the Scripts window.

Type: varchar

Length: 30

Owner

> **Description:** The name of the user who created the script.
>
> **Type:** nvarchar
>
> **Length:** 80

ScriptID

> **Description:** A unique identifier for the script, which is assigned by the server when the script is added.
>
> **Type:** int
>
> **Length:** 4

Status

> **Description:** The status of the variable.
>
> **Valid values:**
>
> - Activated
> - Deactivated
>
> **Type:** varchar
>
> **Length:** 80

SurName

> **Description:** The last or surname of the user who performed the most recent action on the script.
>
> **Type:** varchar
>
> **Length:** 30

Type

> **Description:** The type of script.
>
> **Valid values:**
>
> - Local Master
> - Network
> - Primary
> - Secondary
>
> **Type:** varchar
>
> **Length:** 80

ScriptVariableProperties view

Introduction

The ScriptVariableProperties view lists the script variables and their properties. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Class

Description: The name of the variable class to which this variable belongs.

Valid values:

- Item
- Set Of Values

Type: varchar

Length: 80

Comment

Description: Not used.

Grouping

Description: The name of the variable group to which this variable belongs.

Valid values:

- Global Variable
- Call Variable

Type: varchar

Length: 80

Name

Description: The name of the script variable.

Type: varchar

Length: 30

Status

> **Description:** The status of the variable.
>
> **Valid values:**
>
> - Activated
> - Deactivated
>
> **Type:** varchar
>
> **Length:** 80

Type

> **Description:** The data type of the variable. For more information about variables, refer to the *Scripting Guide*.
>
> **Type:** varchar
>
> **Length:** 80

ScriptVariables view

Introduction

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable. For more information on scripting, refer to the *Scripting Guide*.

Field descriptions

Script

Description: The name of a script that uses this variable, as defined in the Scripts window.

Type: varchar

Length: 32

ScriptStatus

Description: The status of the script.

Valid values:

- Edited
- Validated
- Activated

Type: varchar

Length: 80

ScriptType

Description: The type of script.

Valid values:

- Local Master
- Network
- Primary
- Secondary

Type: varchar

Length: 80

Variable

Description: The name of the script variable.

Type: varchar

Length: 30

VariableStatus

Description: The status of the variable.

Valid values:

- Activated
- Deactivated

Type: varchar

Length: 80

VariableType

Description: The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

Type: varchar

Length: 80

Site view

Introduction

Networking option only. The Site view lists the sites and their properties.

Field descriptions

Comment

Description: The comments defined on the Site Properties dialog box, if any.

Type: varchar

Length: 127

ContactNumber

Description: The phone number of the contact person.

Type: varchar

Length: 30

ContactPerson

Description: The name of the contact person for the site.

Type: varchar

Length: 30

IsLocal

Description: Specifies whether the site is the local site or a remote site.

Valid values:

- 0 (remote)
- 1 (local)

Type: char

Length: 1

Name

> **Description:** The name of the site.
>
> **Type:** varchar
>
> **Length:** 30

OutOfServiceTimer

> **Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.
>
> **Type:** int
>
> **Length:** 4

RelativeGMT

> **Description:** The time difference (in hours) between GMT and the time zone in which the site is located.
>
> **Type:** int
>
> **Length:** 4

SiteID

> **Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.
>
> **Type:** int
>
> **Length:** 4

TemplateID

> **Description:** Not used in this version.
>
> **Type:** char
>
> **Length:** 1

TemplateName

> **Description:** Not used in this version.
>
> **Type:** varchar
>
> **Length:** 30

Skillset view

Introduction

The Skillset view lists all skillsets and their general properties.

Field descriptions

ActivityCode

Description: Meridian 1 switch only. The default activity code for the skillset.

Type: varchar

Length: 32

CallAgePreference

Description: The call age preference for a skillset.

Valid values:

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

Type: smallint

Length: 2

CallSourcePreference

Description: Networking option only. The call source preference for a skillset.

Valid values:

- 15 (Local)
- 16 (Network)
- 17 (None)

Type: smallint

Length: 2

CallRequestQueueSize

Description: The maximum number of calls that can be queued to this skillset.

Type: int

Length: 4

CallRequestQueueSizeThreshold

Description: The number by which queued calls must decrease before more calls will be queued to this skillset.

Type: int

Length: 4

Comment

Description: The comments defined on the General – Skillset Properties property page, if any.

Type: varchar

Length: 127

DN

Description: The ACD-DN number for which calls will be pegged to this skillset, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 7

IdleAgentsPriority

Description: The agent idle time preference defined on the Global Settings dialog box.

Type: smallint

Length: 2

IsNetworked

Description: Networking option only. Shows whether a skillset is networked.

Type: char

Length: 1

MinShortCallDelay

Description: The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered to be short calls.

Type: int

Length: 4

NetworkSkillsetComment

Description: Networking option only.

Type: varchar

Length: 127

NetworkSkillsetID

Description: Networking option only.

Type: int

Length: 4

NetworkSkillsetName

Description: Networking option only.

Type: varchar

Length: 30

NightServiceType

The night service type for a skillset.

Valid values:

- 20 (Transition)
- 21 (Night)
- any other value (None)

Type: smallint

Length: 2

ServiceLevelThreshold

> **Description:** The service level for the threshold class to which the skillset belongs.
>
> **Type:** int
>
> **Length:** 4

Skillset

> **Description:** The name of the skillset, as defined on the Skillset Properties property sheet.
>
> **Type:** varchar
>
> **Length:** 30

SkillsetID

> **Description:** A unique identifier for the skillset, which is assigned by the server when the skillset is added.
>
> **Type:** varchar
>
> **Length:** 30

TemplateID

> **Description:** A unique identifier for the threshold class to which the skillset belongs, which is assigned by the server when the threshold class is added.
>
> **Type:** int
>
> **Length:** 4

UseBestNode

> **Description:** Not used.

UseRoundRobin

> **Description:** Networking option only.
>
> **Type:** char
>
> **Length:** 1
>
> **Valid values:**
> - 0 (round robin)
> - 1 (sequential)

SkillsetByAgent view

Introduction

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

Field descriptions

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset, assigned when the skillset is added.

Type: int

Length: 4

SkillsetState

Description: The skillset state.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

UserID

> **Description:** A unique ID for an agent assigned to this skillset, which is assigned by the server when the agent is added.
>
> **Type:** binary
>
> **Length:** 16

SkillsetByAssignment view

Introduction

The SkillsetByAssignment view lists skillsets and the agent to skillset assignments in which they are assigned.

Field descriptions

AssignID

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

Type: int

Length: 4

AssignName

Description: The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Assignment property page.

Type: varchar

Length: 64

Comment

Description: The comments defined on the General – Agent to Skillset Assignment property page, if any.

Type: varchar

Length: 127

ErrorCode

Description: A numeric value for the error encountered when the assignment last ran (if any).

Type: int

Length: 4

Priority

Description: The agent's priority for this skillset.

Range: 1–48

where 1 is the highest priority and 48 is the lowest priority.

Type: tinyint

Length: 1

SkillsetID

Description: A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

Type: int

Length: 4

SkillsetName

Description: The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

Type: varchar

Length: 64

SkillsetState

Description: The current state of the skillset.

Valid values:

- Standby
- Active

Type: varchar

Length: 80

Status

Description: The status of the agent to skillset assignment.

Valid values:

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

Type: varchar

Length: 80

UserGivenName

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

Type: varchar

Length: 64

UserID

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

Type: binary

Length: 16

UserSurName

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

Type: varchar

Length: 64

UserTelsetLoginID

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

Type: varchar

Length: 16

SkillsetThresholdTemplate view

Introduction

The SkillsetThresholdTemplate view lists the skillset threshold classes and their threshold levels.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

MinShortCallDelay

      Description: The length of a short call for this threshold class.

      Type: int

      Length: 4

Name

      Description: The name of the skillset threshold class.

      Type: varchar

      Length: 30

ServiceLevelThreshold

      Description: The service level threshold for this threshold class.

      Type: int

      Length: 4

TemplateID

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

      Type: int

      Length: 4

SummaryThresholdTemplate view

Introduction

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

Field descriptions

Field

Description: The name of field for which a threshold is defined in the threshold class.

Type: varchar

Length: 80

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

>**Description:** The name of the nodal threshold class.

>**Type:** varchar

>**Length:** 30

TemplateID

>**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

>**Type:** int

>**Length:** 4

Supervisor view

Introduction

The Supervisor view lists all of the Symposium Call Center Server supervisors and their general properties.

Field descriptions

Comment

Description: The comments defined on the General – User Properties property page, if any.

Type: varchar

Length: 127

Department

Description: The department to which the supervisor belongs, as defined on the General – User Properties property page for the supervisor.

Type: varchar

Length: 64

GivenName

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

Type: varchar

Length: 64

PCLoginName

Description: The supervisor's desktop userid, defined on the Desktop – User Properties property page.

Type: varchar

Length: 40

PersonalDN

>   **Description:** Meridian 1 switch only. The supervisor's personal directory number.
>
>   **Type:** varchar
>
>   **Length:** 32

SurName

>   **Description:** The family or surname of the supervisor, as defined on the General – User Properties property page for the supervisor.
>
>   **Type:** varchar
>
>   **Length:** 64

SwitchID

>   **Description:** The switch ID of the phoneset at which the supervisor is logged in, received from the switch.
>
>   **Type:** int
>
>   **Length:** 4

SwitchPortAddress

>   **Description:** The switch port address of the phoneset at which the supervisor is logged in, received from the switch.
>
>   **Type:** varchar
>
>   **Length:** 30

SwitchPortName

>   **Description:** The switch port name of the phoneset at which the supervisor is logged in, as received from the switch.
>
>   **Type:** varchar
>
>   **Length:** 30

TelsetLoginID

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

>   **Type:** varchar

>   **Length:** 16

TemplateID

>   **Description:** A unique identifier for the access class to which the supervisor belongs, which is assigned by the server when the access class is added.

>   **Type:** int

>   **Length:** 4

TemplateName

>   **Description:** The name of the access class to which the supervisor belongs.

>   **Type:** nvarchar

>   **Length:** 30

ThresholdTemplateID

>   **Description:** A unique identifier for the threshold class to which the supervisor belongs, which is assigned by the server when the threshold class is added.

>   **Type:** int

>   **Length:** 4

ThresholdTemplateName

>   **Description:** The name of the threshold class to which the supervisor belongs.

>   **Type:** nvarchar

>   **Length:** 30

Title

>   **Description:** The supervisor's title, as defined on the General – User Properties property page for the supervisor.

>   **Type:** varchar

>   **Length:** 64

UserID

Description: A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

Type: binary

Length: 16

SupervisorAgentAssignment view

Introduction

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

Field descriptions

AgentGivenName

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

Type: varchar

Length: 64

AgentSurName

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

Type: varchar

Length: 64

AgentTelsetLoginID

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

Type: varchar

Length: 16

AgentUserID

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

Type: binary

Length: 16

SupervisorGivenName

> **Description:** The first or given name of the supervisor, as defined on the General – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorSurname

> **Description:** The surname or family name of the supervisor, as defined on the General – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorTelsetLoginID

> **Description:** The numeric ID the supervisor uses to log in at the phoneset, as defined on the Phoneset – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 16

SupervisorUserID

> **Description:** A unique ID for the supervisor, which is assigned by the server when the supervisor is added.
>
> **Type:** binary
>
> **Length:** 16

Type

> **Description:** Shows whether the supervisor is the reporting or associated supervisor for an agent.
>
> **Type:** char
>
> **Length:** 1
>
> **Valid values:**
>
> - P (Reporting)
> - S (Associated)

SupervisorByAssignment view

Introduction

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

Field descriptions

AgentID

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

Type: binary

Length: 16

AssignID

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

Type: int

Length: 4

AssignName

Description: The name of the agent to supervisor assignment, as defined on the Agent to Supervisor Assignment Properties property sheet.

Type: varchar

Length: 64

AssignType

Description: The assignment type.

Type: varchar

Length: 80

Comment

> **Description:** The comments defined on the Agent to Supervisor Assignment property sheet, if any.
>
> **Type:** varchar
>
> **Length:** 127

ErrorCode

> **Description:** A numeric value for the error encountered when the assignment last ran (if any).
>
> **Type:** int
>
> **Length:** 4

Status

> **Description:** The status of the agent to supervisor assignment.
>
> **Valid values:**
>
> - Edited/Saved
> - Ran OK
> - Ran with error
> - Scheduled
> - Never scheduled
> - Duplicate assignment entry
>
> **Type:** varchar
>
> **Length:** 80

SupervisorGivenName

> **Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 64

SupervisorID

> **Description:** A unique ID for the supervisor to which the user is assigned when this assignment is run, which is assigned by the server when the supervisor is added.
>
> **Type:** binary
>
> **Length:** 16

SupervisorSurName

> **Description:** The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.
>
> **Type:** varchar
>
> **Length:** 64

Type

> **Description:** The assignment type.
>
> **Valid values:**
> - P (Reporting)
> - S (Associated)
>
> **Type:** varchar
>
> **Length:** 80

SwitchPort view

Introduction

This view lists phoneset ports and their switch configuration information.

Field descriptions

Acquire

Description: Shows whether there is a request to acquire or deacquire the route.

Type: char

Length: 1

Name

Description: The switch port name of the phoneset at which the agent is logged in, as received from the switch.

Type: varchar

Length: 30

PortAddress

Description: The switch port address of the phoneset at which the agent is logged in, as received from the switch.

Type: varchar

Length: 30

PositionID

Description: Meridian 1 switch only. A unique identifier for the agent's position ID, as received from the switch.

Type: int

Length: 4

SecondaryDN

    Description: DMS switch only. The secondary DN defined on the phoneset.

    Type: int

    Length: 4

Status

    Description: The status of the phoneset.

    Type: varchar

    Length: 80

SwitchID

    Description: The switch ID of the phoneset at which the agent is logged in, received from the switch.

    Type: int

    Length: 4

Type

    Description: The phoneset type.

    Type: varchar

    Length: 80

TargetSwitchComm view

Introduction

Networking option only. This view lists the parameters configured for each of the destination sites in the network. These parameters are defined on the Site Parameters dialog box.

Field descriptions

AgentReserveTimer

Description: The amount of time an agent at this site is reserved for a network call, as defined in the Agent Reserve Timer field.

Type: int

Length: 4

DialableDN

Description: The number your switch will dial to connect to the destination site, as defined in the Dialable DN field.

Type: varchar

Length: 32

NumRetries

Description: The number of times your switch will attempt to connect to the destination site, if a connection attempt is unsuccessful, as defined in the Number of Retries field.

Type: smallint

Length: 2

RetryTimer

Description: The time that elapses between retry attempts, as defined in the Retry Interval field.

Type: int

Length: 4

SiteID

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

    Type: int

    Length: 4

SiteName

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

    Type: varchar

    Length: 30

UserTemplate view

Introduction

The UserTemplate view lists the agent call presentation classes and their properties.

Field descriptions

AlternateCallAnswer

Description: Meridian 1 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

CallForceOption

Description: Meridian 1 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

Type: char

Length: 1

CallForceDelayTimer

Description: Meridian 1 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

Type: int

Length: 4

NROSDN

Description: DMS switch only. Shows whether the agent can receive calls while active on their secondary DN.

Type: char

Length: 1

ReturnToQueueMode

> **Description:** The mode of the agent's phoneset after returning a call to the queue.
>
> **Type:** varchar
>
> **Length:** 80

ReturnToQueueOnNoAnswer

> **Description:** Shows whether unanswered calls will be returned to the queue.
>
> **Type:** char
>
> **Length:** 1

ReturnToQueueWaitInterval

> **Description:** The time before an unanswered call is returned to the queue.
>
> **Type:** smallint
>
> **Length:** 2

TelsetShowReserve

> **Description:** Networking option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.
>
> **Type:** char
>
> **Length:** 1

Template

> **Description:** The name of the call presentation class.
>
> **Type:** varchar
>
> **Length:** 30

TemplateID

> **Description:** A unique identifier for the call presentation class, which is assigned by the server when the call presentation class is added.
>
> **Type:** int
>
> **Length:** 4

UnionBreakTimer

Description: Meridian 1 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

Type: smallint

Length: 2

VariableWrap

Description: DMS switch only. Shows whether the agent will be put into Variable Wrap state after a call. Calls will not be presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

Type: char

Length: 1

UserThresholdTemplate view

Introduction

The UserThresholdTemplate view lists the agent threshold classes and their properties.

Field descriptions

FieldID

Description: A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

Type: int

Length: 4

Level1

Description: The low end of the normal range for the field.

Type: int

Length: 4

Level2

Description: The high end of the normal range for the field.

Type: int

Length: 4

Name

Description: The name of the agent threshold class.

Type: varchar

Length: 30

ThresholdTemplateID

>   **Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

>   **Type:** int

>   **Length:** 4

Views view

Introduction

This view lists all of the database views available in the Symposium Call Center Server database.

Field descriptions

ColumnName

Description: The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

Type: varchar

Length: 30

Length

Description: The length of the field, in characters.

Type: tinyint

Length: 1

Name

Description: The name of the view.

Type: varchar

Length: 30

Type

Description: The field type. For a list of valid types and their descriptions, see the following section.

Type: varchar

Length: 30

Chapter 5

Entity relationship diagrams

In this chapter

Overview of entity relationships

Introduction

The diagrams in this section show the relationships among the Symposium Call Center Server database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all of the relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

IDEF1X notation conventions

Introduction

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. Use this modeling language to produce a graphical information model that represents the structure and semantics of information within a system.

History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the U.S. Air Force in the late 1970s identified a set of three graphic methods for defining the functions, data structures, and dynamics of manufacturing businesses:

- IDEF0—the function method
- IDEF1—the original data method
- IDEF2—the dynamics method

Together, these three methods came to be known as the ICAM DEFinition (IDEF) method.

In 1985, D. Appleton Company (DACOM) approached the Air Force with a proposal to extend IDEF1. IDEF1X (the X stands for eXtended) was accepted as an Air Force standard and became part of the public domain.

In December 1993, the National Institute of Standards and Technology (NIST) released IDEF1X as a standard for Data Modeling in FIPS Publication 184.

Entity notation

The following terms are used to describe entities:

Entity

An entity is any distinguishable person, place, thing, event, or concept about which information is kept. More precisely, an entity is a set or collection of things called instances. Entities are named by nouns—for example, customer or employee.

Entities are classified as independent or dependent entities, depending on how they acquire their keys.

Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

Independent entity

An independent entity does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.

Entity-Name

key-area
data-area
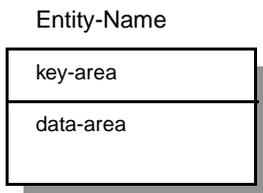
Dependent entity

Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.

Entity-Name

key-area
data-area
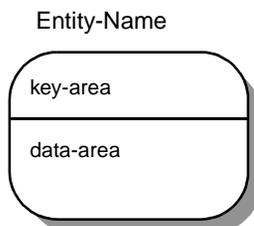
Primary key

To use an entity, we must be able to identify instances uniquely; that is, we must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.

iApplicationStat

Application

ApplicationID

Timestamp ApplicationID (FK)
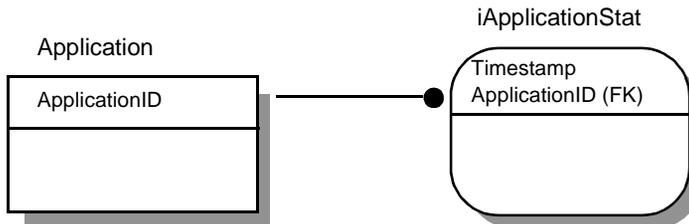
In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

Attribute notation

The following terms are used to describe attributes:

Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

Non-primary key attribute

A non-primary key attribute is not part of the primary key of the entity.

Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

iApplicationStat

Application

| ApplicationID |
|---|
| |

Timestamp
ApplicationID (FK)
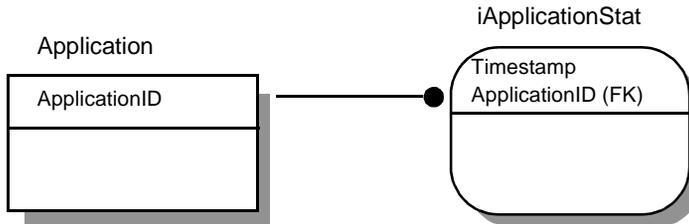
Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute. Its definition is based on the definition of the original foreign key or keys. The original foreign keys are therefore classified as base attributes. Role names take the following format:

   role-name.attribute (FK)

In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name.

iIVRPortStat

IVRPort

SwitchPortAddress

Timestamp
IVRPortID.SwitchPortAddress (FK)
IVRQueueID (FK)
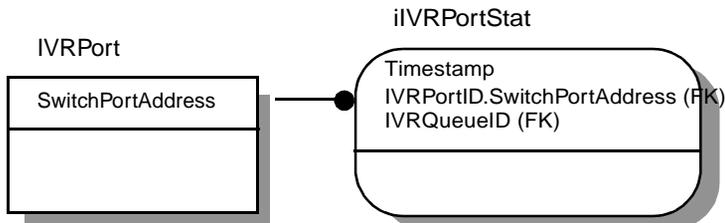
Inversion entry

An inversion entry is a nonunique access identifier of the entity. It is an attribute or group of attributes that will frequently be used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, we may not find exactly one instance. Inversion entries are shown as

   attribute (IEn)

In the following illustration, Name is an inversion entry.

Application

| ApplicationID |
|---|
| Name (IE1) |
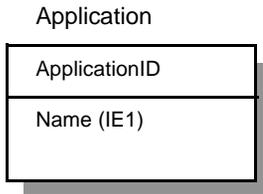
Relationship notation

The following terms are used to describe the relationships between entities:

Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model are used to represent some of the business rules that describe the area being modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they connect exactly two entities.

Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.

Child Entity

parent_key (FK) child_key

Parent Entity

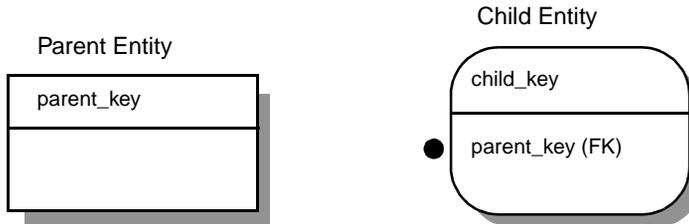| parent_key |
|---|
| |
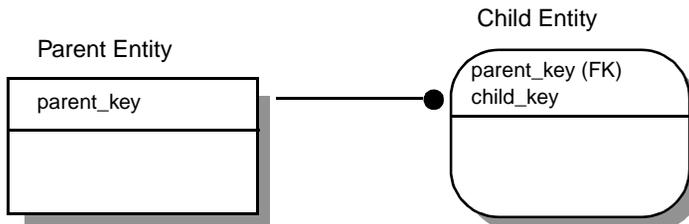
Nonidentifying relationship

In a nonidentifying relationship, primary key attributes of parent entity become non-primary-key attributes of the child entity.

Child Entity

Parent Entity

parent_key

child_key
parent_key (FK)

Cardinality notation

The following notation is used to show the number of child attributes involved in the relationship.

One-to-zero-or-more

One-to-one-or-more

P

One-to-zero-or-one

Z

One-to-exactly-N

N

Statistics entity relationships

Activity code statistics

Agent by application statistics

Agent by skillset statistics

Agent performance statistics

Agent
UserID
TelsetLoginID (IE1)

Supervisor
UserID
TelsetLoginID (IE1)

iAgentPerformanceStat
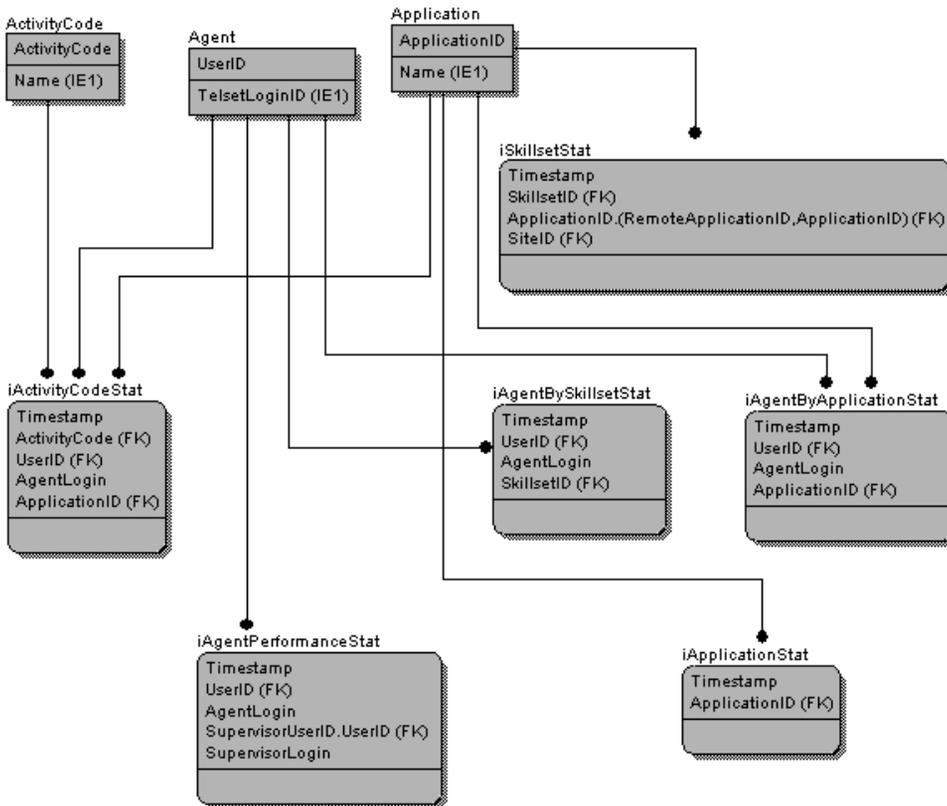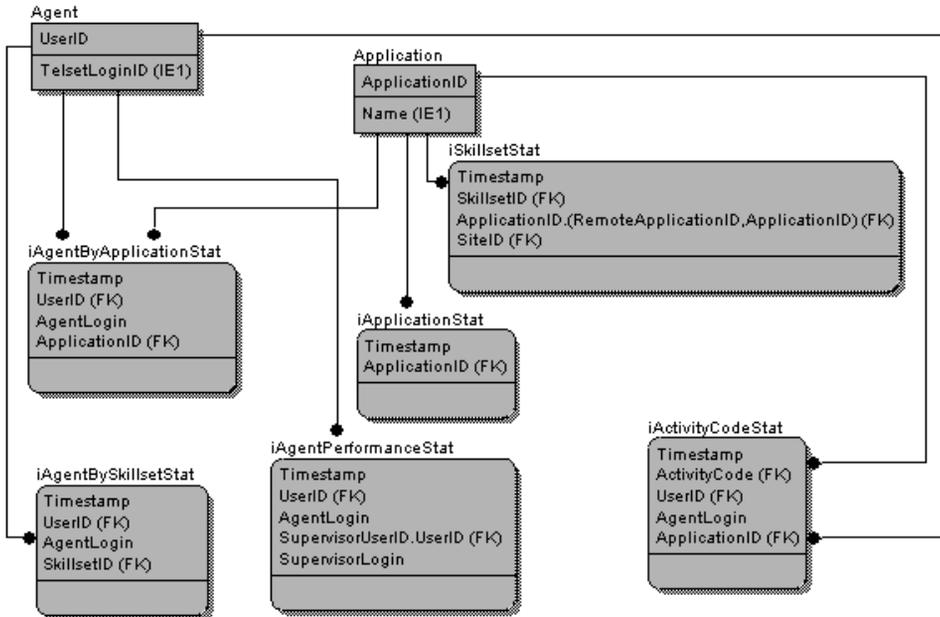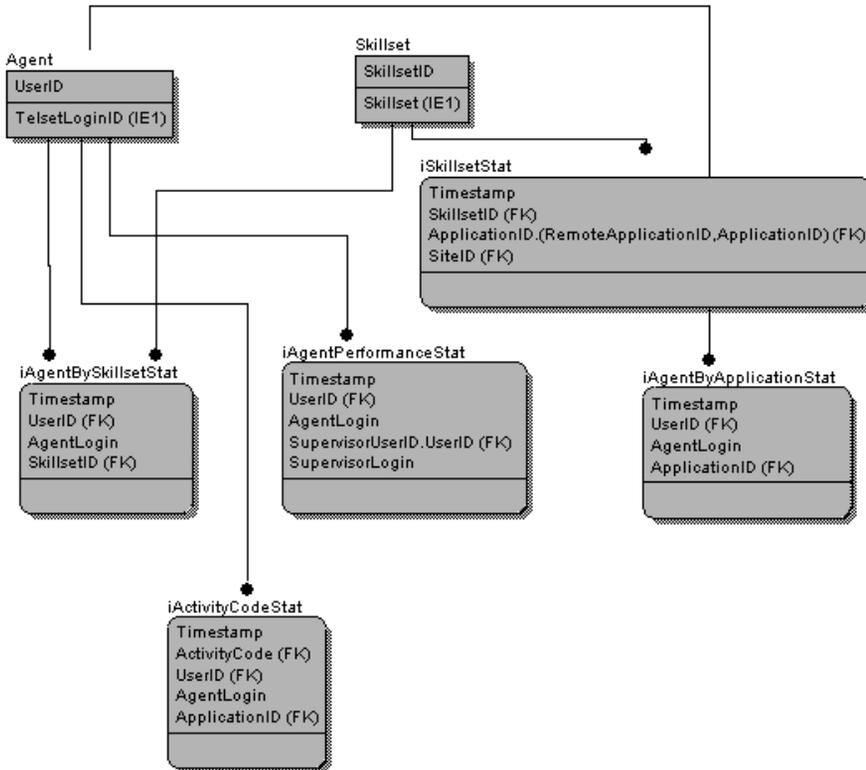| |
|---|
| Timestamp |
| UserID (FK) |
| AgentLogin |
| SupervisorUserID.UserID (FK) |
| SupervisorLogin |

iAgentBySkillsetStat
Timestamp
UserID (FK)
AgentLogin
SkillsetID (FK)

iAgentByApplicationStat
Timestamp
UserID (FK)
AgentLogin
ApplicationID (FK)

iActivityCodeStat
Timestamp
ActivityCode (FK)
UserID (FK)
AgentLogin
ApplicationID (FK)

Application statistics

Application
ApplicationID
Name (IE1)

iApplicationStat
Timestamp
ApplicationID (FK)

iSkillsetStat
Timestamp
SkillsetID (FK)
ApplicationID.(RemoteApplicationID,ApplicationID) (FK)
SiteID (FK)

iAgentByApplicationStat
Timestamp
UserID (FK)
AgentLogin
ApplicationID (FK)

iActivityCodeStat
Timestamp
ActivityCode (FK)
UserID (FK)
AgentLogin
ApplicationID (FK)

CDN statistics

CDN

CDN
Name (IE1)

iCDNStat

Timestamp
CDN (FK)

DNIS statistics

DNIS

DNIS
Name (IE1)

iDNISStat

Timestamp
DNIS (FK)

IVR port statistics

IVRQueue

IVRQueueID
Name (IE1)

IVRPort

SwitchPortAddress

iIVRStat

Timestamp
IVRQueueID (FK)

iIVRPortStat

Timestamp
IVRPortID.SwitchPortAddress (FK)
IVRQueueID (FK)

IVR statistics

IVRQueue

IVRQueueID
Name (IE1)

iIVRStat

Timestamp
IVRQueueID (FK)

iIVRPortStat

Timestamp
IVRPortID.SwitchPortAddress (FK)
IVRQueueID (FK)

Network incoming call statistics

Application

ApplicationID
Name (IE1)

Site

SiteID
Name (IE1)

iNetworkInCallStat

DstSiteID.SiteID (FK)
Timestamp
DstApplicationID.ApplicationID (FK)
SrcApplicationID.RemoteApplicationID (FK)
SrcSiteID.SiteID (FK)

RemoteAppication

RemoteApplicationID
SiteID (FK)

Network outgoing call statistics

Application
| ApplicationID |
| Name (IE1) |

Site
| SiteID |
| Name (IE1) |

iNetworkOutCallStat
| SrcSiteID.SiteID (FK) |
| Timestamp |
| SrcApplicationID.ApplicationID (FK) |
| DstApplicationID.RemoteApplicationID (FK) |
| DstSiteID.SiteID (FK) |

RemoteAppication
| RemoteApplicationID |
| SiteID (FK) |

RAN/music route statistics

Route
| RouteID |
| Name (IE1) |

iRANMusicRouteStat
| Timestamp |
| RouteID (FK) |

Route statistics

Skillset statistics

Trunk statistics

Symposium database entity relationships

Introduction

The following pages show all the relationships within the database.

This ERD (Entity Relationship Diagram) shows the entity relationships based upon database views.
To simplify the the diagram, only key area(secondary primary keys) is shown.
For data area(nonprimary key attributes) information, please refer to data dictionary document.

SkillsetThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)

RouteThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)

SummaryThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)

DNISThresholdTemplate
TemplateID
Name (IE1)

IVRThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)

AccessRights
PCLoginName

SwitchPort
SwitchID
PortAddress

Views
ColumnName

NetworkConfig
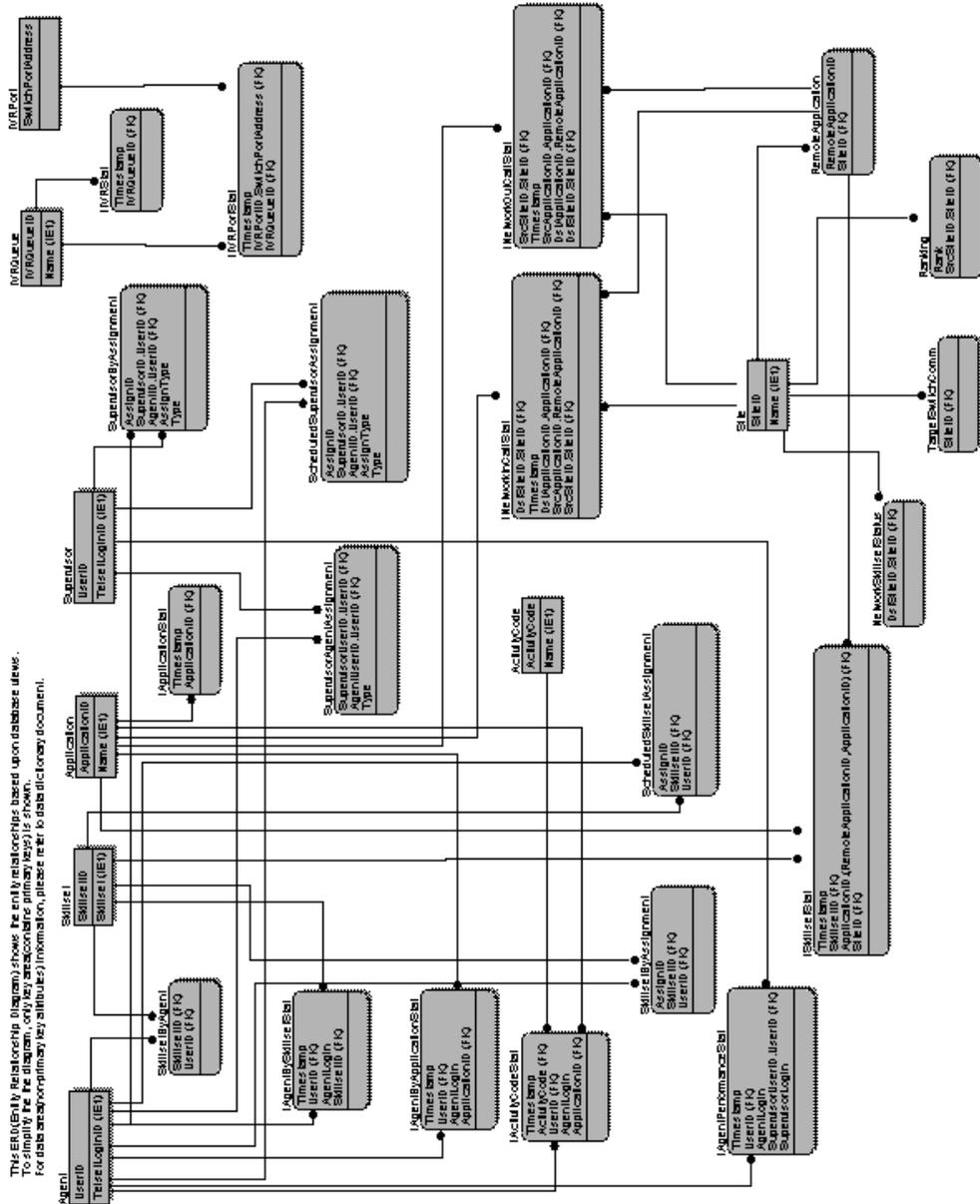NCCSite

UserThresholdTemplate
ThresholdTemplateID
FieldID

UserTemplate
TemplateID
Template (IE1)

RealTimeTemplate
TemplateID
Name (IE1)

PhoneSetDisplay
DisplayTypeName
FieldName

ApplicationByScript
ApplicationByScript

CodeToMessageMap
Code
Category

NetworkThresholdTemplate
TemplateID

NetworkRankingAssignment

ApplicationTemplate
TemplateID (FK)
Field

ApplicationTemplate
TemplateID (FK)
Field (FK)

eIVRPortLoginStat
Timestamp (IE1)
IVRPortID (IE1)

eCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)

nteCallByCallStatYYYYMMDD
Timestamp (IE1)
CallID (IE1)

DNIS
DNIS
Name (IE1)

IDNISStat
Timestamp
DNIS (FK)

CDN
CDN
Name (IE1)

ICDNStat
Timestamp
CDN (FK)

NCCSite
SiteID

NCCRemoteApplication
SiteID (FK)
RemoteApplicationID

RealTimeColumn
TemplateID
Column

Formula
FormulaID
Name (IE1)

eAgentLoginStat
Timestamp (IE1)
UserID (IE1)
AgentLogin (IE1)

Route
RouteID
Name (IE1)

ITrunkStat
Timestamp
TrunkID
RouteID (FK)

IRANMusicRouteStat
Timestamp
RouteID (FK)

IRouteStat
Timestamp
RouteID (FK)

NCCSiteSkillset
NCCNetworkSkillsetID
NetworkSkillsetID

NCCNetworkSkillset
NetworkSkillsetID (FK)
SiteID (FK)

NCCRanking
NetworkSkillsetID (FK)
Rank
SrcSiteID SiteID (FK)

NCCConfig
CueID

Script
ScriptID
Name (IE1)

ScriptVariables
Variable (IE1)

ScriptVariableProperties

HistoricalStatStorage
Parameter

HistoricalStatSummation

HistoricalStatCollection

RealTimeStatCollection

Appendix A

Standard reports

In this appendix

Overview

Introduction

The Symposium Call Center Server provides two types of standard reports: historical reports and configuration reports.

Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. Two types of historical reports are available:

- summarized historical reports—These reports contain totals accumulated over a period of time (usually, 15-minute interval, daily, weekly, or monthly).

- event (detail) historical reports—These reports contain detailed information about each event that occurred.

Configuration reports

Configuration reports contain information about how your system is configured. You can use these reports as a reference when you are planning or making changes to your system.

Database views

The descriptions of the reports indicate the database view that provides the data for the report. You can use this information to help you create your own reports.

In many cases, the database view is available in a number of collection frequencies. For example, there are daily, weekly, monthly, and interval versions of the ActivityCodeStat view. Each view name has a prefix that identifies its frequency:

- dActivityCodeStat is the daily view.

- wActivityCodeStat is the weekly view.

- mActivityCodeStat is the monthly view.

- iActivityCodeStat is the interval view.

In the following section, if data is available in multiple versions of a view, the source is given as the name of the view without the prefix (for example, the ActivityCodeStat view).

Report templates

For each standard report, the report description identifies the Crystal Reports template file for the report. (Template files are stored in Nortel/client/en/rpt.) You can use these template files as the basis for customized reports. To create a customized report based on a standard report template, follow these steps:

1. Copy the standard report template and give it a meaningful name.

2. Modify the new template using Crystal Reports version 7.0.

3. Import the new template into the server (see "Importing a report created in Crystal Reports" on page 41).

Caution: Do not modify the standard templates.

Note: For reports available in a number of collection frequencies, there is a template for each frequency. The template names have the same prefix as the corresponding view.

Raw and calculated data

Some fields contain raw data, which is data that is taken directly from the view. Others (such as average and percentage fields) contain data that is calculated using one or more view fields.

Descriptions of raw fields
For raw data, this manual provides the view field from which the data is taken. For a detailed description of the data in the field, refer to the description of the view field in the data dictionary.

Descriptions of calculated fields
For calculated fields, this manual provides the formula used to calculate the field value. You can use this information to create your own reports.

Section A: Activity code reports

In this section

Activity Code By Agent

Description

The Activity Code By Agent report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

Notes:

■ This report does not include Not Ready activity codes.

■ On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

■ ActivityCodeStat

Collection frequency

■ interval

■ daily

■ weekly

■ monthly

Templates

■ im-agt15.rpt

■ dm-agt15.rpt

■ wm-agt15.rpt

■ mm-agt15.rpt

Filter

■ agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Activity Code By Agent

BestAir Airlines   Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999
Site Name: TORONTO
Table Names: iActivityCodeStat

Activity Code Name	Application Name	Activity Time	Average Activity Time	Activity Occurrences
			GRAND TOTAL	
		01:19:46	**00:02:34**	**145**

Agent Name & ID: Rose Stefanopolis - 6602

	Summary:	00:13:59	00:01:24	10

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:01:50	00:01:50	1
	Schedule_Inquiry	Booking_Script	00:01:48	00:01:48	1
	Schedule_Inquiry	Master_Script	00:02:00	00:02:00	1
	System_Default_Activity_Code	Booking_Script	00:07:12	00:01:26	5
	Booking	Booking_Script	00:01:09	00:00:35	2
		Daily 4/9/99	00:13:59	00:01:24	10
		Agent:	00:13:59	00:01:24	10

Agent Name & ID: James Jones - 6708

	Summary:	00:13:31	00:00:37	22

4/9/99

15:15	Vacation_Sales	Vacations_Script	00:02:29	00:00:50	3
	Booking	Booking_Script	00:01:02	00:00:31	2
	System_Default_Activity_Code	Master_Script	00:00:15	00:00:15	1
	Schedule_Inquiry	Booking_Script	00:00:41	00:00:41	1
	Vacation_Inquiry	Vacations_Script	00:02:09	00:01:05	2
	System_Default_Activity_Code	Booking_Script	00:00:45	00:00:23	2
	Vacation_Inquiry	Master_Script	00:03:37	00:00:36	6
	Schedule_Inquiry	Master_Script	00:02:33	00:00:31	5
		Daily 4/9/99	00:13:31	00:00:37	22
		Agent:	00:13:31	00:00:37	22

Agent Name & ID: Tom Wilson - 6761

	Summary:	00:02:55	00:00:35	5

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:00:10	00:00:10	1
	System_Default_Activity_Code	Booking_Script	00:02:45	00:00:41	4
		Daily 4/9/99	00:02:55	00:00:35	5
		Agent:	00:02:55	00:00:35	5

Agent Name & ID: Lori Vandenberg - 6763

	Summary:	00:05:47	00:00:50	7

4/9/99

15:15	System_Default_Activity_Code	Booking_Script	00:05:17	00:00:53	6

lm-ag115.rpt

Printed By: sysadmin 4/26/99 9:16:16 AM   Page: 1

Activity Code By Application

Description

The Activity Code By Application report allows you to monitor activity time for each application on your system. The Activity Code By Application report includes all activity time and occurrences for an application.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app8.rpt
- dm-app8.rpt
- wm-app8.rpt
- mm-app8.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each application, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Activity Code By Application

BestAir Airlines
Site Name: TORONTO   Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999
Table Names: iActivityCodeStat

Agent Login	Agent Name	Activity Time	Average Activity Time	Activity Occurrences
			GRAND TOTAL	
		01:32:51	**00:00:35**	**161**

Application: Booking_Script				
	Summary:	00:54:44	00:00:42	78

Activity Name & ID: System_Default_Activity_Code - 0				
	Summary:	00:36:59	00:00:40	55

4/9/99

				Activity Time	Average	Occurrences
15:15	6708	James Jones		00:00:45	00:00:23	2
	6761	Tom Wilson		00:02:45	00:00:41	4
	6763	Lori Vandenberg		00:05:17	00:00:53	6
	6912	Ronnie Heintz		00:02:32	00:00:38	4
	6840	Donna Royce		00:06:01	00:01:00	6
	6913	Tajinder Singh		00:09:15	00:00:23	24
	6841	Brandon Woo		00:03:12	00:00:48	4
	6602	Rose Stefanopolis		00:07:12	00:01:26	5
			Daily 4/9/99	00:36:59	00:00:40	55
			Activity	00:36:59	00:00:40	55

Activity Name & ID: Schedule_Inquiry - 430				
	Summary:	00:10:45	00:00:46	14

4/9/99

15:15	6840	Donna Royce		00:00:14	00:00:14	1
	6841	Brandon Woo		00:01:01	00:01:01	1
	6763	Lori Vandenberg		00:06:53	00:00:46	9
	6913	Tajinder Singh		00:00:08	00:00:08	1
	6708	James Jones		00:00:41	00:00:41	1
	6602	Rose Stefanopolis		00:01:48	00:01:48	1
			Daily 4/9/99	00:10:45	00:00:46	14
			Activity	00:10:45	00:00:46	14

Activity Name & ID: Booking - 431				
	Summary:	00:07:00	00:00:47	9

4/9/99

15:15	6602	Rose Stefanopolis		00:01:09	00:00:35	2
	6912	Ronnie Heintz		00:00:29	00:00:29	1
	6708	James Jones		00:01:02	00:00:31	2
	6840	Donna Royce		00:00:13	00:00:13	1
	6841	Brandon Woo		00:02:29	00:01:15	2
	6761	Tom Wilson		00:01:38	00:01:38	1
			Daily 4/9/99	00:07:00	00:00:47	9
			Activity	00:07:00	00:00:47	9
			Application	00:54:44	00:00:42	78

lm-a008.rol

Printed By: sysadmin 4/26/99 1:28:24 PM   **Page: 1**

Not Ready Reason Code By Agent

Description

Meridian 1 switch only. The Not Ready Reason Code By Agent report allows you to monitor why agents went in to Not Ready state. In the Activity Codes window on the client, you can define Not Ready reason codes. When an agent goes into Not Ready state and enters one of these codes, the incident is pegged in the ActivityCodeStat view.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt20.rpt
- dm-agt20.rpt
- wm-agt20.rpt
- mm-agt20.rpt

Filter

- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Total Time	ActivityTime
Average Time	ActivityTime / Occurrences
Number of Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Not Ready Reason Codes By Agent

BestAir Airlines   Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999
Site Name: TORONTO
Table Names: iActivityCodeStat

Not Ready Reason Code	Not Ready Reason Codes		
	Total Time	Average Time	Number of Occurrences
	GRAND TOTAL		
	00:05:51	**00:00:59**	**6**

Agent Name & ID: Rose Stefanopolis - 6602

		Summary:	00:00:52	00:00:26	2
4/9/99					
15:15	Sick		00:00:52	00:00:26	2
		Daily 4/9/99	00:00:52	00:00:26	2
		Agent:	00:00:52	00:00:26	2

Agent Name & ID: Donna Royce - 6840

		Summary:	00:02:55	00:01:28	2
4/9/99					
15:15	Sick		00:02:14	00:02:14	1
	Rest		00:00:41	00:00:41	1
		Daily 4/9/99	00:02:55	00:01:28	2
		Agent:	00:02:55	00:01:28	2

Agent Name & ID: Brandon Woo - 6841

		Summary:	00:00:59	00:00:59	1
4/9/99					
15:15	Admin		00:00:59	00:00:59	1
		Daily 4/9/99	00:00:59	00:00:59	1
		Agent:	00:00:59	00:00:59	1

Agent Name & ID: Tajinder Singh - 6913

		Summary:	00:01:05	00:01:05	1
4/9/99					
15:15	Rest		00:01:05	00:01:05	1
		Daily 4/9/99	00:01:05	00:01:05	1
		Agent:	00:01:05	00:01:05	1

	GRAND TOTAL		
	00:05:51	**00:00:59**	**6**

C:\REPORTS\flat\lm-ag120.rpt

Printed By: sysadmin 4/11/99 1:03:17 PM   **Page 1 of 1**

Section B: Agent reports

In this section

Agent Average Calls per Hour

Description

The Agent Average Calls per Hour report shows summarized performance information on the calls each agent answers per hour logged in. The report provides three hourly averages for the time the agent was logged in: the average calls answered, the average time spent with callers, and the average time spent in the Not Ready state.

This report allows call center managers to detect peculiarities in agent performance, such as an abnormal amount of not ready time on a specific day, and to investigate the cause.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Average Answered per Hour	**Meridian 1 switch:** (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered) / (LoggedInTime / 3600)
	DMS switch: (CallsAnswered + ACDCallsAnswered) / (LoggedInTime / 3600)
Average Talk Time	**Meridian 1 switch:** (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime) / (LoggedInTime / 3600)
	DMS switch: (TalkTime + ACDCallsTalkTime) / (LoggedInTime / 3600)
Average Not Ready Time	NotReadyTime / (LoggedInTime / 3600)

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). The report also contains a grand total for all agents.

Agent Average Calls per Hour - Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dAgentPerformanceStat

Report Interval: 00:00:00 07 May, 1999 - 23:45:00 07 May, 1999

	Average Answered per Hour	Average Talk Time	Average Not Ready Time
		GRAND TOTAL	
	22.77	**00:46:56**	**00:02:12**
Agent Name & ID: Jon Carlos - 6709			
Summary:	16.80	00:44:39	00:02:32
4/6/99	16.80	00:44:39	00:02:32
Agent	16.80	00:44:39	00:02:32
Agent Name & ID: Tom Wilson - 6761			
Summary:	52.00	01:00:52	00:00:04
4/6/99	52.00	01:00:52	00:00:04
Agent	52.00	01:00:52	00:00:04
Agent Name & ID: Lori Vandenberg - 6763			
Summary:	48.00	00:57:12	00:03:40
4/6/99	48.00	00:57:12	00:03:40
Agent	48.00	00:57:12	00:03:40
Agent Name & ID: Brandon Woo - 6841			
Summary:	38.34	00:56:44	00:00:04
4/6/99	38.34	00:56:44	00:00:04
Agent	38.34	00:56:44	00:00:04
Agent Name & ID: Dylan Marcus - 6844			
Summary:	32.00	00:46:32	00:00:04
4/6/99	32.00	00:46:32	00:00:04
Agent	32.00	00:46:32	00:00:04
Agent Name & ID: Ronnie Heintz - 6912			
Summary:	68.00	01:01:28	00:00:04
4/6/99	68.00	01:01:28	00:00:04
Agent	68.00	01:01:28	00:00:04

GRAND TOTAL

22.77	**00:46:56**	**00:02:12**

C:\REPORTS\flat1om-ag19.rpt

Printed By: sysadmin 5/8/99 10:23:21 AM

Page 1 of 1

Agent Average Calls per Hour, Bottom 5

Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per hour report (see page 372), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls.

Agent Average Calls per Hour, Top 5

Description

The Agent Average Calls per Hour, Top 5 report shows summarized
performance information for the five agents who answered the most Symposium
Call Center Server, ACD, and NACD calls. It provides details on calls answered,
average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per hour report (see page 372), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls.

Agent by Activity Code

Description

The Agent by Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

Filters

- activity code

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each activity code, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all activity codes.

Agent By Activity Code

BestAir Airlines   Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999

Site Name: TORONTO

Table Names: iActivityCodeStat

Agent Name and ID	Application	Activity Time	Average Activity Time	Occurrences
			GRAND TOTAL	
		01:32:51	00:00:35	161

Activity Name & Code: System_Default_Activity_Code - 0

		Summary:	01:02:18	00:00:31	121

4/9/99

15:15	Tom Wilson - 6761	Master_Script	00:00:10	00:00:10	1
15:15	James Jones - 6708	Booking_Script	00:00:45	00:00:23	2
15:15	Ronnie Heintz - 6912	Booking_Script	00:02:32	00:00:38	4
15:15	Lori Vandenberg - 6763	Booking_Script	00:05:17	00:00:53	6
15:15	Tom Wilson - 6761	Booking_Script	00:02:45	00:00:41	4
15:15	Brandon Woo - 6841	Booking_Script	00:03:12	00:00:48	4
15:15	Ronnie Heintz - 6912	Master_Script	00:09:51	00:00:28	21
15:15	Donna Royce - 6840	Master_Script	00:06:52	00:00:14	29
15:15	Tajinder Singh - 6913	Master_Script	00:05:31	00:00:30	11
15:15	James Jones - 6708	Master_Script	00:00:15	00:00:15	1
15:15	Lori Vandenberg - 6763	Master_Script	00:00:30	00:00:30	1
15:15	Brandon Woo - 6841	Master_Script	00:00:20	00:00:20	1
15:15	Donna Royce - 6840	Booking_Script	00:06:01	00:01:00	6
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Booking_Script	00:07:12	00:01:26	5
15:15	Tajinder Singh - 6913	Booking_Script	00:09:15	00:00:23	24
15:15	Rose Stefanopolis - 6602	Master_Script	00:01:50	00:01:50	1
		Daily 4/9/99	01:02:18	00:00:31	121
		Activity	01:02:18	00:00:31	121

Activity Name & Code: Schedule_Inquiry - 430

		Summary:	00:15:18	00:00:46	20

4/9/99

15:15	Tajinder Singh - 6913	Booking_Script	00:00:08	00:00:08	1
15:15	James Jones - 6708	Master_Script	00:02:33	00:00:31	5
15:15	Rose Stefanopolis - 6602	Master_Script	00:02:00	00:02:00	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:48	00:01:48	1
15:15	Donna Royce - 6840	Booking_Script	00:00:14	00:00:14	1
15:15	Brandon Woo - 6841	Booking_Script	00:01:01	00:01:01	1
15:15	Lori Vandenberg - 6763	Booking_Script	00:06:53	00:00:46	9
15:15	James Jones - 6708	Booking_Script	00:00:41	00:00:41	1
		Daily 4/9/99	00:15:18	00:00:46	20
		Activity	00:15:18	00:00:46	20

Activity Name & Code: Booking - 431

		Summary:	00:07:00	00:00:47	9

4/9/99

15:15	Tom Wilson - 6761	Booking_Script	00:01:38	00:01:38	1
15:15	James Jones - 6708	Booking_Script	00:01:02	00:00:31	2
15:15	Donna Royce - 6840	Booking_Script	00:00:13	00:00:13	1
15:15	Rose Stefanopolis - 6602	Booking_Script	00:01:09	00:00:35	2

im-ag119.rpt

Agent By Application Performance

Description

The Agent By Application Performance report shows summarized agent
performance data for each application under review. The report details
performance statistics such as the total number of calls answered, total time
spent servicing call center callers, and average call length.

This report is an indicator of agent performance within an application.

Views

- AgentByApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Post Call Processing Time	PostCallProcessingTime

Summaries

The report provides totals for each application, and subtotals for each agent. For each agent, it breaks statistics down by day, week, or month, depending on the reporting periods selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Agent By Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:45:00 06 April, 1999 - 14:00:00 06 April, 1999

Table Names: iAgentByApplicationStat

	Answered	Talk Time	Average Talk Time	Post Call Processing Time
GRAND TOTAL				
	24	00:24:29	00:01:01	00:01:22

Application: Vacations_Script				
Summary:	24	00:24:29	00:01:01	00:01:22

Agent Name & ID: James Jones - 6708				
Summary:	11	00:09:08	00:00:50	00:00:30
4/6/99				
14:00	11	00:09:08	00:00:50	00:00:30
Daily 4/6/99	11	00:09:08	00:00:50	00:00:30
Agent	11	00:09:08	00:00:50	00:00:30

Agent Name & ID: Jon Carlos - 6709				
Summary:	5	00:06:52	00:01:22	00:00:30
4/6/99				
14:00	5	00:06:52	00:01:22	00:00:30
Daily 4/6/99	5	00:06:52	00:01:22	00:00:30
Agent	5	00:06:52	00:01:22	00:00:30

Agent Name & ID: Toni Morelli - 6710				
Summary:	8	00:08:29	00:01:04	00:00:22
4/6/99				
14:00	8	00:08:29	00:01:04	00:00:22
Daily 4/6/99	8	00:08:29	00:01:04	00:00:22
Agent	8	00:08:29	00:01:04	00:00:22
Application	24	00:24:29	00:01:01	00:01:22

GRAND TOTAL				
	24	00:24:29	00:01:01	00:01:22

im-ag116.rpt

Printed By: sysadmin 4/29/99 12:32:30 PM

Agent By Skillset Performance

Description

The Agent By Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within a skillset. It helps managers identify agents who have difficulty with a specific skill. The report also highlights agents who need additional training or reassignment to a different skillset.

Views

- AgentBySkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Short Calls Answered	ShortCallsAnswered
Post Call Processing Time	PostCallProcessingTime
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Skillset Work Time (Meridian 1 only)	TalkTime + PostCallProcessingTime

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by agent. The report also contains a grand total for all skillsets.

Meridian 1 report

Agent By Skillset Performance

BestAir Airlines
Site NameTORONTO
Table Name: iAgentBySkillsetStat

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

Agent Name and ID	Answered	Short Calls Answered	Post Call Proces Time	TalkTime	Average Talk Time	Skillset Work Time
			GRAND TOTAL			
	101	18	00:05:16	01:36:55	00:00:58	01:42:11

Skillset: Bookings

	Answered	Short Calls Answered	Post Call Proces Time	TalkTime	Average Talk Time	Skillset Work Time
Summary:	70	11	00:02:41	01:00:18	00:00:52	01:02:59

4/6/99

14:30						
Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43	00:04:28
Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45	00:07:50
Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44	00:11:50
Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52	00:03:37
Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10	00:08:25
Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59	00:12:14
Ronnie Heintz - 6912	14	1	00:00:19	00:13:17	00:00:57	00:13:36
James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27	00:00:59
Daily 4/6/99	70	11	00:02:41	01:00:18	00:00:52	01:02:59
Skillset	70	11	00:02:41	01:00:18	00:00:52	01:02:59

Skillset: Vacations

	Answered	Short Calls Answered	Post Call Proces Time	TalkTime	Average Talk Time	Skillset Work Time
Summary:	8	4	00:00:41	00:06:40	00:00:50	00:07:21

4/6/99

14:30						
Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34	00:00:39
Jon Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31	00:01:12
James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01	00:05:30
Daily 4/6/99	8	4	00:00:41	00:06:40	00:00:50	00:07:21
Skillset	8	4	00:00:41	00:06:40	00:00:50	00:07:21

Skillset: European_Vacations

	Answered	Short Calls Answered	Post Call Proces Time	TalkTime	Average Talk Time	Skillset Work Time
Summary:	23	3	00:01:54	00:29:57	00:01:18	00:31:51

4/6/99

14:30						
Jon Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16	00:09:24
Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08	00:13:18
James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03	00:09:09
Daily 4/6/99	23	3	00:01:54	00:29:57	00:01:18	00:31:51
Skillset	23	3	00:01:54	00:29:57	00:01:18	00:31:51

			GRAND TOTAL			
	101	18	00:05:16	01:36:55	00:00:58	01:42:11

im-agl14.rpl

Printed By: sysadmin 4/29/99 10:05:29 AM

Page: 1

DMS report

Agent By Skillset Performance

BestAir Airlines   Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999
Site Name: TORONTO
Table Name: iAgentBySkillsetStat

Agent Name and ID	Answered	Short Calls Answered	Post Call Proces. Time	TalkTime	Average Talk Time
			GRAND TOTAL		
	101	**18**	**00:05:16**	**01:36:55**	**00:00:58**
Skillset: Bookings					
Summary:	70	11	00:02:41	01:00:18	00:00:52
4/6/99					
14:30 Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43
Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45
Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44
Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52
Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10
Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59
Ronnie Heintz - 6912	14	1	00:00:19	00:13:17	00:00:57
James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27
Daily 4/6/99	70	11	00:02:41	01:00:18	00:00:52
Skillset	70	11	00:02:41	01:00:18	00:00:52
Skillset: Vacations					
Summary:	8	4	00:00:41	00:06:40	00:00:50
4/6/99					
14:30 Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34
Jon Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31
James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01
Daily 4/6/99	8	4	00:00:41	00:06:40	00:00:50
Skillset	8	4	00:00:41	00:06:40	00:00:50
Skillset: European_Vacations					
Summary:	23	3	00:01:54	00:29:57	00:01:18
4/6/99					
14:30 Jon Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16
Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08
James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03
Daily 4/6/99	23	3	00:01:54	00:29:57	00:01:18
Skillset	23	3	00:01:54	00:29:57	00:01:18
			GRAND TOTAL		
	101	**18**	**00:05:16**	**01:36:55**	**00:00:58**

C:\Reports\flat\im-ag114.rpt

Printed By: svsadmin 4/29/99 10:06:29 AM   **Page 1 of 1**

Agent DN Performance

Description

The Agent DN Performance report shows the amount of time that agents spend on their personal or secondary directory numbers (DNs). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. On the Meridian 1 switch, the report also compares internal and external DN call activity.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt5.rpt
- dm-agt5.rpt
- wm-agt5.rpt
- mm-agt5.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Transfer/conference statistics

Report field	View field/Formula
DN Calls Conferenced	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
DN Calls Transferred	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Incoming DN calls statistics

Meridian 1 switch

Report field	View field/Formula
Total	DNInIntCalls + DNInExtCalls
Internal	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime / DNInIntCalls
External	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime / DNInExtCalls

DMS switch

Report field	View field/Formula
DN In Calls	DNInCalls
Average DN In Calls Talk Time	DNInCallsTalkTime / DNInCalls

Outgoing DN call statistics

Meridian 1 switch

Report field	View field/Formula
Total	DNOutIntCalls + DNOutExtCalls
Internal	DNOutIntCalls
Average Int Talk Time	DNOutIntCallsTalkTime / DNOutIntCalls
External	DNOutExtCalls
Average Ext Talk Time	DNOutExtCallsTalkTime / DNOutExtCalls

DMS switch

Report field	View field/Formula
DN Out Calls	DNOutCalls
Average DN Out Calls Talk Time	DNOutCallsTalkTime / DNOutCalls

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1 report

Agent DN Performance

Best Air Airlines
Site Name: TORONTO
Table Name: IAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls Total	Internal	Avg. Int. Talk Time	External	Avg. Ext. Talk Time	Outgoing DN Calls Total	Internal	Avg. Int. Talk Time	External	Avg. Ext. Talk Time
GRAND TOTAL	0	0	12	4	00:00:18	8	00:01:17	7	3	00:00:29	4	00:00:50

Agent Name & ID: Jon Carlos - 6709
Supervisor Name & ID: Chris Konings - 7870

Summary:	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
4/6/99												
13:30	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 4/6/99	0	0	8	2	00:00:35	8	00:01:42	3	1	00:01:27	2	00:01:39
Agent:	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39

Agent Name & ID: Tom Wilson - 6761
Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
4/6/99												
13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 4/6/99	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent:	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00

Agent Name & ID: Lori Vandenberg - 6763
Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
4/6/99												
13:30	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Daily 4/6/99	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent:	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00

C:\REPORT\Srt\atm\m-ag15.rpt

Printed By: sysadmin 4/8/99 9:15:11 AM

Page 1 of 2

DMS report

Agent DN Performance

BestAir Airlines
Site Name: TORONTO
Report Interval: 13:15:00 06 April, 1999 13:30:00 06 April, 1999
Table Name: iAgentPerformanceStat

	DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls		Outgoing DN Calls	
			DN In Calls	Avg. DN In Calls Talk Time	DN Out Calls	Avg. DN Out Calls Talk Time
GRAND TOTAL						
	0	0	4	00:00:18	3	00:00:29

Agent Name & ID: Jon Carlos - 6709

Supervisor Name & ID: Chris Konings - 7870

Summary:	0	0	2	00:00:35	1	00:01:27
4/6/99						
13:30	0	0	2	00:00:35	1	00:01:27
Daily 4/6/99	0	0	2	00:00:35	1	00:01:27
Agent	0	0	2	00:00:35	1	00:01:27

Agent Name & ID: Tom Wilson - 6761

Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	0	00:00:00	1	00:00:00
4/6/99						
13:30	0	0	0	00:00:00	1	00:00:00
Daily 4/6/99	0	0	0	00:00:00	1	00:00:00
Agent	0	0	0	00:00:00	1	00:00:00

Agent Name & ID: Lori Vandenberg - 6763

Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	1	00:00:01	0	00:00:00
4/6/99						
13:30	0	0	1	00:00:01	0	00:00:00
Daily 4/6/99	0	0	1	00:00:01	0	00:00:00
Agent	0	0	1	00:00:01	0	00:00:00

Agent Name & ID: Brandon Woo - 6841

Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	0	00:00:00	0	00:00:00
4/6/99						
13:30	0	0	0	00:00:00	0	00:00:00
Daily 4/6/99	0	0	0	00:00:00	0	00:00:00
Agent	0	0	0	00:00:00	0	00:00:00

Agent Name & ID: Dylan Marcus - 6844

Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	1	00:00:01	1	00:00:01
4/6/99						
13:30	0	0	1	00:00:01	1	00:00:01
Daily 4/6/99	0	0	1	00:00:01	1	00:00:01
Agent	0	0	1	00:00:01	1	00:00:01

C:\Reports\flat1m-ag15.rpt

Printed By: sysadmin 06/14/99 09:30:01 AM

Page 1 of 2

Agent DN Performance Calls Answered, Bottom 5

Description

Meridian 1 switch only. The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt7.rpt
- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 389), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent DN Performance Calls Answered, Top 5

Description

The Agent DN Performance Calls Answered, Top 5 report shows summarized performance information on the five agents who answered the highest number of DN calls. The report details totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt6.rpt
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 389), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent Login/Logout

Description

The Agent Login/Logout report shows login, logout, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, perhaps to help payroll staff determine the total hours worked.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- eAgentLoginStat

Template

- em-agt12.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Date	Timestamp
Time	Time
Event Type	EventType
Position ID	PositionID
Walkaway Duration	Time at Walkaway – Time at End of Walkaway
Login Duration	Time at Logout – Time at Login
Shift Duration	Duration
Total (Walkaway Duration)	Sum of Walkaway Duration
% Walkaway	Total Walkaway Duration / Shift Duration
Total (Login Duration)	Sum of Logged In Duration
% Login	Total Login Duration / Shift Duration

Agent Login / Logout

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Report Interval: 00:00:00 14 April, 1999 - 23:59:00 14 April, 1999

Date	Time	Event Type	Walkaway Duration	Login Duration
Agent Login & Name: 6708 - James Jones				
4/7/99	9:00	Login	00:00:00	00:00:00
	10:15	Logout	00:00:00	01:15:01
	10:30	Login	00:00:00	00:00:00
	11:06	Walkaway	00:00:00	00:00:00
	11:13	Returned from Walkaway	00:07:04	00:00:00
	12:15	Logout	00:00:00	01:14:50
	13:15	Login	00:00:00	00:00:00
	15:30	Logout	00:00:00	01:30:03
	15:45	Login	00:00:00	00:00:00
	17:00	Logout	00:00:00	01:13:22

Shift Duration: 08:00:00   Total: 00:07:04 % Walkaway: 0.00 Total: 05:13:16 % Login: 65.26

Date	Time	Event Type	Walkaway Duration	Login Duration
Agent Login & Name: 6709 - Jon Carlos				
4/7/99	09:30	Login	00:00:00	00:00:00
	10:30	Logout	00:00:00	00:59:52
	10:45	Login	00:00:00	00:00:00
	12:00	Logout	00:00:00	01:14:52
	3:15	Login	00:00:00	00:00:00
	4:03	Walkaway	00:00:00	00:00:00
	4:10	Returned from Walkaway	00:07:10	00:00:00
	5:30	Logout	00:00:00	01:30:43

Shift Duration: 08:00:00   Total: 00:07:10 % Walkaway: 0.00 Total: 03:45:27 % Login: 46.97

C:\REPORTS\latem-ag12.rpt
Printed By: svsadmin 4/15/99 11:23:49 AM

Page 1 of 1

Agent Network/NACD Activity

Description

Meridian 1 switch only. The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Network Answered	NetworkCallsAnswered
Network Talk Time (Networking option)	NetworkCallsTalkTime
Avg Network Talk Time (Networking option)	NetworkCallsTalkTime / NetworkCallsAnswered
NACD Answered	NACDCallsAnswered
NACD Talk Time	NACDCallsTalkTime
Average NACD Talk Time	NACDCallsTalkTime / NACDCallsAnswered
Instances Reserved for a Call	ReservedForCall
Reserved Time	ReservedTime

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Agent Network / NACD Activity

BestAir Airlines   Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999
Site Name: TORONTO
Table Name: iAgentPerformanceStat

	Network Answered	Network Talk Time	Average Network Talk Time	NACD Answered	NACD TalkTime	Average NACD TalkTime	Instances Reserved for a Call	Reserved Time
GRAND TOTAL								
	5	00:04:15	00:00:51	7	00:02:23	00:00:20	5	00:00:38

Agent Name & ID: Jon Carlos - 6709

Summary:	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
4/6/99								
13:30	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
Daily 4/6/99	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15
Agent	1	00:00:45	00:00:45	0	00:00:00	00:00:00	1	00:00:15

Agent Name & ID: Tom Wilson - 6761

Summary:	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00
Agent	0	00:00:00	00:00:00	2	00:01:19	00:00:40	0	00:00:00

Agent Name & ID: Lori Vandenberg - 6763

Summary:	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
4/6/99								
13:30	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
Daily 4/6/99	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23
Agent	4	00:03:29	00:00:52	0	00:00:00	00:00:00	4	00:00:23

Agent Name & ID: Brandon Woo - 6841

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00

Agent Name & ID: Dylan Marcus - 6844

Summary:	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
4/6/99								
13:30	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Daily 4/6/99	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00
Agent	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	00:00:00

C:\REPORTS\flatllm-ag17.rpt

Printed By: sysadmin 4/7/99 4:49:19 PM   **Page 1 of 2**

Agent Performance

Description

The Agent Performance report shows summarized performance information for a specific agent. The report tracks agents' call handling activities for incoming Symposium Call Center Server, ACD, and (on the Meridian 1 switch) NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed.

You can use this report to compare overall productivity, measured by the time agents spend at their positions and how often they are busy during a shift.

Note: Only compare agents who have similar skillset assignments, as different call types can offer different service levels.

Call lengths can also be an important indicator of an agent's rapport with customers.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt1.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Skillset Talk Time	TalkTime
Avg Skillset Talk Time	TalkTime / CallsAnswered
Avg ACD/NACD Talk Time (Meridian 1)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Avg ACD Talk Time (DMS)	ACDCallsTalkTime / ACDCallsAnswered
DN Talk Time	**Meridian 1 switch:** DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime
	DMS switch: DNInCallsTalkTime + DNOutCallsTalkTime
Not Ready Time	NotReadyTime
Break Time (Meridian 1)	BreakTime

Report field	View field/Formula
Variable Wrap Time (DMS)	VariableWrapTime
Ring Time	RingTime
Waiting Time	WaitingTime
Walkaway Time	WalkawayTime
N/W Time (Networking option)	NetworkCallsTalkTime
Resrv'd Time (Networking/ NACD options)	ReservedTime
Calls Present'd	CallsOffered
Skillset Ans'd	CallsAnswered
N/W Ans'd (Networking option)	NetworkCallsAnswered
Resrv'd for Call (Networking/NACD options)	ReservedForCall
ACD/NACD Ans'd (Meridian 1)	ACDCallsAnswered + NACDCallsAnswered
ACDAns'd (DMS)	ACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered
DN Calls	**Meridian 1 switch:** DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls **DMS switch:** DNInCalls + DNOutCalls

Report field	View field/Formula
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Trans Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
% Work (DMS switch)	[(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100] / LoggedInTime
Return Calls to Que	CallsReturnedtoQ
Return Calls Due to Timeout	CallsReturnedToQDueToTimeout

Agent statistics

Report field	View field/Formula
% Work (Meridian 1)	[(TalkTime + NotReadyTime + ACDCallsTalkTime + NACDCallsTalkTime) x 100] / LoggedInTime
Average Skillset Talk Time	TalkTime / CallsAnswered

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1 report

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Agent Performance

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

Logged In Time	Avg ACD/ NACD Talk Time	Skillset Talk Time	DN Talk Time	Not Ready Time	Break Time	Ring Time	Waiting Time	Walk away Time	N/W Time	Re- srv'd Time	Calls Pre- sent'd	Skillset Ans'd	N/W Ans'd	Re- srv'd to Call	ACD/ NACD Ans'd	Short Calls Ans'd	DN Calls	Conf Out	Trans Out	Return Calls; To Que	From Time Out
01:29:05	01:16:01	00:00:30	00:03:49	00:01:41	00:42:10	00:00:18	00:03:26	00:00:00	00:04:38	00:00:46	65	60	6	7	12	9	19	3	4	4	4

GRAND TOTAL

Avg Skillset Talk Time: 00:01:16

%Work: 34.01

Agent Name & ID: Jon Carlos - 6709

| 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |

Avg Skillset Talk Time: 00:00:56

%Work: 78.78

4/6/99
13:00

| 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |

Daily

| 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |

Avg Skillset Talk Time: 00:00:56

%Work: 78.78

Agent

| 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |

Avg Skillset Talk Time: 00:00:56

%Work: 78.78

C:\REPORTS\startm-ag1 .rpt

Printed By: sysadmin 4/7/99 5:12:29 PM

Page 1 of 6

DMS report

Agent Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 09:30:00 04 April, 1999 - 09:45:00 04 April, 1999

	Logged In Time	Skillset Talk Time	Average Skillset Talk Time	Average ACD Talk Time	DN Talk Time	Not Ready Time	Variable Wrap Time	Ring Time	Waiting Time	Walk away Time	Calls Pre-sent'd	Skillset Ans'd	ACD Ans'd	Short Calls Ans'd	DN Calls	Conf Out	Trans Out	% Work	Return Calls From To Time Que Out
	01:29:05	01:15:49	00:01:21	00:00:36	00:02:39	00:01:21	00:41:54	00:00:24	00:02:33	00:00:12	60	56	5	9	7	3	3	89.95%	4 4

GRAND TOTAL

Agent Name & ID: Jon Carlos - 6709

| | 00:15:00 | 00:10:55 | 00:01:22 | 00:00:25 | 00:02:36 | 00:00:22 | 00:00:54 | 00:00:14 | 00:00:18 | 00:00:12 | 9 | 8 | 1 | 5 | 3 | 2 | 2 | 78.00 | 1 1 |

4/6/99																			
13:30	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1 1
Daily	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1 1
Agent	00:15:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00	1 1

C:\Reports\BestAir-ag01.rpt

Printed By: sysadmin 10/4/99 10:56:14 AM

Page 1 of 6

Agent Performance By Supervisor

Description

The Agent Performance By Supervisor report shows summarized agent performance information grouped by assigned supervisor. The report shows call totals, the amount of time agents spent in different states, and time averages.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

Filters

- supervisor login ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Call total statistics

Report field	View field/Formula
Answered	CallsAnswered
ACD/NACD Answd (Meridian 1)	ACDCallsAnswered + NACDCallsAnswered
ACD Answd (DMS)	ACDCallsAnswered
N/W Answd (Networking option)	NetworkCallsAnswered
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Confd Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther
Short Calls Answered	ShortCallsAnswered
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther

Report field	View field/Formula
Transfd Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Resv'd For Call (Networking/NACD options)	ReservedForCall
Retnd to Que	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueToTimeout

Time summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time (Meridian 1)	BreakTime
Resvd Time (Networking/ NACD options)	ReservedTime
Ring Time	RingTime
Walkaway Time	WalkawayTime

Report field	View field/Formula
ACD/NACD Talk Time (Meridian 1)	ACDCallsTalkTime + NACDCallsTalkTime
ACD Talk Time (DMS)	ACDCallsTalkTime
Skillset Talk Time	TalkTime
Variable Wrap Time (DMS)	VariableWrapTime
N/W Time (Networking option)	
Waiting Time	WaitingTime

Time averages

Report field	View field/Formula
Average Not Ready Time	Total NotReadyTime / Agents Logged In
Average ACD/NACD Talk Time (Meridian 1)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Average ACD Talk Time (DMS)	ACDCallsTalkTime / ACDCallsAnswered
Average Skillset Talk Time	Total TalkTime / Agents Logged In

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1 report

Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

Answered	ACD/ NACD Answ'd	NAW Answ'd	Skillset Conf'd	Conf'd Out	Short Calls Answered	Skillset Transf'd	Transf'd Out	Resv'd For Call	Rtn ToQue	Rtns Que due Timeout	Logged InTime	Not Ready Time	Break Time	Resv'd Time	Ring Time	Waitaway Time	ACD/ NACD Talk Time	Skillset Talk Time	NAW Time	Waiting Time
60	12	6	2	3	9	3	4	7	4	4	01:29:05	00:01:41	00:42:10	00:00:46	00:00:18	00:00:00	00:06:03	01:16:01	00:04:38	00:03:26

GRAND TOTAL

Supervisor Name & ID: Chris Konings - 7870

| | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

Agent Name & ID: Jon Carlos - 6709

| | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

Not Ready Time: 00:00:04   ACD/NACD Talk Time: Time Averages   Skillset Talk Time: 00:00:56
00:00:00

4/6/99

13:00

| | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

Daily 4/6/99

| | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

Not Ready Time: 00:00:04   ACD/NACD Talk Time: Time Averages   Skillset Talk Time: 00:00:56
00:00:00

| Agent | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Super visor | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

C:\REPORT.5\fatih\m-ag14.rpt

Printed By: sysadmin 4/7/99 11:48:53 AM

Page 1 of 4

DMS report

Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

Answered	ACD Answd	Skillset Confd	Confd Out	Short Calls Answered	Skillset Transfd	Transfd Out	Rtn To Que	Rtn to Que due Timeout	Logged In Time	Not Ready Time	Ring Time	Walkaway Time	ACD Talk Time	Skillset Talk Time	Variable Wrap Time	Waiting Time
								GRAND TOTAL								
56	6	1	3	9	2	3	4	4	01:29:05	00:01:21	00:00:24	00:00:12	00:02:58	01:15:49	00:41:54	00:02:33

Supervisor Name & ID: Chris Konings - 7870

8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18

Not Ready Time: 00:00:02

Agent Name & ID: Jon Carlos - 6709

8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:16

ACD Talk Time: 00:00:25   Time Averages   Skillset Talk Time: 00:01:22

Not Ready Time: 00:00:02

4/6/99

13:30	8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18

Daily 4/6/99

8	1	1	2	5	2	2	1	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18

ACD Talk Time: 00:00:25   Time Averages   Skillset Talk Time: 00:01:22

Not Ready Time: 00:00:02

| Agent Super visor | 8 | 1 | 1 | 2 | 5 | 2 | 2 | 1 | 1 | 00:15:00 | 00:00:22 | 00:00:14 | 00:00:12 | 00:00:25 | 00:10:55 | 00:00:54 | 00:00:18 |
| | 8 | 1 | 1 | 2 | 5 | 2 | 2 | 1 | 1 | 00:15:00 | 00:00:22 | 00:00:14 | 00:00:12 | 00:00:25 | 00:10:55 | 00:00:54 | 00:00:18 |

C:ReportsfileLineagate.rpt

Printed By: sysadmin 4/7/99 11:47:02 AM

Page 1 of 4

Agent Performance Calls Answered, Bottom 5

Description

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who answered the lowest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged in time and not ready time—to a group average. Agents who appear frequently on this report may need assistance or further training to improve call handling productivity.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- dm-agt3.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Call total statistics

Report field	View field/Formula
Skillset Ansd	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Resv For Call (Networking/NACD options)	ReservedForCall
Short Calls Ansd	ShortCallsAnswered
ACD/NACD Ansd (Meridian 1)	ACDCallsAnswered + NACDCallsAnswered
ACD Ansd (DMS)	ACDCallsAnswered
Retn to Q	CallsReturnedToQ
Retn to Q Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther

Report field	View field/Formula
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Time summary statistics

Report field	View field/Formula
Logged In	LoggedInTime
Not Ready	NotReadyTime
Break (Meridian 1)	BreakTime
Reserved (Networking/ NACD options)	ReservedTime
Ring	RingTime
Walkaway	WalkawayTime
ACD/NACD Talk	ACDCallsAnswered + NACDCallsAnswered
Skillset Talk	TalkTime
Waiting	WaitingTime

Time averages statistics

Report field	View field/Formula
Logged In	LoggedInTime / Login Occurrences
Not Ready	NotReadyTime / Not Ready Occurrences
Break (Meridian 1)	BreakTime / Break Occurrences
Reserved (Networking/ NACD options)	ReservedTime / Reserved Occurrences
Ring	RingTime / Ring Occurrences
Walkaway	WalkawayTime / Number of walkaway occurrences
ACD/NACD Talk (Meridian 1)	Average(ACDCallsTalkTime + NACDCallsTalkTime)
ACD Talk (DMS)	Average (ACDCallsTalkTime)
Skillset Talk	Average(TalkTime)
Variable Wrap	Average(VariableWrapTime)
Waiting	Average(WaitingTime)

Summaries

The report provides totals for each agent, and subtotals for each day in the reporting period. The report also contains a grand total for all agents.

Meridian 1 report

Agent Performance Calls Answered - Bottom 5, Daily

BestAir Airlines

Site Name: TORONTO

Table Name: d/AgentPerformanceStat

Report Interval: 10:15:00 07 May, 1999 - 13:00:00 07 May, 1999

am-agr3.rpx

Printed By: sysadmin 5/10/99 11:14:18 AM

Page: 1

DMS report

Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dAgentPerformanceStat

Report Interval: 00:00:00 07 May, 1999 - 00:00:00 08 May, 1999

	Call Totals												Time Summaries				
Skillset Ansd	Skillset Conf	Skillset Transf	Short Calls Ansd	ACD Ansd	Rtn To Q	Rtn Time Out	Total Ansd	Total Conf	Total Transf	Logged In	Not Ready	Ring	Walkaway	ACD Talk	Skillset Talk	Variable Wrap	Waiting

GRAND TOTAL

1,329	11	3	16	5	5	1,345				55:51:51	00:03:54	02:54:25	00:00:00	00:17:30	46:15:00	00:00:00	02:15:38
						Averages :				06:12:26	00:00:26	00:19:23	00:00:00	00:01:57	05:08:20	00:00:00	00:15:04

Agent Name & ID: Tom Wilson - 6761
Supervisor Name & ID: Chris Konings - 7870

7	1	0	1	0	0	8				00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32
						Averages :				00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32

5/7/99	7	1	0	1	0	0	8				00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32
Agent	7	1	0	1	0	0	8			Averages :	00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32

Agent Name & ID: Bill Macintosh - 6920
Supervisor Name & ID: Chris Konings - 7870

109	0	0	0	0	0	109				06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:58
						Averages :				06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:58

5/7/99	109	0	0	0	0	0	109				06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:58
Agent	109	0	0	0	0	0	109			Averages :	06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:58

Agent Name & ID: Brandon Woo - 6841
Supervisor Name & ID: Pat Wilson - 7871

151	2	2	0	0	4	4	151				07:00:00	00:03:07	00:25:21	00:00:00	00:00:00	05:35:09	00:00:00	00:18:29
							Averages :				07:00:00	00:03:07	00:25:21	00:00:00	00:00:00	05:35:09	00:00:00	00:18:29

| 5/7/99 | 151 | 2 | 2 | 0 | 0 | 4 | 4 | 151 | | | 07:00:00 | 00:03:07 | 00:25:21 | 00:00:00 | 00:00:00 | 05:35:09 | 00:00:00 | 00:18:29 |

C:\ReportWkMm-ag0.rst

Printed By: sysadmin 5/7/99 11:14:19 AM

Page 1 of 2

Agent Performance Calls Answered, Top 5

Description

The Agent Performance Calls Answered, Top 5 report is a daily report that shows call center managers summarized performance information for the five agents who answered the highest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged in time and not ready time—to a group average. Managers can track performance and may offer incentives based on agent appearances in this report.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- m-agt2.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 394), except that they are for the five agents who answered the *highest* number of calls. The statistics are summarized in the same way as in the Agent Performance Calls Answered, Bottom 5 report.

Agent Short Calls

Description

The Agent Short Calls report shows summarized information on short call performance, grouping the data into supervisor and agent summaries.

Definition:
Short call

A short call is an incoming Symposium Call Center Server or ACD call that lasts less than a predetermined amount of time, as defined for the threshold class to which the skillset belongs. For example, a short call can occur if a caller hangs up due to dialing the wrong number.

Short calls can also occur if an agent inadvertently presses the wrong button on the phoneset. Symposium Call Center Server and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls may suggest a need for further training.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt8.rpt
- dm-agt8.rpt
- wm-agt8.rpt
- mm-agt8.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Statistics

Report field	View field/Formula
Short Calls Answered	ShortCallsAnswered
Skillset Answered	CallsAnswered
Skillset Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Returned to Queue	CallsReturnedToQ

Report field	View field/Formula
Reserved For Call (Networking/NACD options)	ReservedForCall
ACD/NACD Answered (Meridian 1)	ACDCallsAnswered + NACDCallsAnswered
ACD Answered (DMS)	ACDCallsAnswered
Returned to Q Due to Timeout	CallsReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Total Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1 report

Agent Short Calls

BestAir Airlines
Site Name: TORONTO
Table Name: IAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Short Calls Answered	Skillset Answered	Skillset Conferenced	Skillset Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred
GRAND TOTAL	9	60	2	3	4	7	12	4	72	3	4

Supervisor Name & ID: Chris Konings - 7870

Summary:	5	12	2	3	1	1	0	1	12	2	3

Agent Name & ID: Jon Carlos - 6709

Summary:	5	12	2	3	1	1	0	1	12	2	3
4/6/99 13:30	5	12	2	3	1	1	0	1	12	2	3
Daily 4/6/99	5	12	2	3	1	1	0	1	12	2	3
Agent	5	12	2	3	1	1	0	1	12	2	3
Supervisor	5	12	2	3	1	1	0	1	12	2	3

C:\REPORTS\Martin\agt8..crt

Printed By: sysadmin 4/9/99 1:25:02 PM

Page 1 of 3

DMS report

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Agent Short Calls

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Short Calls Answered	Skillset Answered	Skillset Conferenced	Skillset Transferred	Returned To Queue	ACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred
					GRAND TOTAL					
	9	56	1	2	4	5	4	61	3	3

Supervisor Name & ID: Chris Konings - 7870

Summary:	5	8	1	2	1	1	1	9	2	2

Agent Name & ID: Jon Carlos - 6709

Summary:	5	8	1	2	1	1	1	9	2	2
4/6/99										
13:30	5	8	1	2	1	1	1	9	2	2
Daily 4/6/99	5	8	1	2	1	1	1	9	2	2
Agent	5	8	1	2	1	1	1	9	2	2
Supervisor	5	8	1	2	1	1	1	9	2	2

C:\Reports\rptiar-ag63.rit

Printed By: sysadmin 4/7/99 10:11:12 AM

Page 1 of 3

Agent Transferred/Conferenced Activity

Description

The Agent Transferred/Conferenced Activity report shows detailed statistics about calls conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report helps managers identify agents who may have difficulty with a specific skill. It can also highlight agents who need additional training or reassignment to a different skillset.

Views

■   AgentPerformanceStat

Templates

■   im-agt18.rpt
■   dm-agt18.rpt
■   wm-agt18.rpt
■   mm-agt18.rpt

Filters

■   agent login ID
■   agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Calls transferred/conferenced by statistics

Report field	View field/Formula
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
ACD Transf	ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther
DN Transf	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
ACD Conf	ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther
DN Conf	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Calls transferred/conferenced to statistics

Report field	View field/Formula
Transf ACD	CDNCallsTransferredToIncalls + ACDCallsTransferredToIncalls + DNCallsTransferredToACDDN

Report field	View field/Formula
Transf DN	CDNCallsTransferredToDN + ACDCallsTransferredToDN + DNCallsTransferredToDN
Transf CDN	CDNCallsTransferredToCDN + ACDCallsTransferredToCDN + DNCallsTransferredToCDN
Transf Other	CDNCallsTransferredToOther + ACDCallsTransferredToOther + DNCallsTransferredToOther
Conf ACD	CDNCallsConferencedToIncalls + ACDCallsConferencedToIncalls + DNCallsConferencedToIncalls
Conf DN	CDNCallsConferencedToDN + ACDCallsConferencedToDN + DNCallsConferencedToDN
Conf CDN	CDNCallsConferencedToCDN + ACDCallsConferencedToCDN + DNCallsConferencedToCDN
Conf Other	CDNCallsConferencedToOther + ACDCallsConferencedToOther + DNCallsConferencedToOther

Consultation statistics (Meridian 1)

Report field	View field/Formula
Consultation Time	ConsultationTime
Transf Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Totals statistics (DMS)

Report field	View field/Formula
Total Transferred Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Total Conferenced Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Meridian 1 report

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Agent Transferred/Conferenced Activity

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

	Calls Transferred / Conferenced by Agent						Calls Transferred / Conferenced To								Consultation		
	Skillset Transf	ACD Transf	DN Transf	Skillset Conf	ACD Conf	DN Conf	Transf ACD	Transf CDN	Transf DN	Transf Other	Conf ACD	Conf DN	Conf CDN	Conf Other	Consultation Time	Transf Out	Conf Out
GRAND TOTAL	3	1	0	2	1	0	0	3	1	0	0	1	2	0	00:03:24	4	3
Agent Name & ID: Jon Carlos - 6709																	
Summary:	3	0	0	2	0	0	0	2	1	0	0	1	1	0	00:00:42	3	2
4/6/99																	
13:30	3	0	0	2	0	0	0	2	1	0	0	1	1	0	00:00:42	3	2
Daily 4/6/99	3	0	0	2	0	0	0	2	1	0	0	1	1	0	00:00:42	3	2
Agent	3	0	0	2	0	0	0	2	1	0	0	1	1	0	00:00:42	3	2
Agent Name & ID: Tom Wilson - 6761																	
Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
4/6/99																	
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:32	0	0
Agent Name & ID: Lori Vandenberg - 6763																	
Summary:	0	1	0	0	0	0	0	1	0	0	0	0	0	0	00:00:10	1	0
4/6/99																	
13:30	0	1	0	0	0	0	0	1	0	0	0	0	0	0	00:00:10	1	0
Daily 4/6/99	0	1	0	0	0	0	0	1	0	0	0	0	0	0	00:00:10	1	0
Agent	0	1	0	0	0	0	0	1	0	0	0	0	0	0	00:00:10	1	0
Agent Name & ID: Brandon Woo - 6841																	
Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
4/6/99																	
13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00	0	0

C:\REPORTS\tnailine-ag118.rpt

Printed By: sysadmin 4/7/99 10:28:57 AM

Page 1 of 2

DMS report

Agent Transferred/Conferenced Activity

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

	Calls Transferred / Conferenced by Agent								Calls Transferred / Conferenced To						Total	
	Skillset Transf	ACD Transf	DN Transf	Skillset Conf	ACD Conf	DN Conf	Transf ACD	Transf DN	Transf CDN	Transf Other	Conf ACD	Conf DN	Conf CDN	Conf Other	Transf Out	Conf Out
GRAND TOTAL	2	1	0	1	2	0	0	0	3	0	0	1	2	0	3	3

Agent Name & ID: Jon Carlos - 6709

Summary:	2	1	0	1	1	0	0	0	2	0	0	1	1	0	2	2
4/6/99 13:30	2	0	0	1	1	0	0	0	2	0	0	1	1	0	2	2
Daily 4/6/99	2	0	0	1	1	0	0	0	2	0	0	1	1	0	2	2
Agent	2	0	0	1	1	0	0	0	2	0	0	1	1	0	2	2

Agent Name & ID: Tom Wilson - 6761

Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4/6/99 13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Agent Name & ID: Lori Vandenberg - 6763

Summary:	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0
4/6/99 13:30	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
Daily 4/6/99	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
Agent	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0

Agent Name & ID: Brandon Woo - 6841

Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4/6/99 13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

C:\Reports\Rpt-Im-ag19.rpt

Page 1 of 2

Printed By: sysadmin 7/4/99 12:26:51 PM

Estimated Revenue Per Agent

Description

The Estimated Revenue Per Agent report shows the amount of revenue each agent generates based on the total number of calls taken and the number of times a specified activity code is recorded.

For user-defined reports that use this report as a template, you can set a dollar value to be multiplied against activity code occurrences. This is a useful feature for call centers that offer revenue-based incentives.

Notes:

- This report does not include Not Ready activity codes.
- For standard reports, the default dollar value ($1.00) is used.

Views

- ActivityCodeStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

Filters

- activity code
- activity name

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Total Activity Time	ActivityTime
Total Occurrences	Occurrences
Total Estimated Revenue Generated	Occurrences * Per Unit $ (specified at run-time)

Summaries

The report provides totals for each agent, and subtotals for each activity code. For each activity code, statistics are further broken down by day, week, or month, depending on the reporting period selected. The report also contains a grand total for all agents.

Estimated Revenue Per Agent - Daily

BestAir Airlines
Site Name: TORONTO   Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999
Table Name: dActivityCodeStat

	Total Activity Time	Total Occurrences	Total Estimated Revenue Generated
GRAND TOTAL			
	01:32:51	**161**	**$161.00**

Agent Name & ID: Rose Stefanopolis - 6602

Summary:	00:13:59	10	$10.00

Activity Name & ID: System_Default_Activity_Code - 0

Summary:	00:09:02	6	$6.00
4/9/99	00:09:02	6	$6.00
Activity	00:09:02	6	$6.00

Activity Name & ID: Schedule_Inquiry - 430

Summary:	00:03:48	2	$2.00
4/9/99	00:03:48	2	$2.00
Activity	00:03:48	2	$2.00

Activity Name & ID: Booking - 431

Summary:	00:01:09	2	$2.00
4/9/99	00:01:09	2	$2.00
Activity	00:01:09	2	$2.00
Agent	00:13:59	10	$10.00

am-ag113.rpt

Printed By: sysadmin 4/11/99 11:04:03 AM   **Page: 1**

Section C: Application reports

In this section

Application By Activity Code

Description

The Application By Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, or support calls.

Notes:

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

Filters

- activity code
- activity name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

Summaries

The report provides totals for each activity code, and subtotals for each application. For each activity code, statistics are broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Application By Activity Code

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Agent Login	Agent Name	Activity Time	Average Activity Time	Activity Occurrences
		─── **GRAND TOTAL** ───		
		01:32:51	00:00:35	161

Activity Name & ID: System_Default_Activity_Code - 0

		Activity Time	Average Activity Time	Activity Occurrences
Summary:		01:02:18	00:00:31	121

Application: Booking_Script

		Activity Time	Average Activity Time	Activity Occurrences
Summary:		00:36:59	00:00:40	55

4/9/99
15:15				
6708	James Jones	00:00:45	00:00:23	2
6912	Ronnie Heintz	00:02:32	00:00:38	4
6763	Lori Vandenberg	00:05:17	00:00:53	6
6761	Tom Wilson	00:02:45	00:00:41	4
6841	Brandon Woo	00:03:12	00:00:48	4
6602	Rose Stefanopolis	00:07:12	00:01:26	5
6913	Tajinder Singh	00:09:15	00:00:23	24
6840	Donna Royce	00:06:01	00:01:00	6
Daily 4/9/99		00:36:59	00:00:40	55
Application		00:36:59	00:00:40	55

Application: Master_Script

		Activity Time	Average Activity Time	Activity Occurrences
Summary:		00:25:19	00:00:23	66

4/9/99
15:15				
6761	Tom Wilson	00:00:10	00:00:10	1
6912	Ronnie Heintz	00:09:51	00:00:28	21
6840	Donna Royce	00:06:52	00:00:14	29
6913	Tajinder Singh	00:05:31	00:00:30	11
6708	James Jones	00:00:15	00:00:15	1
6763	Lori Vandenberg	00:00:30	00:00:30	1
6841	Brandon Woo	00:00:20	00:00:20	1
6602	Rose Stefanopolis	00:01:50	00:01:50	1
Daily 4/9/99		00:25:19	00:00:23	66
Application		00:25:19	00:00:23	66
Activity		01:02:18	00:00:31	121

Activity Name & ID: Schedule_Inquiry - 430

		Activity Time	Average Activity Time	Activity Occurrences
Summary:		00:15:18	00:00:46	20

Application: Booking_Script

		Activity Time	Average Activity Time	Activity Occurrences
Summary:		00:10:45	00:00:46	14

4/9/99
15:15				
6913	Tajinder Singh	00:00:08	00:00:08	1

lm-a009.rpt

Printed By: sysadmin 4/11/99 11:24:04 AM   **Page: 1**

Application By Skillset

Description

The Application By Skillset report shows summarized application statistics for each skillset under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

This report is an indicator of application contribution to a skillset.

Note: This report does not contain statistics for the System_Application.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill3.rpt
- dmskill3.rpt
- wmskill3.rpt
- mmskill3.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay

Summaries

The report provides totals for each skillset, and subtotals for each application. For each appication, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by application. The report also contains a grand total for all skillsets.

Application By Skillset

BestAir Airlines
Site Name: TORONTO   Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999
Table Name: iSkillsetStat

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
				GRAND TOTAL			
		458	15	3.28%	01:43:55	00:00:14	00:00:42

Skillset: Bookings

	Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42

Application: Booking_Script

	Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42

4/7/99

	09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
	Daily 4/7/99	231	5	2.16	00:55:10	00:00:14	00:00:42
	Application	231	5	2.16	00:55:10	00:00:14	00:00:42

Application: Master_Script

	Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27

4/7/99

	09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
	Daily 4/7/99	39	3	7.69	00:06:59	00:00:11	00:00:27
	Application	39	3	7.69	00:06:59	00:00:11	00:00:27
	Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42

Skillset: Default_Skillset

	Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00

Application: Master_Script

	Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00

4/7/99

	09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
	Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00
	Application	0	0	0.00	00:00:00	00:00:00	00:00:00
	Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00

Skillset: European_Vacations

	Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34

Application: Master_Script

	Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31

C:\REPORTS\flat\imskill3.rpt

Printed By: sysadmin 4/8/99 10:12:13 AM   Page 1 of 2

Application Call Treatment

Description

The Application Call Treatment report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application and the number of calls that received the specified treatments. The report records the number of calls that the system answered, abandoned, offered, routed, and disconnected.

This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep a count of the number of callers who receive a specific treatment and service.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Note: If you use the interval data type, remember that a call offered at one interval could be given treatment at another interval.

Templates

- im-app7.rpt
- dm-app7.rpt
- wm-app7.rpt
- mm-app7.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Overflowed statistics

Report field	View field/Formula
Quantity	CallsGivenForceOverflow
Percentage (%)	CallsGivenForceOverflow / CallsOffered x 100
Average time before	TimeBeforeForceOverflow / number of calls given Force Overflow
Average calls per reporting period	CallsGivenForceOverflow / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceOverflow / number of reporting periods (intervals, days, weeks, or months)

Defaulted statistics

Report field	View field/Formula
Quantity	CallsGivenDefault
Percentage (%)	CallsGivenDefault / CallsOffered x 100
Average time before	TimeBeforeDefault / number of calls given default treatment

Report field	View field/Formula
Average calls per reporting period	CallsGivenDefault / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeDefault / number of reporting periods (intervals, days, weeks, or months)

Given Busy statistics

Report field	View field/Formula
Quantity	CallsGivenForceBusy
Percentage (%)	CallsGivenForceBusy / CallsOffered x 100
Average time before	TimeBeforeForceBusy / number of calls given Force Busy treatment
Average calls per reporting period	CallsGivenForceBusy / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceBusy / number of reporting periods (intervals, days, weeks, or months)

Routed statistics

Report field	View field/Formula
Quantity	CallsGivenRouteTo
Percentage (%)	CallsGivenRouteTo / CallsOffered x 100
Average time before	TimeBeforeRouteTo / Number of calls given Route To treatment
Average calls per reporting period	CallsGivenRouteTo / number of reporting periods (intervals, days, weeks, or months)

Report field	View field/Formula
Average time before treatment per reporting period	TimeBeforeRouteTo / number of reporting periods (intervals, days, weeks, or months)

Disconnected statistics

Report field	View field/Formula
Quantity	CallsGivenForceDisconnect
Percentage (%)	CallsGivenForceDisconnect / CallsOffered x 100
Average time before	TimeBeforeForceDisconnect / Number of calls
Average calls per reporting period	CallsGivenForceDisconnect / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceDisconnect / number of reporting periods (intervals, days, weeks, or months)

Offered statistics

Report field	View field/Formula
Quantity	CallsOffered

Answered statistics

Report field	View field/Formula
Quantity	CallsAnswered
Percentage (%)	CallsAnswered / CallsOffered x 100

Report field	View field/Formula
Average calls per reporting period (interval, day, week, or month)	Calls Answered / number of reporting periods (intervals, days, weeks, or months)

Abandoned statistics

Report field	View field/Formula
Total	CallsAbandoned
Percentage (%)	CallsAbandoned / CallsOffered x 100
Average calls per reporting period (interval, day, week, or month)	CallsAbandoned / number of reporting periods (intervals, days, weeks, or months)

Given Host Lookup statistics

Report field	View field/Formula
Total	CallsGivenHostLookup
Percentage (%)	CallsGivenHostLookup / CallsOffered x 100
Average calls per reporting period (interval, day, week, or month)	CallsGivenHostLookup / number of reporting periods (intervals, days, weeks, or months)

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Call Treatment

BestAir Airlines
Site Name:　　TORONTO
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 13:45:00 05 April, 1999

	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
GRAND TOTAL									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...

Application: Booking_Script

Total	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
Quantity	0	4	1	0	0	43	35	9	31
Average calls per interval	0	4	1	0	0	...	35	9	31
Avg time before treatment per int.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%

4/5/99

13:45	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00	9.30	2.33	0.00	0.00	...	81.40	20.93	72.09
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...

Daily 4/5/99 Total	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
Avg calls per int.	0	4	1	0	0	43	35	9	31
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...
Percentage (%)	0.00	9.30	2.33	0.00	0.00	...	81.40	20.93	72.09

Application	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
GRAND TOTAL									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00	9.30	2.33	0.00	0.00	...	81.40	20.93	72.09
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...

	Overflowed	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...

C:\REPORTS\1tat1m-3007.rpt

Printed By:　sysadmin 4/6/99 4:00:47 PM　　　　　　　　　　　　　　**Page 1　of　1**

Application Delay Before Abandon

Description

The Application Delay Before Abandon report gauges service quality by indicating how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold for the application, and the percentage of calls that abandoned.

With a greater awareness of customer tolerance levels, call center managers can adjust call scripts to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice recognition system, and add additional agents to increase service.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt
- mm-app5.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Abandon delay spectrum

The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into two-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	CallsAbandoned / CallsOffered x 100
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	CallsAbandonedDelay / CallsAbandoned

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 06 April, 1999

Skillset Calls:

Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
			GRAND TOTAL				
43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Application: Booking_Script

Summary:							
43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Abandon Delay Spectrum: Booking_Script

Number of Calls

Delay Intervals --->

C:\REPORTS\Marilow~a005.rd

Printed By: sysadmin 4/6/99 10:12:32 AM

Page 1 of 2

Application Delay Before Answer

Description

The Application Delay Before Answer report shows summarized performance information regarding call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating how long callers wait before connecting to an agent. The statistics include all Symposium Call Center Server calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

By keeping delays to a minimum, the call center shows respect for customers and inspires the confidence that brings repeat business.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app3.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Answer delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of times divided into two-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Answer

BestAir Airlines
Site Name: TORONTO
Table Name: i\ApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13
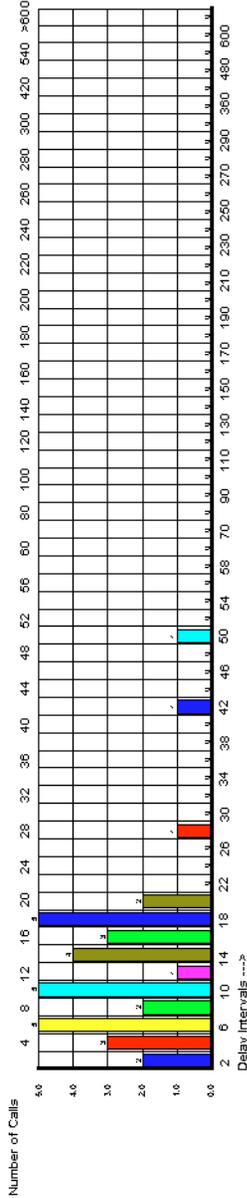
GRAND TOTAL

| | 43 | 35 | 00:07:39 | 00:07:31 | 3 | 00:00:50 | 00:00:43 | 00:00:13 |

Application: Booking_Script
Summary:

Answer Delay Spectrum: Booking_Script

Number of Calls

Delay Intervals --->

Application Performance

Description

The Application Performance report provides summarized performance information on your call center applications. The report gives an overview of calls answered, delayed, and abandoned, as well as the percentage of calls that achieved a minimum service level. The report tracks calls routed to the specified application (master or primary call script). This report can be particularly useful in determining the efficiency of the service your center provides to specific call types and callers.

By showing the volume of calls answered in a given period, along with the average delay callers experienced, the report can identify the level of service customers received on a specific type of call or activity.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt
- mm-app1.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Avg Answer Delay	CallsAnsweredDelay / CallsAnswered
Max Answer Delay	MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Max Abandon Delay	MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold
Ans Delay At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Performance

BestAir Airlines
Site Name: TORONTO   Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Table Names: iApplicationStat

Skillset Calls:	Avg Ans Delay	Offered	Answered	Answer Delay	Ans After Threshold	Abandoned	Aban After Threshold	Ans Delay At Skillset	% Service Level
				— GRAND TOTAL —					
	00:00:14	158	133	00:30:42	11	25	8	00:24:51	87.97%

Application: ACD_DN_Application

Summary:	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33%

4/5/99

13:45	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Daily 4/5/99	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Application	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33

Application: Booking_Script

Summary:	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82%

4/5/99

13:45	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82
Daily 4/5/99	00:00:13	43	35	00:07:39	3	8	5	00:07:31	81.82
Application	00:00:13	43	35	00:07:39	3	8	5	00:07:31	81.82

Application: Cargo_Script

Summary:	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71%

4/5/99

13:45	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71
Daily 4/5/99	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71
Application	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71

Application: Master_Script

Summary:	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59%

4/5/99

13:45	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Daily 4/5/99	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Application	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59

Application: NACD_DN_Application

Summary:	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00%

4/5/99

13:45	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00
Daily 4/5/99	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00

C:\REPORTS\flat\lm-app1.rpt

Printed By: sysadmin 4/6/99 10:15:17 AM   Page 1 of 2

Crosstab - Application Performance

Description

The Crosstab - Application Performance report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, and calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

Views

- iApplicationStat

Collection frequency

- interval

Templates

- icross_Application.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each application for each interval, as well as daily totals for the application.

Crosstab - Application Performance

BestAir Airlines   TORONTO
Site Name:
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

Grand Totals

Calls Offered	393
Calls Answered	336
Calls Abandoned	57

		Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	13:45	43	52	70	65	64	294
		35	41	55	61	55	247
		9	10	15	4	9	47
	Application Total	43	52	70	65	64	294
		35	41	55	61	55	247
		9	10	15	4	9	47
Cargo_Script	13:45	7	12	1	12	5	37
		6	10	2	9	4	31
		1	2	0	2	1	6
	Application Total	7	12	1	12	5	37
		6	10	2	9	4	31
		1	2	0	2	1	6
Vacations_Script	13:45	15	10	20	14	3	62
		13	10	19	13	3	58
		2	0	1	1	0	4
	Application Total	15	10	20	14	3	62
		13	10	19	13	3	58
		2	0	1	1	0	4
Total		65	74	91	91	72	393
		54	61	76	83	62	336
		12	12	16	7	10	57

Section D: Call by call reports

In this section

Call By Call Statistics

Description

For each call, the Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

You can collect call information from the time the call is made until the time it leaves Symposium Call Center Server control. You can collect statistics for all of the events defined in Historical Statistics Collection.

Notes:

- The Call By Call Statistics report includes only one interval.
- Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- Event information is written to the database every 15 minutes.

Views

- eCallByCallStatYYYYMMDD
- Agent

Template

- em-res9.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

Field descriptions

Report field	View field/Formula
Call ID	eCallByCallStatYYYYMMDD.CallId
Time	eCallByCallStatYYYYMMDD.Time
Event	eCallByCallStatYYYYMMDD.CallEventName
Agent	Agent.SurName, Agent.GivenName, Agent.TelsetLoginID
Source	eCallByCallStatYYYYMMDD.Source
Destination	eCallByCallStatYYYYMMDD.Destination
Associated Data	eCallByCallStatYYYYMMDD.AssociatedData
Event Data	eCallByCallStatYYYYMMDD.EventData

Grouping

Events in the Call By Call Statistics report are grouped by call ID.

Call By Call Statistics

Report Interval: 11:00:00 04 October, 1999 - 11:15:00 04 October, 1999

Site Name: ICCMNGEN23
Table Names: eCallByCallYYYYMMDD, Agent

Time	Event	Agent	Source	Destination	Associated Data	Event Data
Call ID: 44,106,713						
11:13:50	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload3		1st_TIME_QUEUED_TO_S KSET: YES
11:13:51	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: NET_ALREADY_SERVICE D
Call ID: 44,106,954						
11:12:20	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES
11:12:21	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICE D
Call ID: 44,106,962						
11:14:58	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES
11:14:59	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICE D
Call ID: 44,107,036						
11:13:12	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: CANCELLED
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload1			REASON: NET_ALREADY_SERVICE D
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload5			REASON: NET_ALREADY_SERVICE D
11:13:13	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload3		1st_TIME_QUEUED_TO_S KSET: NO
11:13:13	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload5		1st_TIME_QUEUED_TO_S KSET: NO
Call ID: 44,107,046						
11:14:08	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NWAN	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES
11:14:09	Network In Call Dequeued	NULL	SK_SET: nload3			REASON: CANCELLED

Printed By: sysadmin   10/4/99   12:24:50 PM

Page 1 of 386

Section E: Configuration reports

In this section

Activity Code Properties

Description

The Activity Code Properties report lists all of the activity codes and their assigned names.

Where properties are defined

Activity code properties are defined on Activity Code Properties property sheet.

View

- ActivityCode

Template

- config8.rpt

Filters

- activity code
- activity name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Activity Code Name	Name
Activity Code Number	ActivityCode

Activity Code Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ActivityCode

Activity Code Name	Activity Code Number
Booking	431
Gold_Service	460
Newspaper	457
Radio	458
Schedule_Inquiry	430
Skillset_Default_Activity_Code	00
System_Default_Activity_Code	0
Television	459
Vacation_Inquiry	440
Vacation_Sales	441

Agent By Supervisor Properties

Description

The Agent By Supervisor Properties report lists agents and the supervisors to whom they are assigned. Agents can have multiple supervisors. Therefore, an agent may appear multiple times in the report.

View

- SupervisorAgentAssignment

Template

- config31.rpt

Filters

- supervisor login ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID
Assigned Agent Name	AgentGivenName AgentSurName

Report field	View field/Formula
Phoneset Login ID	AgentTelsetLoginID
Supervisor Type	Type

Agent By Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment

Assigned Agent Name	Phoneset Login ID	Supervisor Type
Supervisor Name & ID: Pat Wilson - 7871		
Brandon Woo	6841	Reporting
Donna Royce	6840	Reporting
Dylan Marcus	6844	Reporting
Fred Gogolek	6853	Associated
Lori Vandenberg	6763	Reporting
Ronnie Heintz	6912	Reporting
Sara Fargus	6911	Reporting
Steven Chung	6851	Associated
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Reporting
Supervisor Name & ID: Chris Konings - 7870		
Bert Katerberg	6789	Reporting
Brandon Woo	6841	Reporting
Fred Gogolek	6853	Reporting
James Jones	6708	Associated
Lori Vandenberg	6763	Associated
Steven Chung	6851	Reporting
Terry Davidson	8959	Reporting
Tom Wilson	6761	Associated
Toni Di Angelo	6766	Reporting
Supervisor Name & ID: Marta Mitchell - 7877		
James Jones	6708	Reporting
Supervisor Name & ID: Cindy Wong - 7872		
Bev Arthur	6622	Reporting
George Kurtz	6631	Reporting
Marie Beauvallet	6625	Reporting
Mark Schultz	6605	Reporting
Rose Stefanopolis	6602	Associated
Stella Conner	6623	Reporting
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Associated

Agent Properties

Description

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title

- agent call presentation information—including call presentation options defined for the agent's call presentation class

- phoneset information—including port information for the phoneset at which the agent is logged in, and the agent's personal or secondary directory number

- supervisor information—which lists the agent's supervisors

Where properties are defined

Agent properties are defined on the User Properties property sheet for each agent.

Views

- Agent
- SupervisorAgentAssignment

Template

- config5.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

General fields

Report field	View field/Formula
Agent Name & ID	Agent.GivenName Agent.SurName Agent.TelsetLoginID
Threshold Class	Agent.ThresholdTemplateName
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment

Agent Call Presentation fields

Report field	View field/Formula
Call Presentation Class	Agent.TemplateName
Call Force Option (Meridian 1)	Agent.CallForceOption
Call Force Timer Delay (Meridian 1)	Agent.CallForceDelayTimer
Reserve for Network Call (Networking option only)	Agent.TelsetShowReserve

Report field	View field/Formula
Return To Queue On No Answer	Agent.ReturnToQueueOnNoAnswer
Return To Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold (Meridian 1)	Agent.AlternateCallAnswer
Union Break Timer (Meridian 1)	Agent.UnionBreakTimer
Not Ready on Secondary DN (DMS)	Agent.NROSDN
Variable Wrap Time (DMS)	Agent.VariableWrap

Phoneset fields

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1)	Agent.PersonalDN
Secondary DN (DMS)	Agent.SecondaryDN
Switch Port Address	Agent.SwitchPortAddress
Switch Port Name	Agent.SwitchPortName
Switch ID	Agent.SwitchID

Supervisor fields

Report field	View field/Formula
Supervisor Name	SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Supervisor Phoneset Login ID	SupervisorAgentAssignment.SupervisorTelsetLoginID
Type	SupervisorAgentAssignment.Type

Meridian 1 report

Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

Agent Name & ID: James Jones -- 6708

General

Threshold Class:	Agent_Template
Department:	Vacations
Title:	Vacations Specialist
Comment:	

Agent Call Presentation

Call Presentation Class:	Senior_Agent
Call Force Option:	Y
Call Force Timer Delay:	10
Reserve for Network Call:	Y
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	15
Make Phoneset:	Not Ready
DN On Hold:	Y
Union Break Timer:	5

Phoneset

Phoneset Login ID:	6708
Personal DN:	3119
Switch Port Address:	8-0-2-5
Switch Port Name:	8-0-2-5
Switch ID:	1

Supervisor Name	Supervisor Phoneset Login ID	Type
Chris Konings	7870	Associated
Marta Mitchell	7877	Reporting

C:\REPORTS\flat\configS.rpt

Printed By: sysadmin 6/25/99 4:58:27 PM   **Page 1 of 3**

DMS report

```
                              Agent Properties

BestAir Airlines
Site Name:   TORONTO
Table Names: Agent, SupervisorAgentAssignment
────────────────────────────────────────────────────────────────

Agent Name & ID:        James Jones -- 6708
    General
            Threshold Class:              Agent_Template
            Department:                   Vacations
            Title:                        Vacations Specialist
            Comment:

    Agent Call Presentation
            Call Presentation Class:      Senior_Agent
            Return To Queue On No Answer:  Y
            Return To Queue Wait Interval: 15
            Make Phoneset:                Not Ready
            Not Ready on Secondary DN:     Y
            Variable Wrap:                Interval Zero


    Phoneset
            Phoneset Login ID:            6708
            Secondary DN:                 4165556766
            Switch Port Address:          2102
            Switch Port Name:             2102
            Switch ID:                    1
    Supervisor Name                       Supervisor Phoneset Login ID    Type
    Chris  Konings                        7870                            Associated
    Marta  Mitchell                       7877                            Reporting
```

C:\Reports\flat\Config5.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM   Page 1 of 3

Agent Skillset Assignment

Description

The Agent Skillset Assignment report lists scheduled changes of agents and their skillset assignments.

Where properties are defined

Agent to skillset assignment properties are defined on the Agent to Skillset Properties property page.

View

- ScheduledSkillsetAssignment

Template

- config24.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Field descriptions

Report field	View field/Formula
Assignment Name	AssignName
Status	Status
Comment	Comment
Agent Name and Phoneset Login	UserSurName UserGivenName UserTelsetLoginID
To Skillset	SkillsetName
SkillsetState	SkillsetState
Priority	Priority

Agent Skillset Assignment

BestAir Airlines
Site Name: TORONTO
Table Names: ScheduledSkillsetAssignment

Agent Name and Phoneset Login	To Skillset	SkillsetState	Priority
Assignment Name: Afternoon_Break			
Status: Edited/Saved			
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2
Assignment Name: Lunch			
Status: Edited/Saved			
Comment:			
Lori Vandenberg - 6763	Bookings	Active	2
Toni Morelli - 6710	Support	Active	1
Assignment Name: Morning_Break			
Status: Edited/Saved			
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2

Agent Skillset Properties

Description

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

Where properties are defined

Agent skillset properties are defined on the Skillsets – User Properties property page.

Views

- Agent
- SkillsetByAgent
- Skillset

Template

- config29.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

Function	Minimum access level
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Agent Name & ID	Agent.SurName Agent.GivenName Agent.TelsetLoginID
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1)	Agent.PersonalDN
Call Presentation Class	Agent.AgentTemplateName
Threshold Class	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Meridian 1 report

Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Personal DN:	3119
Call Presentation Class:	Senior_Agent
Threshold Class:	Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

Agent Name & ID: Jon Carlos - 6709

Personal DN:	3120
Call Presentation Class:	Senior_Agent
Threshold Class:	Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

Agent Name & ID: Toni Morelli - 6710

Personal DN:	3121
Call Presentation Class:	Senior_Agent
Threshold Class:	Agent_Template

Skillset Name	Skillset State	Priority
Vacations	Standby	n/a
European_Vacations	Active	1

C:\REPORTS\flat\config29.rpt

Printed By: sysadmin 4/17/99 10:11:02 AM   **Page 1 of 1**

DMS report

Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Call Presentation Class:	Senior_Agent
Threshold Class:	Agent_Template

Skillset Name	Skillset State	Priority
Bookings	Standby	n/a
European_Vacations	Active	1
Vacations	Active	2

C:\Reports\flat\Config29.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM   **Page 1 of 1**

Agent Supervisor Assignment

Description

The Agent Supervisor Assignment report lists agent to supervisor assignments and their properties.

Where properties are defined

Agent to supervisor assignment properties are defined on the Agent to Supervisor Properties property sheet.

Views

- ScheduledSupervisorAssignment
- SupervisorAgentAssignment

Template

- config23.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Assignment Name	ScheduledSupervisorAssignment.AssignName
Status	ScheduledSupervisorAssignment.Status
Comment	ScheduledSupervisorAssignment.Comment
From Reporting Supervisor	SupervisorAgentAssignment.SupervisorUserID SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Agent Name and Phoneset Login	SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentTelsetLoginID
To Reporting Supervisor	ScheduledSupervisorAssignment.SupervisorID ScheduledSupervisorAssignment.SupervisorGivenName ScheduledSupervisorAssignment.SupervisorSurname

Agent Supervisor Assignment

Site Name: NTORI313
Table Names: ScheduledSupervisorAssignment,SupervisorAgentAssignment

Assignment Name: Normal

Status: Edited/Saved
Comment:

Agent Name and Phoneset Login	From Reporting Supervisor	To Reporting Supervisor
Lori Vandenberg - 6763	Pat Wilson	-- no change --
Fred Gogolek - 6853	Chris Konings	Pat Wilson
Ronnie Heintz - 6912	Pat Wilson	-- no change --
Dylan Marcus - 6844	Pat Wilson	-- no change --
Donna Royce - 6840	Pat Wilson	-- no change --
Tajinder Singh - 6913	Cindy Wong	Pat Wilson
Tom Wilson - 6761	Cindy Wong	Pat Wilson
Brandon Woo - 6841	Chris Konings	Pat Wilson
Sara Fargus - 6911	Pat Wilson	-- no change --
Steven Chung - 6851	Chris Konings	Pat Wilson

C:\Nortel\client\en\RPT\CONFIG23.RPT

Printed By: sysadmin **10/4/99 11:19:33 AM**   Page 1 of 46

Application Script Properties

Description

The Application Script Properties report describes the relationship between application scripts.

Definition: Parent script

A parent script is any script that directs a call to another, secondary, script.

Definition: Child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

View

■   ApplicationByScript

Template

■   config14.rpt

Filter

■   application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Parent Script Name	ParentName
Child Script Name	ChildName

Application Script Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ApplicationByScript

Parent Script Name	Child Script Name
Booking_Script	Busy_Booking
	IVR_Booking
	Night_Booking
Cargo_Script	Busy_Cargo
	IVR_Cargo
	Night_Cargo
Master_Script	Booking_Script
	Busy_Main
	Cargo_Script
	IVR_Main
	Night_Main
	Vacation_Script
Vacation_Script	Busy_Vacation
	IVR_Vacation
	Night_Vacation

config14.rpt

Printed By: sysadmin 5/10/99 11:23:08 AM   Page: 1

Application Template Properties

Description

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

Views

- Application
- ApplicationThresholdTemplate

Template

- config15.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Application Name	Application.Name
Call By Call	Application.CallByCall

Report field	View field/Formula
Threshold Class	ApplicationThresholdTemplate.Name
Field	ApplicationThresholdTemplate.Field
Level 1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2

Application Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Application, ApplicationThresholdTemplate

Application Name: ACD_DN_Application

Call By Call:	None	
Threshold Class:	ACD_Template	

Field	Level 1	Level 2
Calls Waiting	5	15
Short Calls	10	

Application Name: Booking_Script

Call By Call:	None	
Threshold Class:	Application_Template	

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: Cargo_Script

Call By Call:	None	
Threshold Class:	Application_Template	

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: Master_Script

Call By Call:	None	
Threshold Class:	Application_Template	

Field	Level 1	Level 2
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

Application Name: NACD_DN_Application

Call By Call:	None	
Threshold Class:	Network_Template	

Field	Level 1	Level 2
Short Calls	5	

C:\REPORTS\flat\config15.rpt

Printed By: sysadmin 5/22/99 12:21:02 PM   Page 1 of 2

CDN Properties

Description

The CDN Properties report lists the CDNs and their assigned names.

Definition: CDN

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

Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

View

- CDN

Template

- config7.rpt

Filters

- CDN
- CDN name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
CDN Number	CDN
CDN Name	Name
Call Type	Type

CDN Properties

BestAir Airlines
Site Name: TORONTO
Table Name: CDN

CDN Number	CDN Name	Call Type
3750	3750	Local
3751	3751	Local
3752	3752	Local
3753	3753	Local
3754	3754	Local
3755	3755	Local
3756	3756	Local
3757	3757	Local
3758	3758	Local
3759	3759	Local

config7.rpt
Printed By: sysadmin 5/10/99 11:34:15 AM   Page: 1

Database View Definitions

Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Call Center Server database. You can use these views to design user-created reports.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

View

- Views

Template

- config34.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Field Name	ColumnName
Type	Type
Length	Length

Field types

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

Meridian 1 report

Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ActivityCode	varchar	32
Agent			
	CallForceOption	char	1
	TelsetShowReserve	char	1
	AlternateCallAnswer	char	1
	ReturnToQueueOnNoAnswer	char	1
	UnionBreakTimer	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	CallForceDelayTimer	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	PersonalDN	varchar	32
	Title	varchar	64

C:\REPORTS\flat\config34.rpt

Printed By: sysadmin 6/25/99/5:05:05 PM

Page 1 of 57

DMS report

Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

View Name	Field Name	Type	Length
AccessRights			
	ReadAccess	char	1
	WriteAccess	char	1
	ExecuteAccess	char	1
	ReadAgentAccess	char	1
	WriteAgentAccess	char	1
	CreateDeleteAccess	char	1
	ExecuteAgentAccess	char	1
	ReadAllAgentAccess	char	1
	WriteAllAgentAccess	char	1
	ExecuteAllAgentAccess	char	1
	CreateDeleteAgentAccess	char	1
	CreateDeleteAllAgentAccess	char	1
	ObjectKey	int	4
	ObjectName	varchar	32
	GroupName	varchar	40
	PCLoginName	varchar	40
	SurName	varchar	64
	GivenName	varchar	64
	Comment	varchar	127
ActivityCode			
	Name	varchar	30
	ActivityCode	varchar	32
Agent			
	NRONSDN	char	1
	TelsetShowReserve	char	1
	ReturnToQueueOnNoAnswer	char	1
	VariableWrap	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	SecondaryDN	varchar	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	Title	varchar	64
	SurName	varchar	64
	GivenName	varchar	64

C:\Reports\flat\Config34.rpt

Printed By: sysadmin 6/19/99 09:30:00 AM

Page 1 of 53

DNIS Properties

Description

The DNIS Properties report lists each DNIS and its assigned name. It also displays the service level threshold.

Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Where properties are defined

DNIS Properties are defined on the DNIS Properties property sheet.

View

- DNIS

Template

- config10.rpt

Filters

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report

Function	Minimum access level
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
DNIS Name and Number	DNISName, DNIS
Service Level Threshold	ServiceLevelThreshold

DNIS Properties

BestAir Airlines
Site Name: TORONTO
Table Name: DNIS

DNIS Name and Number	Service Level Threshold
Corporate_Gold - 5559000	15
Corporate_Service - 5559010	30
Personal_Gold - 5559100	20
Personal_Service - 5559110	40

Formula Properties

Description

The Formula Properties report lists all of the customized formulas and their definitions as they appear in real-time displays. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

View

- Formula

Template

- config17.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Formula Name	Name
Class	Class

Report field	View field/Formula
Comment	Comment
Definition	Definition

Formula Properties

BestAir Airlines
Site Name: TORONTO
Table Name: Formula

Formula Name: %_Abandoned_Aft_Threshold

Class: Application
Comment:
Definition: %2800104*100/%2800103

Formula Name: %_Ntwk_Answd_within_Srv_Lvl

Class: Network
Comment:
Definition: (%2800406-%2800407)*100/%2800406

Formula Name: %Calls_Abandoned

Class: Application
Comment:
Definition: %2800103*100/(%2800103+%2800106)

Formula Name: %Network_Service_Level

Class: Network
Comment:
Definition: ((%2800408+%2800406)-(%2800409+%2800407))*100/(%2800406+%2800408)

Formula Name: %Service_Level

Class: Application
Comment:
Definition: ((%2800106+%2800103)-(%2800107+%2800104))*100/(%2800106+%2800103)

config17.rpt
Printed By: sysadmin 5/10/99 11:11:04 AM   Page: 1

Historical and Real Time Statistics Properties

Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics you configured the Symposium Call Center Server to collect.

Notes:

- To view call-by-call properties for individual applications, see the Application Properties report.

- User-defined reports using this standard report as a template cannot be scheduled.

Real-time statistics collection modes

You can collect real-time statistics in the following modes.

Moving window mode

In moving window mode, statistics shown represent the last ten minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

Where properties are defined

Real-time statistics collection properties are defined on the Real-time Statistics Configuration property sheet. Historical statistics collection properties are defined on the Historical Statistics Configuration property sheet.

Views

- HistoricalStatCollection
- HistoricalStatDuration
- HistoricalStatStorage
- RealTimeStatCollection

Template

- config1.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Historical Collection fields

Report field	View field/Formula
Application	HistoricalStatCollection.Application
CDN	HistoricalStatCollection.CDN
Skillset	HistoricalStatCollection.Skillset
Activity Code	HistoricalStatCollection.ActivityCode
DNIS	HistoricalStatCollection.DNIS
Trunk (Meridian 1)	HistoricalStatCollection.Trunk
Route (Meridian 1)	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RANMusicRoute
Agent Performance	HistoricalStatCollection.AgentPerformance

Report field	View field/Formula
Agent By-Application	HistoricalStatCollection.AgentByApplication
Agent By-Skillset	HistoricalStatCollection.AgentBySkillset
Agent Login/Logout	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics (Meridian 1)	HistoricalStatCollection.IVR
IVR Port Statistics (Meridian 1)	HistoricalStatCollection.IVRPort
IVR Port Login/Logout (Meridian 1)	HistoricalStatCollection.IVRPortLogin
Network Call (Networking option only)	HistoricalStatCollection.NetworkCall
Network Out Call (Networking option only)	HistoricalStatCollection.NetworkOutCall

Historical Duration fields

Report field	View field/Formula
Days Of Interval	HistoricalStatDuration.DaysOfInterval
Days Of Daily	HistoricalStatDuration.DaysOfDaily
Weeks Of Weekly	HistoricalStatDuration.WeeksOfWeekly
Months Of Monthly	HistoricalStatDuration.MonthsOfMonthly
Days of IVR Port Login (Meridian 1)	HistoricalStatDuration.DaysOfIVRPortLogin
Days of Agent Login and Logout	HistoricalStatDuration.DaysOfAgentLogin

Report field	View field/Formula
First Business Day Of the Week	HistoricalStatDuration.FirstDayOfWeek
Business Hours Per Day	HistoricalStatDuration.BusinessHoursPerDay
Business Days Per Week	HistoricalStatDuration.BusinessDaysPerWeek
Days Of Call By Call	HistoricalStatDuration.DaysOfCallByall

Historical Storage fields

Report field	View field/Formula
Parameter	HistoricalStatStorage.Parameter
System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased
Configured	HistoricalStatStorage.Configured

Real TIme Properties fields

Report field	View field/Formula
Moving Window	The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode:
	■ application statistics (RealTimeStatCollection.MWApplication)
	■ skillset statistics (RealTimeStatCollection.MWSkillset)
	■ agent statistics (RealTimeStatCollection.MWAgent)
	■ network call (RealTimeStatCollection.MWNetworkCall); networking option only
	■ IVR (RealTimeStatCollection.MWIVR); Meridian 1 switch only
	■ route (RealTimeStatCollection.MWRoute); Meridian 1 switch only
	■ call center summary (RealTimeStatCollection.MWNodalCall)

Report field	View field/Formula
Interval to Date	The Interval To Date fields indicate whether statistics in each of the following statistics groups can be displayed in interval-to-date mode: ▪ application (RealTimeStatCollection.ITDApplication) ▪ skillset (RealTimeStatCollection.ITDSkillset) ▪ agent (RealTimeStatCollection.ITDAgent) ▪ network call (RealTimeStatCollection.ITDNetworkCall); networking option only ▪ IVR (RealTimeStatCollection.ITDIVR); Meridian 1 switch only ▪ route (RealTimeStatCollection.ITDRoute); Meridian 1 switch only ▪ call center summary (RealTimeStatCollection.ITDNodalCall)
Interval Duration	RealTimeStatCollection.IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefreshRate

Meridian 1 report

Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties	
Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
Trunk:	Y
Route:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By-Application:	Y
Agent By-Skillset:	Y
Agent Login / Logout:	Y
IVR ACD-DN Statistics:	Y
IVR Port Statistics:	Y
IVR Port Login / Logout:	Y
Network Call:	Y
Network Out Call:	Y

Historical Duration Properties	
Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of IVR Voice Port Login:	3
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	5

config1.rpt

Printed By: sysadmin 5/10/99 11:25:07 AM   Page 1 of 2

DMS report

Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By Application:	Y
Agent By Skillset:	Y
Agent Login / Logout:	Y

Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	3

C:\Reports\StatConfig1.rpt

Printed By: sysadmin 6/26/99 8:34:37 AM   Page 1 of 2

IVR Port Properties

Description

DMS switch only. The IVR Port Properties report lists the name and properties of all voice ports.

Where properties are defined

IVR port properties are defined on the Voice Port Properties property sheet.

Views

- IVRPort

Template

config11.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName

IVR Port Properties

BestAir Airlines
Site Name: TORONTO
Table Names: IVRPort

IVR ACD-DN Name and Number: 2105 - 5

IVR Port Switch ID: 1
IVR Port Switch Address: 2105
Switch Port Name: 2105

C:\Reports\flat\Config11.rpt

Printed By: svsadmin 5/10/99 11:02:34 AM

Page 1 of 1

IVR Queue and Port Properties

Description

Meridian 1 switch only. The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

Where properties are defined

IVR ACD-DN properties are defined on the ACD-DN Properties property sheet. IVR port properties are defined on the Voice Port Properties property sheet.

Views

- IVRQueue
- IVRPort
- IVRThresholdTemplate

Template

config11.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
IVR Queue Name and ID	IVRQueue.Name IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold
Acquired	IVRQueue.Acquire
Status	IVRQueue.Status
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName
IVR Threshold Class	IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID
Template Field Name	IVRThresholdTemplate.Field
Template Level 1	IVRThresholdTemplate.Level1
Template Level 2	IVRThresholdTemplate.Level2

IVR Queue and Port Properties

BestAir Airlines
Site Name: TORONTO
Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

IVR Queue Name and ID: GIVE IVR queue 3650 - 3650

Service Level Threshold   20
Acquired: Y
Status: Acquired

IVR ACD-DN Name and Number: VP 12-0-2-0 - 0

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-2-0	Template Level 1:	5
Switch Port Name:	VP 12-0-2-0	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-2-1 - 1

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-2-1	Template Level 1:	5
Switch Port Name:	VP 12-0-2-1	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-3-2 - 10

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-3-2	Template Level 1:	5
Switch Port Name:	VP 12-0-3-2	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-3-3 - 11

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-3-3	Template Level 1:	5
Switch Port Name:	VP 12-0-3-3	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-3-4 - 12

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-3-4	Template Level 1:	5
Switch Port Name:	VP 12-0-3-4	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-3-5 - 13

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-3-5	Template Level 1:	5
Switch Port Name:	VP 12-0-3-5	Template Level 2:	

IVR ACD-DN Name and Number: VP 12-0-3-6 - 14

		IVR Threshold Template Class: IVR_Template	
IVR Port Switch ID:	1	Template Field	Short Call
IVR Port Switch Address	12-0-3-6	Template Level 1:	5
Switch Port Name:	VP 12-0-3-6	Template Level 2:	

Logged-in Agent Position ID

Description

The Agent Position ID report lists agents and provides, for each one, login ID and position ID, and (on the Meridian 1 switch) personal DN.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- Agent
- eAgentLoginStat

Template

- config32.rpt

Filters

- agent login ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—AgentPerformance	Create and run any report

Field descriptions

Report field	View field/Formula
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN (Meridian 1)	Agent.PersonalDN

Meridian 1 report

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Agent Name	Agent Login	Position ID	Personal DN
James Jones	6708	2,009	3119
Jon Carlos	6709	2,010	3120
Toni Morelli	6710	2,026	3121
Donna Royce	6840	2,019	3228
Brandon Woo	6841	2,017	3221

C:\REPORTS\flat\config32.rpt

Printed By: sysadmin 5/10/99 11:24:03 AM   **Page 1 of 1**

DMS report

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Agent Name	Agent Login	Position ID
James Jones	6708	2,009
Jon Carlos	6709	2,010
Toni Morelli	6710	2,026
Donna Royce	6840	2,017
Brandon Woo	6841	2,019

C:\Reports\flat\Config32.rpt

Printed By: sysadmin 5/10/99 11:24:03 AM   Page 1 of 1

Network Site and Application Properties

Description

Networking option only. The Network Site and Application Properties report lists all of the sites in the network, and for each one, shows

- the site's properties (as configured on the NCC)
- the remote switch parameters for the site (as configured on the local server)
- the applications at that site

For each application, it includes the service level threshold and whether local and network call-by-call statistics are collected for the application.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Where properties are defined

Site properties are defined on the Site Properties property sheet at the NCC. Remote switch parameters are defined on the Network Communication Parameters dialog box. Application properties are defined on the Application Properties property sheet at each server. Collection of call-by-call statistics for an application is configured at the server on the Call By Call—Historical Statistics property page.

Views

- RemoteApplication
- Site
- TargetSwitchComm

Template

- config28.rpt

Filter

- site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Available Sites fields

Report field	View field/Formula
Site Name	Site.SiteName
Filter Timer	Site.OutOfServiceTimer
Time Relative to GMT	Site.RelativeGMT
Contact Person	Site.ContactPerson
Phone Number	Site.ContactNumber

Destination Configuration fields

Report field	View field/Formula
Destination Site	TargetSwitchComm.SiteName
Dialable DN	TargetSwitchComm.DialableDN
Number of Retries	TargetSwitchComm.NumRetries
Retry Timer (sec)	TargetSwitchComm.RetryTimer
Agent Reserve Timer	TargetSwitchComm.AgentReserveTimer

Application fields

Report field	View field/Formula
Application ID	RemoteApplication.RemoteApplicationID
Application Name	RemoteApplication.Name
Call-by-Call	RemoteApplication.CallByCall
Service Level Threshold	RemoteApplication.ServiceLevelThreshold

Grouping

Application information is grouped by site.

Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

Available Sites:

Site Name	Filter Timer	Time Relative to GMT	Contact Person	Phone Number
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+6	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

Destination Configuration for Site : TORONTO

Destination Site	Dialable DN	Number of Retries	Retry Timer (sec)	Agent Reserve Timer
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

C:\REPORTS\flat\config28.rpt
Printed By: sysadmin 6/19/99 09:09:04 AM   **Page 1 of 2**

Network Skillset Routing Properties

Description

Networking option only. The Network Skillset Routing Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Definition: Round-robin routing

Round-robin routing is an agent request method that evenly distributes calls across the network. Each agent request is sent to a predefined site or group of sites. For example, in a four-site Symposium Call Center Server network, an agent request could be sent to nodes 1, 2, and 3. The next agent request is sent to nodes 2, 3, and 4. The next agent request is sent to nodes 4, 1, and 2, and so on. The agent request is always sent to the next target node or group of nodes, even if agents are available in a preceding target.

Definition: Sequential routing

Sequential routing is an agent request method that always queues a call to the first site, then the second site, then the third site, and so on. The presentation does not change.

Where properties are defined

Network skillset properties are defined on the Network Skillset Properties property sheet. Network skillset routing properties are defined on the Sites dialog box.

Views

- ■ NetworkSkillsetStatus
- ■ Ranking
- ■ Skillset

Templates

- ■ config39.rpt

Filter

- ■ network skillset name
- ■ site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Site fields

Report field	View field/Formula
Site Name	NetworkSkillsetStatus.Site
Site Filter	NetworkSkillsetStatus.FilterStatus
Network Skillset (if skillset is being filtered)	Skillset.NetworkSkillset
Network Skillset Filter (if skillset is being filtered)	NetworkSkillsetStatus.FlowControlStatus

Network skillset fields

Report field	View field/Formula
Network Skillset	Skillset.NetworkSkillset
Routing Method	Skillset.UseRoundRobin
Destination Site Name	NetworkSkillsetStatus.SiteName
Rank	Ranking.Rank
Network Skillset Filter	NetworkSkillsetStatus.FlowControlStatus

Network Skillset Routing Properties

BestAir Airlines
Site Name: TORONTO
Table Name: NetworkSkillsetStatus, Skillset, Ranking

Site Status

Site Name	Site Filter	Network Skillset Name	Network Skillset Filter
BOSTON	Off		
		Cargo	Out of Service
CHICAGO	Off		
		Bookings	Max Request
SF	Maximum number of retries reached		

Network Skillset	Routing Method	Destination Site Name	Rank	Network Skillset Filter
Bookings	Sequential	SF	0	Off
		CHICAGO	1	Max Request
		BOSTON	2	Off
Cargo	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Out of Service
Vacations	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Off

Real Time Template Properties

Description

The Real Time Template Properties report lists each real-time display definition and describes its properties.

Where properties are defined

Real-time display definition properties are defined on the Real-time Display Properties property sheet.

Views

- RealTimeTemplate
- RealTimeColumn
- Formula

Template

- config21.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Template Name	RealTimeTemplate.Name
Class	RealTimeTemplate.Class
Refresh Rate	RealTimeTemplate.RefreshRate / 1000
View Mode	RealTimeTemplate.ViewMode
Column Name	RealTimeColumn.Label
Formula Name	Formula.Name
Format	RealTimeColumn.Format
Scale From	RealTimeColumn.ScaleFrom
Scale To	RealTimeColumn.ScaleTo

Real Time Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: RealTimeTemplate, RealTimeColumn and Formula

Template Name: Standard_Agent_by_Supervisor

Class: Agent
Refresh Rate: 2
View Mode: Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Position ID	N/A	Text	--	--
Walkaway	N/A	Text	--	--
DN Out	N/A	Text	--	--
Agent ID	N/A	Text	--	--
Supervisor	N/A	Text	--	--
Answered Skillset	N/A	Text	--	--
Time In State (bar)	N/A	Histogram	0.00	360.00
DN In	N/A	Text	--	--
Agent First Name	N/A	Text	--	--
Time In State	N/A	Time in time-format	0.00	100.00
Last Name	N/A	Text	--	--
In Calls Status	N/A	Text	--	--

Template Name: Standard_Application_Display

Class: Application
Refresh Rate: 10
View Mode: Interval To Date

Column Name	Formula Name	Format	Scale From	Scale To
Calls Offered	N/A	Number	0.00	100.00
Application	N/A	Text	--	--
% Src Lvl	%Service_Level	Number	0.00	100.00
Calls Ans	N/A	Number	0.00	0.00
Calls Given Terminate	N/A	Number	0.00	100.00
Calls Wait	N/A	Number	0.00	0.00
Longest Wait	N/A	Number	0.00	0.00
Avg Ans Dly	Average_Answer_Delay	Number	0.00	360.00
Calls Abnd	N/A	Number	0.00	0.00

Template Name: Standard_CallCenterSummary

Class: Summary
Refresh Rate: 10
View Mode: Moving Window

Column Name	Formula Name	Format	Scale From	Scale To
Ntwk In Calls Offered	N/A	Number	0.00	0.00
Call Center	N/A	Text	--	--
Ntwk In Calls Wait	N/A	Number	0.00	0.00
Ntwk In Calls Ans	N/A	Number	0.00	0.00
Calls Wait	N/A	Number	0.00	0.00
Calls Offered	N/A	Number	0.00	100.00

C:\REPORTS\flat\config21.rpt

Printed By: sysadmin 4/29/99 9:15:00 AM

Page 1 of 3

Route Properties

Description

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also displays the threshold times set for each template.

Where properties are defined

Route properties are defined on the Route Properties property sheet.

Views

- Route
- RouteThresholdTemplate

Template

- config9.rpt

Filters

- Route ID
- Route Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Route Number	Route.RouteID
Route Name	Route.RouteName
Threshold Class	RouteThresholdTemplate.Name
Field	RouteThresholdTemplate.Field
Level 1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2

Route Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Route, RouteThresholdTemplate

Route Name Route1

       Route Number   1

       Threshold Class   Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route1

       Route Number   1

       Threshold Class   Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route2

       Route Number   2

       Threshold Class   Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route2

       Route Number   2

       Threshold Class   Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

Route Name Route3

       Route Number   3

       Threshold Class   Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

Route Name Route3

       Route Number   3

       Threshold Class   Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

---

config9.rpt

Printed By: sysadmin 4/10/99 11:32:45 AM   Page: 1

Script Variable By Script

Description

For each script, the Script Variable By Script report lists the script type and status, along with the names of the script variables used. For each variable, it provides the status and type.

For more information on scripting, refer to the *Scripting Guide*.

View

- ScriptVariables

Template

- config36.rpt

Filter

- script variable name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Script	Script
Status	ScriptStatus

Report field	View field/Formula
Type	Type
Script Variable Name	Variable
Status	VariableStatus
Type	VariableType

Script Variable By Script

Site Name: ICCMNGEN23
Table Name: ScriptVariables

	Script Variable Name	Status	Type
Script : Load_script_local			
Status: Activated			
Type: Primary			
	Arun	Activated	Voice Segment
	LastLoadTestDay	Activated	Day
	FirstLoadTestDay	Activated	Day
	load_pri_var1	Activated	Priority
	load_pri_var2	Activated	Priority
	load_pri_var3	Activated	Priority
	load_ss_list1	Activated	Skillset
	load_ss_list2	Activated	Skillset
	load_wait_timer	Activated	Integer
Script : Load_script_network			
Status: Activated			
Type: Primary			
	FirstLoadTestDay	Activated	Day
	load_pri_var2	Activated	Priority
	load_pri_var3	Activated	Priority
	load_ss_list1	Activated	Skillset
	load_ss_list2	Activated	Skillset
	load_wait_timer	Activated	Integer
	LandonWillson	Activated	Voice Segment
Script : Master_Script			
Status: Activated			
Type: Local Master			
	LastLoadTestDay	Activated	Day
	FirstLoadTestDay	Activated	Day

C:\Nortel\client\en\RPT\CONFIG36.RPT
Printed By: sysadmin 10/5/99 10:24:33 AM   Page 1 of 1

Script Variable Properties

Description

The Script Variable Properties report lists the group, type, status, and class of each variable.

For more information on scripting, refer to the *Scripting Guide*.

View

- ScriptVariableProperties
- ScriptVariables

Template

- config35.rpt

Filter

- script variable name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Script Variable	ScriptVariables.Variable
Status	ScriptVariables.VariableStatus

Report field	View field/Formula
Group	ScriptVariableProperties.Grouping
Type	ScriptVariables.VariableType
Class	ScriptVariableProperties.Class
Comment	ScriptVariableProperties.Comment
Referencing Script Name	ScriptVariables.Script
Script Status	ScriptVariables.ScriptStatus
Script Type	ScriptVariables.ScriptType

Script Variable Properties

BestAir Airlines

Site Name: TORONTO
Table Name: ScriptVariables, ScriptVariableProperties

		Referencing Script Name	Script Status	Script Type
Script Variable : Automated101				
Status:	Activated			
Type:	Voice Segment			
Group:	Global Variable			
Class:	Set Of Values			
Comment:				
		IVR_SHIFT2_BCASTANNOUNCE	Activated	Secondary
Script Variable : Flight101				
Status:	Activated			
Type:	Voice Segment			
Group:	Global Variable			
Class:	Set Of Values			
Comment:				
		IVR_SHIFT1_BCASTANNOUNCE	Activated	Secondary
Script Variable : INTRINSIC1_SHIFT2_EXPTIME				
Status:	Activated			
Type:	Seconds			
Group:	Global Variable			
Class:	Item			
Comment:	Expected wait time for INTRISIC1_SHIFT2			
		INTRISIC1_SHIFT2	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL2				
Status:	Activated			
Type:	Integer			
Group:	Global Variable			
Class:	Item			
Comment:				
		INTRINSIC2_SHIFT1	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL3				
Status:	Activated			
Type:	Integer			
Group:	Global Variable			
Class:	Item			
Comment:				
		INTRINSIC2_SHIFT1	Activated	Secondary

config35.rpt

Printed By: sysadmin 5/10/99 3:50:01 PM   Page 1 of 14

Skillset Properties

Description

The Skillset Properties report describes all skillset properties, including the skillset type (local or network) and the service level threshold defined for the threshold class to which the skillset belongs.

Where properties are defined

Skillset properties are defined on the Skillset Properties property sheet.

View

- Agent
- Skillset
- SkillsetByAgent

Template

- config16.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Skillset Name	Skillset.Skillset
Comment	Skillset.Comment
Call Source Preference (Networking option only)	Skillset.CallSourcePreference
Call Age Preference	Skillset.CallAgePreference
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay
Night Service Type	Skillset.NightServiceType
Mapped ACD-DN Number	Skillset.DN
Default Activity Code (Meridian 1)	Skillset.ActivityCode
Skillset Is Networked (Networking option only)	Skillset.IsNetworked
Nodal Network Skillset Name (Networking option only)	Skillset.NetworkSkillsetName
Call Queue Requested Size (Networking option only)	Skillset.CallRequestQueueSize
Flow Control Threshold (Networking option only)	Skillset.CallRequestQueueSizeThreshold
Comment (Networking option only)	Skillset.NetworkSkillsetComment
Use Round Robin (Networking option only)	Skillset.UseRoundRobin

Report field	View field/Formula
Agent Name and ID	Agent.GivenName Agent.Surname Agent.TelsetLoginID
Priority	SkillsetByAgent.Priority

Meridian 1 report

Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset, Agent, SkillsetByAgent

Skillset Name: European_Vacations

Comment:

Call Source Preference:	None
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A
Skillset Is Networked:	Y

Nodal Network Skillset Name: European_Vacations

Call Queue Request Size:	50
Flow Control Threshold:	10
Use Round Robin:	Y
Comment:	

Agent Name and ID	Priority
Toni Morelli -- 6710	2
Jon Carlos -- 6709	2
James Jones -- 6708	1

Skillset Name: Vacations

Comment:

Call Source Preference:	None
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A
Skillset Is Networked:	Y

Nodal Network Skillset Name: Vacations

Call Queue Request Size:	50
Flow Control Threshold:	10
Use Round Robin:	Y
Comment:	

Agent Name and ID	Priority
Toni Morelli -- 6710	1
Jon Carlos -- 6709	1
James Jones -- 6708	0

C:\REPORTS\flat\config16.rpt

Printed By: sysadmin 4/15/99 10:15:32   **Page 1 of 1**

DMS report

Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset

Skillset Name: Agent Queue To

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Bookings

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Default ACD

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

Skillset Name: Default NACD

Comment:	
Call Age Preference:	First in Queue
Service Level Threshold:	20
Min Short Call Delay:	10
Night Service Type:	None
Mapped ACD DN Number:	N/A

C:\Reports\flash\Config16.rpt

Printed By: Sysadmin 06/19/99 09:30:00 AM   Page 1 of 2

Supervisor Properties

Description

The Supervisor Properties report lists all Symposium Call Center Server supervisors by name and threshold class. The report includes port information, personal or secondary directory number, login information, comments, and all names of the agents (reporting and associated) assigned to the supervisor.

Where properties are defined

Supervisor Properties are defined on the User Properties property sheet.

Views

- SupervisorAgentAssignment
- Supervisor

Template

- config4.rpt

Filters

- supervisor login ID
- supervisor name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	Supervisor.Given Name Supervisor.SurName Supervisor.TelsetLoginID.
Threshold Class	Supervisor.ThresholdTemplateName
Supervisor Template Name	Supervisor.TemplateName
Switch Port Address	Supervisor.SwitchPortAddress
Switch ID	Supervisor.SwitchID
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN) (Meridian 1)	Supervisor.PersonalDN
Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type
Agents Assigned	SupervisorAgentAssignment.AgentGivenName, SupervisorAgentAssignment.AgentSurName, SupervisorAgentAssignment.AgentTelsetLoginID

Meridian 1 report

Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Personal Directory Number (DN):	2511
Comment:	

Supervisor Type	Agents Assigned
Reporting	Sara Fargus - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

Supervisor Name & ID: Chris Konings -- 7870

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Personal Directory Number (DN):	2534
Comment:	

Supervisor Type	Agents Assigned
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

Supervisor Name & ID: Marta Mitchell -- 7877

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Personal Directory Number (DN):	2541
Comment:	

Supervisor Type	Agents Assigned
Reporting	James Jones - 6708

config4.rpt

Printed By: sysadmin 6/25/99 5:12:56 PM   Page 1 of 2

DMS report

Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Comment:	

Supervisor Type	Agents Assigned
Reporting	Sara Fargus - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

Supervisor Name & ID: Chris Konings -- 7870

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Comment:	

Supervisor Type	Agents Assigned
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

Supervisor Name & ID: Marta Mitchell -- 7877

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Comment:	

Supervisor Type	Agents Assigned
Reporting	James Jones - 6708

Supervisor Name & ID: Cindy Wong -- 7872

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-5
Switch ID:	1.00
PC Login Name:	cwong
Comment:	

Supervisor Type	Agents Assigned
Reporting	Bev Arthur - 6622

C:\Reports\flat\Config4.rpt

Printed By: sysadmin 6/19/99 09:30:00 AM   **Page 1 of 2**

Telephone Display Properties

Description

You can configure the order in which the Nortel Symposium Call Center Server displays information (such as caller line ID, or CLID, and caller name) on agent phonesets.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

Where properties are defined

Telephone display properties are defined on the Telephone Display Properties property sheet.

View

- PhoneSetDisplay

Template

- config6.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Telephone Display Set Type Name	DisplayTypeName
Field Name	FieldName
Width	Width
Row	Row

Telephone Display Properties

BestAir Airlines
Site Name: TORONTO
Table Name: PhoneSetDisplay

Telephone Display Set Type Name: 1x24 & 1x18 Alphanumeric

Field Name	Width	Row
Customer's Total Wait Time	11	1
CDN Number	5	1
Skillset	8	1

User Access Privilege

Description

The User Access Privilege report lists all of the access classes defined in the system. For each one, it lists all of the privileges assigned to that class, and all the desktop users belonging to that class.

Views

- AccessRights
- NBManagedObject

Template

- config42.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Group Name	AccessRights.GroupName
Comment	AccessRights.Comment
Item in System Window	AccessRights.ObjectName

Report field	View field/Formula
Level of Access	AccessRights.CreateDeleteAccess, AccessRights.CreatedDeleteAgentAccess, AccessRights.CreateDeleteAllAgentAccess, AccessRights.ReadAccess, AccessRights.ReadAgentAccess, AccessRights.ReadAllAgentAccess, AccessRights.WriteAccess, AccessRights.WriteAgentAccess, AccessRights.WriteAllAgentAccess
Name	AccessRights.GivenName, AccessRights.Surname
PC Login	AccessRights.PCLoginName

User Access Privilege

BestAir Airlines
Site Name: TORONTO

Table Names: AccessRights

Group Name: adminGroup

Comment: Blue system administration group

Access Rights: <u>Item in System Window</u>   <u>Level of Access</u>

Item in System Window	Level of Access
Server Settings	View
Applications	Edit
Skillsets	Create / delete
Reports - Agent Performance	Create and run any report
Agent to Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Agent to Supervisor Assignments	View and assign all agents
Script Variables	Create / delete
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	Edit, create / delete
Phonesets	Create / delete
Voice Prompt Editor	Create / delete
Event Preferences	Create / delete
Route Threshold Classes	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	Create / delete
Call Presentation Classes	Create / delete
Nodal Threshold Classes	Edit
Backup Devices	Edit, create / delete
Formulas	Create / delete
Network Communication Parameters	Create / delete
Routes	Create / delete
Serial Ports	Edit
Phoneset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Maintenance	View
Historical Statistics	Edit
DNISs	Create / delete
Backup Scheduler	Edit, create / delete
Switch Resource	View
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
Application Threshold Classes	Create / delete
Voice Ports	Edit
Reports - Call-by-Call	Create and run any report

C:\REPORTS\flat\config42.rpt

Printed By: sysadmin 5/10/99 11:46:32 AM   **Page 1 of 6**

Section F: IVR reports

In this section

IVR Port First Login/Last Logout

Description

Meridian 1 switch only. The IVR Port First Login/Last Logout report provides information on the first login to and last logout from the server. The report lists the ports on which the first login and last logout occurred and the time at which these events occurred.

View

- eIVRPortLoginStat

Template

- em-res5.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report
Voice Ports	View

Field descriptions

Report field	View field/Formula
Time	Time
Port ID	IVRPortID

IVR Port First Login / Last Logout

BestAir Airlines   Report Interval: 09:00:00 20 April, 1999 - 17:00:00
Site Name: TORONTO
Table Name: eIVRPortLoginStat

	Time	Port ID
First Login Details		
4/20/99		
	9:00:00	13-1-2-0
Last Logout Details		
4/20/99		
	17:00:00	13-0-2-2
		13-0-3-3
		13-0-3-7
		13-1-2-6

C:\REPORTS\Maitem-resS.rpx

Printed By: sysadmin 4/22/99 11:15:13 AM   **Page 1 of 1**

IVR Port Statistics

Description

Meridian 1 switch only. The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the call center. For each port specified, the report shows the total number of calls answered, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port was available to take calls and how much time was spent waiting to receive calls. The report helps you determine whether a specific port may be causing poor performance within an IVR queue.

Views

- IVRPortStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Filters

- IVR Port ID
- IVR Port Name

Statistics

Report field	View field/Formula
Answered	CallsAnswered
Conferenced	CallsConferenced
Transferred	CallsTransferred
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Talk Time	TalkTime
Waiting Time	WaitingTime

Summaries

The report provides totals for each IVR port, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR ports.

IVR Port Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: ilVRPortStat

Report Interval: 16:30:00 17 April, 1999 - 16:45:00 17 April, 1999

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
GRAND TOTAL							
	450	0	0	17:45:00	00:00:00	02:03:38	15:41:22

IVR Queue Name & ID: 3660 - 3660

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
Summary:	225	0	0	05:45:00	00:00:00	00:51:35	04:53:25

IVR Port Name & ID: 13-0-2-1 - 13-0-2-1

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
Summary:	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35

4/17/99

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
16:45	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
IVR Port	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35

IVR Port Name & ID: 13-0-2-2 - 13-0-2-2

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
Summary:	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38

4/17/99

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
16:45	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
IVR Port	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38

IVR Port Name & ID: 13-0-2-3 - 13-0-2-3

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
Summary:	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54

4/17/99

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
16:45	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
Daily 4/17/99	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
IVR Port	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54

IVR Port Name & ID: 13-0-2-4 - 13-0-2-4

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
Summary:	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49

4/17/99

	Answered	Conferenced	Transferred	Logged In Time	Not Ready Time	Talk Time	Waiting Time
16:45	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
IVR Port	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49

C:\REPORTS\f1a1\lm-res4.rpt

Printed By: sysadmin 4/22/99 11:57:01 AM

Page 1 of 15

IVR Queue Statistics

Description

Meridian 1 switch only. The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays callers may have experienced when attempting to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

Views

- IVRStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

Filters

- IVR Queue ID
- IVR Queue Name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Answered Delay	CallsAnsweredDelay
Confer'd	CallsConferenced
Transf'd	CallsTransferred
Not Treated	CallsNotTreated
Not Treated After Threshold	CallsNotTreatedAftThreshold
Not Treated Delay	CallsNotTreatedDelay

Summaries

The report provides totals for each IVR queue, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR queues.

IVR Queue Statistics

BestAir Airlines
Site Name: TORONTC
Table Name: iIVRStat

Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999

	Offered	Answered After Threshold	Answered Delay	Confer'd	Transf'd	Not Treated	Not Treated After Thresh	Not Treated Delay
GRAND TOTAL								
	1,277	807	0	00:02:14	0	0	470	235	02:08:15

Queue Name & ID: GIVE IVR queue 3650 - 3650								
Summary:	470	0	0	00:00:00	0	0	470	235	02:08:15

4/20/99

	Offered	Answered After Threshold	Answered Delay	Confer'd	Transf'd	Not Treated	Not Treated After Thresh	Not Treated Delay
00:00	470	0	0	00:00:00	0	0	470	235	02:08:15
Daily 4/20/99	470	0	0	00:00:00	0	0	470	235	02:08:15
Queue	470	0	0	00:00:00	0	0	470	235	02:08:15

Queue Name & ID: 3660 - 3660								
Summary:	248	248	0	00:01:08	0	0	0	0	00:00:00

4/20/99

00:00	248	248	0	00:01:08	0	0	0	0	00:00:00
Daily 4/20/99	248	248	0	00:01:08	0	0	0	0	00:00:00
Queue	248	248	0	00:01:08	0	0	0	0	00:00:00

Queue Name & ID: 3670 - 3670								
Summary:	223	223	0	00:01:03	0	0	0	0	00:00:00

4/20/99

00:00	223	223	0	00:01:03	0	0	0	0	00:00:00
Daily 4/20/99	223	223	0	00:01:03	0	0	0	0	00:00:00
Queue	223	223	0	00:01:03	0	0	0	0	00:00:00

Queue Name & ID: 3680 - 3680								
Summary:	336	336	0	00:00:03	0	0	0	0	00:00:00

4/20/99

00:00	336	336	0	00:00:03	0	0	0	0	00:00:00
Daily 4/20/99	336	336	0	00:00:03	0	0	0	0	00:00:00
Queue	336	336	0	00:00:03	0	0	0	0	00:00:00

GRAND TOTAL								
	1,277	807	0	00:02:14	0	0	470	235	02:08:15

Im-res3.rpt

Printed By: sysadmin 4/22/99 11:24:08 AM

Page: 1

Section G: NCC reports

In this appendix

Overview of NCC reports

Introduction

This chapter lists the reports that you can generate when logged in to the
Network Control Center (NCC). In some cases, these reports are similar to
reports that are available on the server, but they use a different view or contain
additional fields.

Notes:

- To generate a consolidated report, define the same userid and password on
  each server in the network. At each server, that userid must have the rights
  required to generate the report. Then, log in to the NCC with that userid and
  password.

- For information about reports that can be run on other servers in the
  network, see Section H: "Network reports," on page 627.

Time zone conversion

When you generate a consolidated interval report, you specify the period to be
included in the report. You can also choose whether to convert times to your time
zone.

If you have servers in different time zones, time zone conversion allows you to
compare activity for the same period. For example, if you want to interpret the
impact of a new, commercial that is broadcast simultaneously at all sites, you
would use a consolidated report based on a particular time at the NCC.

If you want to report on activity at all sites during the same period—for
example, lunch hour—you would not use time zone conversion. (If a site has not
reached the specified time, the report will not contain data for that site. For
example, if the current time at one site is 11:00 a.m., that site will not be
included in the report.)

Note: For time zone conversion to work, the Time Relative to GMT must be
configured for all sites in the Site Parameters.

Network Call By Call Statistics

Description

NCC option only. For each call that is networked out, the Network Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

Notes:

- Network Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.

- User-defined reports using this standard report as a template cannot be scheduled.

Time zone conversion

When you generate a Network Call By Call Statistics report, you specify a source site and a data extraction period based on the time at the source site. (The data extraction period can be up to one hour.) The report contains information about all calls networked out from the source site during this period, and provides all events applicable to those calls, from the time they entered the source site to the time that they ended. If the Time Zone Relative to GMT is configured correctly for each site, the time stamp for each call event is in the time zone of the source site.

For example, the administrator of BestAir's NCC wants to generate a Network Call By Call Statistics report to report on calls networked out from the Chicago server during the period from 10:00 a.m. to 11:00 a.m., Toronto time. (Chicago is one hour behind Toronto.) When generating the report, the administrator identifies Chicago as the source site, and specifies a data extraction period of 9:00 a.m. to 10:00 a.m..

Views

- eCallByCallStatYYYYMMDD (source site)
- eNetCallByCallStatYYYYMMDD

Template

- netcbc.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

Field descriptions

Report field	View field/Formula
Call ID	eNetCallByCallStatYYYYMMDD.CallId
Timestamp	eNetCallByCallStatYYYYMMDD.Timestamp
Time	eNetCallByCallStatYYYYMMDD.Time
Event	eNetCallByCallStatYYYYMMDD.CallEventName
AgentID	eNetCallByCallStatYYYYMMDD.TelsetLoginID
Event Data	eNetCallByCallStatYYYYMMDD.EventData
Source	eNetCallByCallStatYYYYMMDD.Source
Destination	eNetCallByCallStatYYYYMMDD.Destination

Network Call By Call Statistics

BestAir Airlines
Site Name: NCC
Table Name: eNetCallByCallStatYYYYMMDD
eCallByCallStatYYYYMMDD

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

Event	Agent ID	Event Data	Source	Destination
121,241,603				
10/4/99				
10:58:17 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
10:58:17 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload1
10:58:17 Handed Over to Network Application			CDN: 3759	L_APP:
10:58:18 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload1	
10:58:18 Give Ringback				
10:58:18 Network In Call Answered	115			
10:58:18 Call Presented		DELAY_AFTER_Q: 1		AGT: 115
10:58:27 Network In Call Released	115			
121,241,604				
10/4/99				
10:55:49 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload4
10:55:50 Call Presented				AGT: 116
10:55:50 Handed Over to Network Application			CDN: 3759	L_APP:
10:55:50 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
10:55:50 Give Ringback				
10:55:50 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 17	CDN: 3759
10:55:51 Network In Call Answered	116	DELAY_AFTER_Q: 2		
10:55:59 Network In Call Released	116			
121,241,605				
10/4/99				
10:55:32 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload4
10:55:32 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload4	
10:55:32 Handed Over to Network Application			CDN: 3759	L_APP:
10:55:32 Give Ringback				
10:55:32 Call Presented				AGT: 113
10:55:32 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
10:55:33 Network In Call Answered	113	DELAY_AFTER_Q: 1		
10:55:42 Network In Call Released	113			
121,241,606				
10/4/99				
10:57:53 Network In Call Queued		1st_TIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network R_SITE: ICCM	SK_SET: nload5
10:57:54 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 13	CDN: 3759
10:57:54 Call Presented				AGT: 115
10:57:54 Network In Call Dequeued		REASON: PRESENTED	SK_SET: nload5	

C:\Nortel\client\en\RPT\NETCBC.RPT

Printed By: sysadmin 10/4/99 12:16:41 PM   **Page 1 of 92**

Network Consolidated Application Performance

Description

NCC option only. This report contains summarized application performance statistics for all sites in the network. For each site, the report lists all applications. For each application at a site, the report lists the number of outgoing network calls that were answered, delayed, and abandoned. The report contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

This report can be particularly useful in determining the efficiency of your network configuration.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetapp1.rpt
- dcnetapp1.rpt
- wcnetapp1.rpt
- mcnetapp1.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network Out Call statistics

Report field	View field/formula
Offered	NetOutCalls
Answered	NetOutCallsAnswered
Abandoned	NetOutCallsAbandoned
Reaching Non-ISDN Trunks	NetOutCallsReachNonISDN

Call Delay Time statistics

Report field	View field/formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach Non-ISDN Trunks	TimeBeforeReachNonISDN

NACD statistics

Report field	View field/formula
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

Summaries

The report provides totals for each site and application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

	Network Out Calls						Call Delay Time				NACD Calls		
	Offered	Answered	Abandoned	Reach Non ISDN Trunks	Ans Delay	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
SITE TOTAL	90	80	9	6	00:17:34	00:00:35	00:00:13	00:03:17	00:04:28	00:00:19	3	4	00:00:38
Application: ACD_DN_Application													
Summary:	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application: Booking_Script													
Summary:	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
4/5/99 13:45	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Daily 4/5/99	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Application	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Application: Cargo_Script													
Summary:	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
4/5/99 13:45	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Daily 4/5/99	5	5	0	0	00:00:58	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Application	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Application: Master_Script													
Summary:	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19
4/5/99 13:45	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19

C:\REPORTS\f\a\fk\4\a001-\rl

Printed By: sysadmin 4/6/99 11:13:21 AM

Page 1 of 6

Network Consolidated DNIS Statistics

Description

NCC option only. This report contains summarized DNIS statistics for all sites in the network. For eaxh site, the report lists all DNISs, and gives total calls answered, total calls abandoned, the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS, and the total number of calls networked out. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

You can use this report to track network performance for a particular DNIS number.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetres6.rpt
- dcnetres6.rpt
- wcnetres6.rpt
- mcnetres6.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Call total statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Ans Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Abn Thrsh'd	CallsAbandonedAftThreshold

Report field	View field/Formula
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Call Treatment statistics

Report field	View field/Formula
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transfer'd	IVRTransferred
Given Busy	CallsGivenBusy

Call Time statistics

Report field	View field/Formula
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Average Answered Delay	CallsAnsweredDelay / CallsAnswered
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime

Network Calls statistics

Report field	View field/Formula
Network Out	CallsNetworkedOut
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand summary for all DNIS numbers.

Network Consolidated DNIS Statistics

BestAir Airlines
Site Name: NCC
Table Names: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

Site : BOSTON

	Calls					Call Treatment					Call Time							Network Calls		
Offer'd	Ans	Ans Aft Thresh'd	Abn Aft AbnThresh'd	% Service Level	Dis-connect	Over-flow	Route	Default	Transf'd	IVR	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Non-ISDN Reaching

DNIS Name & ID: Corporate_Gold - 5559000

| Summary: | 3 | 2 | 1 | 1 | 80.00% | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 00:04:19 | 00:00:22 | 00:00:19 | 00:00:33 | 00:08:34 | 3 | 1 | 1 |

4/6/99

12:45	3	2	0	0	50.00%	0	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:01:09	0	0	0
Daily	3	2	0	0	50.00	0	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:01:09	0	0	0
DNIS	3	2	0	0	50.00%	0	0	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:01:09	0	0	0

DNIS Name & ID: Corporate_Service - 5559010

| Summary: | 14 | 12 | 1 | 1 | 84.62% | 0 | 0 | 0 | 1 | 1 | 0 | 00:03:43 | 00:00:22 | 00:00:19 | 00:00:33 | 00:07:25 | 3 | 1 | 1 |

4/6/99

12:45	14	12	1	1	80.00	0	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:07:25	3	1	1
Daily	14	12	1	1	84.62	0	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:07:25	3	1	1
DNIS	14	12	1	1	84.62%	0	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:07:25	3	1	1

SITE TOTAL

| 17 | 14 | 2 | 1 | 80.00% | 0 | 0 | 0 | 1 | 1 | 0 | 00:04:19 | 00:00:22 | 00:00:19 | 00:00:33 | 00:08:34 | 3 | 1 | 1 |

Network Consolidated Incoming Calls

Description

NCC option only. This report contains incoming call statistics for all sites in the network. It contains information about the number of network calls originating at each site, that were offered, answered, and abandoned at your site. The report provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator at generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

View

■   NetworkInCallStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnet-10.rpt
- dcnet-10.rpt
- wcnet-10.rpt
- mcnet-10.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned/Terminated at Destination	CallsOffered – CallsAnswered
Abandoned After Threshold	CallsAbandonedAftThreshold

Answer Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total at Dest	CallsAnsweredDelayAtDest
Max at Dest	MaxAnsweredDelayAtDest

Abandon Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total at Dest	CallsAbandonedDelayAtDest
Max at Dest	MaxAbandonedDelayAtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

BestAir Airlines
Site Name: NCC
Table Names: iNetworkInCallStat

Network Consolidated Incoming Calls

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

Destination Site : Boston

| | Network In Calls | | | | | | Answer Delay Time | | | | Abandon Delay Time | | | |
	Offered	Answered	Answered After Threshold	Abandoned /Terminated After Threshold	Abandoned at Dest	Abandoned After Threshold	Total Delay	Max Delay	Total At Dest	Max At Dest	Total Delay	Max Delay	Total At Dest	Max At Dest
SITE TOTAL Summary:	37	27	6	3	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source: BOSTON	37	27	6	3	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
4/8/99														
9:30 Booking_Script	20	14	2	2	6	2	00:08:40	00:01:42	00:08:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Cargo_Script	4	4	1	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Master_Script	9	6	3	0	3	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Vacation_Script	4	3	0	0	1	0	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
Daily 4/8/99	37	27	6	3	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	6	3	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

Network Consolidated Outgoing Calls

Description

NCC option only. This report contains outgoing call statistics for all sites in the network. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- NetworkOutStat

Collection frequency

- interval
- daily
- weekly

■   monthly

Template

- ■   icnet-11.rpt
- ■   dcnet-11.rpt
- ■   wcnet-11.rpt
- ■   mcnet-11.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each source site, and subtotals for each destination site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Outgoing Calls

BestAir Airlines
Site Name: NCC
Table Names: iNetworkOutStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 09 April, 1999

		Source Application		Call To Destination	
			Offered	Answered	Abandoned

Site : BOSTON

			SITE TOTAL		
		Source Site:	96	71	11

Destination: CHICAGO			42	36	7
4/8/99	9:45	Cargo_Script	2	1	1
	9:45	Vacation_Script	0	2	0
	9:45	Booking_Script	13	12	1
	9:45	Master_Script	27	21	5
		Daily 4/8/99	42	36	7
		Destination	42	36	7

Destination: SF			35	18	3
4/8/99	9:45	Cargo_Script	0	0	0
	9:45	Vacation_Script	2	1	1
	9:45	Booking_Script	17	16	2
	9:45	Master_Script	16	1	0
		Daily 4/8/99	35	18	3
		Destination	35	18	3

Destination: TORONTO			19	17	1
4/8/99	9:45	Cargo_Script	1	0	0
	9:45	Vacation_Script	2	2	0
	9:45	Booking_Script	14	13	1
	9:45	Master_Script	2	2	0
		Daily 4/8/99	19	17	1
		Destination	19	17	1

Network Consolidated Route Performance

Description

NCC option only. This report contains route performance statistics for all sites in the network. For each site, the report lists all routes, and indicates how often and how long all trunks within the route were busy. The report displays the total number of calls that were unable to reach another site because all trunks within the route were busy. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetres2.rpt
- dcnetres2.rpt
- wcnetres2.rpt
- mcnetres2.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN
All Trunks Busy Time	AllTrunksBusyTime
Avg All Trunks Busy Time	AllTrunksBusyTime /

Summaries

The report provides totals for each site, and subtotals for each route. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Route Performance

BestAir Airlines   Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999
Site Name: NCC
Table Names: iRouteStat

		Calls		Call Time	
	All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy

BOSTON

			SITE TOTAL			
		15	3	3	00:06:19	00:00:25

Route Name & ID: B_Route1 - 1

		Summary:	10	0	1	00:05:32	00:00:33
4/8/99	15:45		10	0	1	00:05:32	00:00:33
		4/8/99	10	0	1	00:05:32	00:00:33
		Route	10	0	1	00:05:32	00:00:33

Route Name & ID: B_Route2 - 2

		Summary:	1	0	0	00:00:15	00:00:15
4/8/99	15:45		1	0	0	00:00:15	00:00:15
		4/8/99	1	0	0	00:00:15	00:00:15
		Route	1	0	0	00:00:15	00:00:15

Route Name & ID: B_Route3 - 3

		Summary:	4	0	2	00:00:32	00:00:08
4/8/99	15:45		4	0	2	00:00:32	00:00:08
		4/8/99	4	0	2	00:00:32	00:00:08
		Route	4	0	2	00:00:32	00:00:08

Route Name & ID: Default_Route - 999

		Summary:	0	3	0	00:00:00	00:00:00
4/8/99	15:45		0	3	0	00:00:00	00:00:00
		4/8/99	0	3	0	00:00:00	00:00:00
		Route	0	3	0	00:00:00	00:00:00

C:\REPORTS\flat\icnet\res2.rpt

Page 1 of 3

Printed By: sysadmin 4/10/99 9:12:43 AM

Network Consolidated Skillset Performance

Description

NCC option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Service level thresholds

Skillset service level thresholds are defined at each site. To ensure that comparisons between sites are valid, use the same value for service level threshold at every site. For example, Toronto defines the service level threshold for a skillset as 20 seconds. Boston defines the threshold as 25 seconds. At Toronto, the percentage of calls answered after the threshold is 25. At Boston, it is 20. The statistic appears to indicate that callers to Toronto are waiting longer than callers to Boston, but this may not be true.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnet-12.rpt
- dcnet-12.rpt
- wcnet-12.rpt
- mcnet-12.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Skillset Call statistics

Report field	View field/Formula
Answered	CallsAnswered
Network In Answered	NetCallsAnswered
% Answered Aft Threshold	CallsAnsweredAfterThreshold / CallsAnswered X 100
Answered Aft Threshold	CallsAnsweredAfterThreshold

Skillset Call Delay statistics

Report field	View field/Formula
Total	CallsAnsweredDelay
Max	MaxAnsweredDelay
Avg	CallsAnsweredDelay / CallsAnswered

Skillset Call Delay statistics

Report field	View field/Formula
All Agt Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agts	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each site, and subtotals for each skillset and site-application combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Skillset Performance

BestAir Airlines
Site Name: NCC
Table Names: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 09:15:00 07 April, 1999

Site : BOSTON

Skillset: Bookings

Time	Source Application	Source Site	Skillset Call — Network In Answered	Answered	% Answered Aft Threshold	Answered Aft Threshold	Skillset Call Delay Time — Total	Max	Avg	All Agt Busy Time	Agent — All Agent Staffed Time	Skillset Avg No. Active Time	Avg No. Of Agts
	Summary:		267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
							SITE TOTAL						
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
4/7/99													
09:15	ACD_DN_Application	BOSTON	53	0	8	4	00:12:22	00:00:21	00:00:14	00:00:00	00:00:00	00:00:00	0
	Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:00:00	00:00:00	00:00:00	0
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:00:00	00:00:00	00:00:00	0
	Booking_Script	TORONTO	11	11	36	4	00:02:34	00:00:22	00:00:14	00:00:00	00:00:00	00:00:00	0
	Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:00:00	00:00:00	00:00:00	0
	Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:18	00:00:00	00:00:00	00:00:00	0
	Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:05	00:00:00	00:00:00	00:00:00	0
	Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	0
	Total for interval: 09:15		267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
	Daily 4/7/99 Skillset		267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
	Skillset		267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25

Network Site and Application Properties

Description

NCC option only. The Network Sites report lists each site in the network and, for each one, shows its properties.

Note: User-defined reports using this standard report as a template cannot be scheduled.

View

- NCCSite
- NCCRemoteApplication

Template

- config38.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Site properties

Report field	View field/Formula
Site Name	NCCSite.SiteName
Filter Timer	NCCSite.OutOfServiceTimer
Time Relative to GMT	NCCSite.RelativeGMT
Contact Person	NCCSite.ContactPerson

Report field	View field/Formula
Contact Phone Number	NCCSite.ContactNumber

Application properties

Report field	View field/formula
Application	NCCRemoteApplication.Name
Service Level Threshold	NCCRemoteApplication.ServiceLevel Threshold
Call By Call	NCCRemoteApplication.CallByCall

Grouping

Applications are grouped by site.

Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

Available Sites:

Site Name	Filter Timer	Time Relative to GMT	Contact Person	Phone Number
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+6	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

Destination Configuration for Site : TORONTO

Destination Site	Dialable DN	Number of Retries	Retry Timer (sec)	Agent Reserve Timer
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

C:\REPORTS\flat\config28.rpt
Printed By: sysadmin 6/19/99 09:09:04 AM   Page 1 of 2

Network Skillset Routing Properties

Description

NCC option only. The Network Skillset Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

Note: User-defined reports using this standard report as a template cannot be scheduled.

Round robin

The server queues the first call to the first, second and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

Views

- NCCNetworkSkillset
- NCCRanking

Template

- config26.rpt

Filters

- source site name
- network skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Source Site	NCCRanking.SourceSiteName
Network Skillset Name	NCCRanking.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NCCRanking.Rank
Destination Site Name	NCCRanking.Rank.DestSiteName

Grouping

Network skillsets are grouped by source site.

Network Skillset Routing Properties (NCC)

BestAir Airlines
Site Name: TORONTO
Table Name: NCCRanking, NCCNetworkSkillset

Network Skillset Name	Routing Method	Rank	Destination Site Name
Source Site: BOSTON			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	TORONTO
Vacations	Round Robin	0	SF
		1	TORONTO
Source Site: SF			
Bookings	Round Robin	0	TORONTO
		1	BOSTON
Vacations	Round Robin	0	TORONTO
		1	BOSTON
Source Site: TORONTO			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	BOSTON
Vacations	Round Robin	0	SF
		1	BOSTON

C:\REPORTS\flat\config26.rpt

Printed By: sysadmin 12/14/99 12:22:57 PM

Page 1 of 1

Network Table Routing Assignments

Description

NCC option only. The Network Table Routing Assignments report provides a listing of the network control center (NCC) table routing assignments. For each assignment, the report provides status, source site, comments, and the routing table.

Views

- NCCNetworkSkillset
- NetworkRankingAssignment

Template

- config25.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Field descriptions

Report field	View field/Formula
Status	NetworkRankingAssignment.Status
Source Site Name	NetworkRankingAssignment.SrcSiteName
Comment	NetworkRankingAssignment.Comment
Network Skillset	NetworkRankingAssignment.Network SkillsetName

Report field	View field/Formula
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NetworkRankingAssignment.Rank
Destination Site Name	NetworkRankingAssignment.DestSite Name

Network Table Routing Assignment (NCC)

BestAir Airlines

Site Name: NCC

Table Name: NetworkRankingAssignment, NCCNetworkSkillset

Assignment: TORONTO_10

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
Vacations	Round Robin	1	BOSTON
		2	CHICAGO

Assignment: TORONTO_12

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF
Vacations	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF

Assignment: TORONTO_AM

Status:
Source Site Name: TORONTO
Comment:

Network Skillset	Routing Method	Rank	Destination Site Name
Bookings	Round Robin	1	BOSTON
Cargo	Round Robin	1	BOSTON
Vacations	Round Robin	1	BOSTON

C:\REPORTS\flat\config25.rpt
Printed By: sysadmin 6/26/99 9:12:21 AM   Page 1 of 1

Nodal Consolidated Application Delay Before Abandon

Description

NCC option only. This report is similar to the Application Delay Before Abandon report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after the service level threshold for the application, and the percentage of calls that abandoned.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- inodapp5.rpt
- dnodapp5.rpt
- wnodapp5.rpt
- mnodapp5.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Abandon delay spectrum

The report contains a histogram showing the number of calls abandoned after delays of times divided into two-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	CallsAbandoned / CallsOffered X 100
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	CallsAbandonedDelay / CallsAbandoned

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Nodal Consolidated Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
SITE TOTAL	152	128	24	15.79 %	8	00:06:48	00:01:11	00:00:17

Application: Booking_Script

	Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
Summary:	43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25

Abandon Delay Spectrum: Booking_Script

Number of Calls

Delay Intervals --->

Nodal Consolidated Application Delay Before Answer

Description

NCC option only. This report is similar to the Application Delay Before Answer report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how long callers wait before connecting to an agent. The report also indicates whether the delay occurred after the skillset received the call.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- inodapp3.rpt
- dnodapp3.rpt
- wnodapp3.rpt
- mnodapp3.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Answer delay spectrum

The report contains a histogram showing the number of calls answered after delays of times divided into two-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Nodal Consolidated Application Delay Before Answer

BestAir Airlines
Site Name:NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

Skillset Calls:	Offered	Answered	Answer Delay	Delay at Skillset	Answered After Threshold	Maximum Answer Delay	Maximum Delay at Skillset	Average Answer Delay
	152	128	00:29:42					
SITE TOTAL				00:24:51			00:00:44	00:00:14

Application: Booking_Script

Summary:	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13

Answer Delay Spectrum: Booking_Script
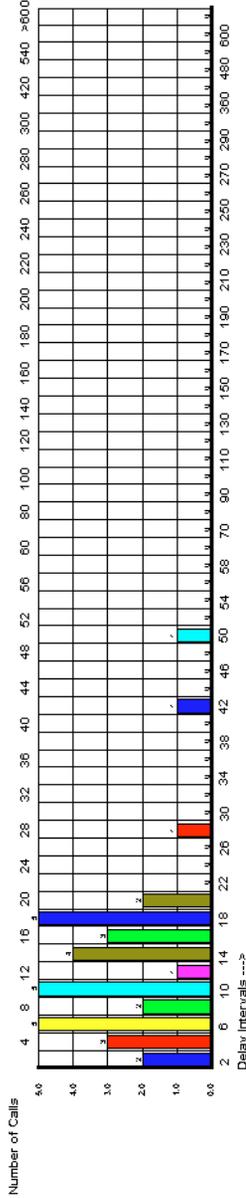
Number of Calls

Delay Intervals --->

C:\REPORTS\flat\11002a0v3.rpt

Printed By: sysadmin 4/6/99 10:29:21 AM

Page 1 of 8

Nodal Consolidated Application Performance

Description

NCC option only. This report is similar to the Application Performance report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites. For each application, the report gives an overview of calls answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- inodapp1.rpt
- dnodapp1.rpt
- wnodapp1.rpt
- mnodapp1.rpt

Filters

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Max Ans Delay	MaxCallsAnsDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Max Abn Delay	MaxCallsAbandonedDelay
Aban After Threshold	CallsAbandonedAftThreshold
Ans Day At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100

Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Nodal Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Site : BOSTON

Skillset Calls	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
SITE TOTAL											
	152	128	00:29:42	00:00:14	00:00:50	10	24	00:01:11	8	00:24:51	88.16%

Application: Booking_Script

	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
Summary:	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82%
4/5/99											
13:45	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Daily 4/5/99	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Application	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82

Application: Cargo_Script

	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
Summary:	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71%
4/5/99											
13:45	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Daily 4/5/99	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Application	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71

Application: Master_Script

	Offered	Answered	Answer Delay	Avg Ans Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillset	% Service Level
Summary:	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59%
4/5/99											
13:45	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59
Daily 4/5/99	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59

C:\REPORTS\flat\ncca001.rpt

Printed By: sysadmin 4/6/99 3:46:43 PM

Page 1 of 2

Section H: Network reports

In this section

Overview of network reports

Introduction

This chapter lists the networking reports that you can generate when logged in to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

Crosstab - Network Incoming Calls

Description

The Crosstab - Network Incoming Calls report provides you with an at-a-glance view of inbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

Views

- iNetInCallStat

Collection frequency

- interval

Templates

- icross_net_in_calls.rpt

Filter

- source site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each source site for each interval, as well as daily totals for the source site.

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkInCallStat

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

Crosstab - Network Incoming Calls

Grand Totals

Calls Offered	326
Calls Answered	263
Calls Abandoned	58

		Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO	9:30	44	45	45	86	14	234
		41	35	42	61	14	193
		3	10	2	24	0	39
	Source Site Total	44	45	45	86	14	234
		41	35	42	61	14	193
		3	10	2	24	0	39
SF	9:30	5	7	3	9	1	25
		5	6	2	4	0	17
		0	1	1	5	0	7
	Source Site Total	5	7	3	9	1	25
		5	6	2	4	0	17
		0	1	1	5	0	7
TORONTO	9:30	3	15	6	37	6	67
		3	12	5	27	6	53
		0	3	1	8	0	12
	Source Site Total	3	15	6	37	6	67
		3	12	5	27	6	53
		0	3	1	8	0	12
Total		**52**	**67**	**54**	**132**	**21**	**326**
		49	**53**	**49**	**92**	**20**	**263**
		3	**14**	**4**	**37**	**0**	**58**

Crosstab - Network Outgoing Calls

Description

The Crosstab - Network Outgoing Calls report provides you with an at-a-glance view of outbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

Views

- iNetOutCallStat

Collection frequency

- interval

Templates

- icross_net_out_calls.rpt

Filter

- destination site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each destination site for each interval, as well as daily totals for the destination site.

Crosstab - Network Outgoing Calls

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkOutStat

Report Interval: 09:30:00 05 April, 1999 - 09:45:00 05 April, 1999

Grand Totals

Calls Offered	229
Calls Answered	186
Calls Abandoned	27

Site	Row	Metric	Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO	9:45	Calls Offered		32	27	16	42	26	143
		Calls Answered		30	21	16	36	25	128
		Calls Abandoned		2	6	0	7	1	16
	Destination Site Total	Calls Offered		32	27	16	42	26	143
		Calls Answered		30	21	16	36	25	128
		Calls Abandoned		2	6	0	7	1	16
SF	9:45	Calls Offered		1	9	1	35	3	49
		Calls Answered		1	6	0	18	2	27
		Calls Abandoned		0	2	0	3	1	6
	Destination Site Total	Calls Offered		1	9	1	35	3	49
		Calls Answered		1	6	0	18	2	27
		Calls Abandoned		0	2	0	3	1	6
TORONTO	9:45	Calls Offered		5	7	2	19	4	37
		Calls Answered		5	3	2	17	4	31
		Calls Abandoned		0	4	0	1	0	5
	Destination Site Total	Calls Offered		5	7	2	19	4	37
		Calls Answered		5	3	2	17	4	31
		Calls Abandoned		0	4	0	1	0	5
Total		Calls Offered	38	43	19	96	33	229
		Calls Answered	36	30	18	71	31	186
		Calls Abandoned	2	12	0	11	2	27

Network Application Performance

Description

Networking option only. The Network Application Performance report provides summarized performance information for application calls that entered your local site and were routed to a remote site.

For each application, the report provides information about the number of outgoing network calls that were answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

Views

- ApplicationStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetapp1.rpt
- dnetapp1.rpt
- wnetapp1.rpt
- mnetapp1.rpt

Filter

- application name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network Out Call statistics

Report field	View field/Formula
Offer'd	NetOutCalls
Ans	NetOutCallsAnswered
Aban	NetOutCallsAbandoned
Reach Non-ISDN Trunks	NetOutCallsReachNonISDN

Call Delay Time statistics

Report field	View field/Formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach non-ISDN Trunks	TimeBeforeReachNonISDK

NACD Call statistics

Report field	View field/Formula
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Network Application Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

	Network Out Calls			Call Delay Time						NACD Calls		
Offer'd	Ans	Aban	Reach Non ISDN Trunks	Ans Delay	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non ISDN Trunks	Given NACD	NACD Out	Time Before NACD Out
GRAND TOTAL												
20	17	3	1	00:03:10	00:00:24	00:00:11	00:00:37	00:01:18	00:00:05	4	3	00:00:10
Application: ACD_DN_Application												
Summary: 1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
4/5/99 13:45 1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Daily 4/5/99 1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Application 1	1	0	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Application: Booking_Script												
Summary: 12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
4/5/99 13:45 12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Daily 4/5/99 12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Application 12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Application: Cargo_Script												
Summary: 0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45 0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99 0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application 0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application: Master_Script												
Summary: 5	4	0	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
4/5/99 13:45 5	4	0	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Daily 4/5/99 5	4	0	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Application 5	4	0	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00

Network DNIS Statistics

Description

Networking option only. The Network DNIS Statistics report lists the total call volume to each Dialed Number Identification Service (DNIS) number. The report lists the total calls answered, total calls abandoned, the percentage of calls that abandoned after the service level threshold defined for the DNIS, and the total number of calls networked out.

You can use this report to track network performance for a particular DNIS number.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetres6.rpt
- dnetres6.rpt
- wnetres6.rpt
- mnetres6.rpt

Filters

- DNIS number
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Thresh'd	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transf'd	IVRTransferred
Given Busy	CallsGivenForceBusy
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay

Report field	View field/Formula
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime
Network Out	CallsNetworkedOut
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

Summaries

The report provides totals for each DNIS, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNISs.

BestAir Airlines
Site Name TORONTO
Table Name: iDNISStat

Network DNIS Statistics

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

	Calls							Call Treatment							Call Time						Network Calls		
	Offer'd	Ans	Ans Threshd	Abn	Abn Threshd	Abn Aft % Threshd	Service Level	Dis-connect	Over-flow	Route	Default	Transf'd	IVR	Given Busy	Ans Delay	Max Ans Delay	Avg Ans Delay	Abn Delay	Max Abn Delay	Talk Time	Network Out	NACD Out	Reaching Non-ISDN
Summary:	33	24	4	4	1		82.14%	0	0	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0
GRAND TOTAL																							
DNIS Name & ID: Corporate_Gold - 5559000																							
Summary:	15	9	1	3	1		83.33%	0	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
4/6/99																							
12:45	15	9	1	3	1		82.14	0	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
Daily	15	9	1	3	1		83.33	0	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
DNIS	15	9	1	3	1		83.33%	0	0	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
DNIS Name & ID: Corporate_Service - 5559010																							
Summary:	18	15	3	1	0		81.25%	0	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:13	00:18:18	1	1	0
4/6/99																							
12:45	18	15	3	1	0		82.14	0	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:13	00:18:18	1	1	0
Daily	18	15	3	1	0		81.25	0	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:13	00:18:18	1	1	0
DNIS	18	15	3	1	0		81.25%	0	0	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:13	00:18:18	1	1	0
GRAND TOTAL	33	24	4	4	1		82.14%	0	0	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0

Network Incoming Calls

Description

Networking option only. The Network Incoming Calls report provides statistics about incoming network calls for your site. It contains information about the number of incoming network calls offered, answered, and abandoned at your site. It also provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls.

Views

- NetworkInCallStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-10.rpt
- dnet-10.rpt
- wnet-10.rpt
- mnet-10.rpt

Filter

- source site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Network In Call statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned / Terminated at Dest	CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold

Answer Delay statistics

Report field	View field/Formula
Answer Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total At Dest	CallsAnsweredDelayAtDest
Max At Dest	MaxAnsweredDelayAtDest

Abandon Delay statistics

Report field	View field/Formula
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total At Dest	CallsAbandonedDelayAtDest
Max At Dest	MaxAbandonedDelayAtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all destination sites.

Network Incoming Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkInCallStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

Source Application	Network In Calls					Answer Delay Time				Abandon Delay Time			
	Offered	Answered	Answered After Threshold	Abandoned /Terminated at Dest	Abandoned After Threshold	Total Delay	Max Delay	Total At Dest	Max At Dest	Total Delay	Max Delay	Total At Dest	Max At Dest
Destination: TORONTO													
GRAND TOTAL	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Summary:	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source: BOSTON													
4/8/99													
9:30 Booking_Script	20	14	2	6	2	00:08:40	00:01:42	00:08:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Cargo_Script	4	4	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Master_Script	9	6	1	3	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Vacation_Script	4	3	0	1	0	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
Daily 4/8/99	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
GRAND TOTAL													
Destination: TORONTO	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

Network Outgoing Calls

Description

Networking option only. The Network Outgoing Calls report provides statistics about outgoing network calls for your site. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites.

Views

- NetworkOutStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-11.rpt
- dnet-11.rpt
- wnet-11.rpt
- mnet-11.rpt

Filter

- destination site name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each destination site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval and application. The report also contains a grand total for all destination sites.

Network Outgoing Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkOutStat

Report Interval: 09:30:00 08 April, 1999 - 09:45:00 08 April, 1999

Source Application			Offered	Answered	Abandoned
				Call To Destination	
Source Site:	TORONTO	GRAND TOTAL	86	74	11

Destination: BOSTON

				37	33	3
4/8/99	9:45	Cargo_Script		1	1	0
	9:45	Vacation_Script		5	4	0
	9:45	Booking_Script		22	21	1
	9:45	Master_Script		9	7	2
			Daily 4/8/99	37	33	3
			Destination	37	33	3

Destination: CHICAGO

				21	19	3
4/8/99	9:45	Cargo_Script		2	1	1
	9:45	Vacation_Script		2	2	0
	9:45	Booking_Script		14	12	1
	9:45	Master_Script		3	4	1
			Daily 4/8/99	21	19	3
			Destination	21	19	3

Destination: SF

				28	22	5
4/8/99	9:45	Cargo_Script		5	4	0
	9:45	Vacation_Script		2	1	1
	9:45	Booking_Script		17	15	2
	9:45	Master_Script		4	2	2
			Daily 4/8/99	28	22	5
			Destination	28	22	5

			GRAND TOTAL			
Source Site:	TORONTO			86	74	11

Network Route Performance

Description

Networking option only. The Network Route Performance report shows summarized performance information grouped by route. The report indicates how often and how long all trunks within the route were busy. It also displays the total number of calls that were unable to reach another site because all of the trunks within the route were busy.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inetres2.rpt
- dnetres2.rpt
- wnetres2.rpt
- mnetres2.rpt

Filters

- route number
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Call statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN

Call Time statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusyTime
Average All Trunks Busy	AllTrunksBusyTime /

Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

Network Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	Calls			Call Time	
All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks		All Trunks Busy	Avg All Trunks Busy
		GRAND TOTAL			
7	3	0		00:02:52	00:00:25

Route Name & ID: T_Route1 - 1

): Default_Route - 999 Summary:	5	0	0	00:01:30	00:00:18
4/8/99 15:45	5	0	0	00:01:30	00:00:18
4/8/99	5	0	0	00:01:30	00:00:18
Route	5	0	0	00:01:30	00:00:18

Route Name & ID: T_Route2 - 2

Summary:	2	0	0	00:00:15	00:00:08
4/8/99 15:45	2	0	0	00:00:15	00:00:08
4/8/99	2	0	0	00:00:15	00:00:08
Route	2	0	0	00:00:15	00:00:08

Route Name & ID: Default_Route - 999

Summary:	0	3	0	00:01:07	00:00:00
4/8/99 15:45	0	3	0	00:01:07	00:00:00
4/8/99	0	3	0	00:01:07	00:00:00
Route	0	3	0	00:01:07	00:00:00

	GRAND TOTAL				
7	3	0		00:02:52	00:00:25

C:\REPORTS\flati\netres2.rpt
Printed By: sysadmin 9/09/99 10:33:57 AM   **Page 1 of 1**

Network Skillset Performance

Description

Networking option only. The Network Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after the service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether or not the skillset has the number of agents required to service callers. If a particular skillset is not performing well, you may need to consult the agent reports.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- inet-12.rpt
- dnet-12.rpt
- wnet-12.rpt
- mnet-12.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Skillset Call statistics

Report field	View field/Formula
Total Answered	CallsAnswered
Answered Aft Threshold	CallsAnsweredAftThreshold
Percent Answered Aft Threshold	CallsAnsweredAfterThreshold / CallsAnswered x 100
Network In Answered	NetCallsAnswered

Answer Delay statistics

Report field	View field/Formula
Total Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay

Agent statistics

Report field	View field/Formula
All Agent Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No Of Agts	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each skillset, and for each application/site combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

Network Skillset Performance

BestAir Airlines
Site Name: BOSTON
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

| Time | Source Application | Source Site | Skillset Call | | | | Skillset Ans Delay Time | | | | | Agent | | |
| | | | Network In Answered | Answered | % Answered Aft Threshold | Answered Aft Threshold | Total | Max | Avg | All Agt Busy Time | All Agent Staffed Time | Active Time Of Agts | Skillset Avg No |

GRAND TOTAL

| | | Summary: | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |

Skillset: Bookings

| | | | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |

4/7/99

09:15	ACD_DN_Application	BOSTON	53	0	8	4	00:12:22	00:00:21	00:00:14	00:04:16	00:15:00	00:15:00	1
	Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:05:32	00:15:00	00:15:00	1
	Booking_Script	TORONTO	11	11	36	4	00:02:34	00:00:22	00:00:14	00:09:13	00:15:00	00:15:00	1
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:05:30	00:20:09	00:15:00	1
	Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:10:45	00:40:08	00:15:00	3
	Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:03:43	00:15:00	00:15:00	1
	Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:10	00:06:52	00:15:00	00:15:00	1
	Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:18	00:03:21	00:16:30	00:15:00	1
	Daily 4/7/99		267	47	15	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1
	Skillset		267	47	15	39	01:08:54	00:00:31	00:00:15	00:49:12	02:31:47	02:00:00	1

GRAND TOTAL

| | | | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |

C:\NorisSclient\client\oNnet-12.crt

Printed By: sysadmin 4/8/99 12:12:32 PM

Page 1   of   1

Section I: Resource reports

In this section

CDN Statistics

Description

The CDN Statistics report details summarized call volume information for the CDNs configured on the server. The report displays the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

Definition: CDN

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

Views

- CDNStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt
- mm-res7.rpt

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Filters

- CDN
- CDN name

Statistics

CDN Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Percent Terminated	CallsTerminated / CallsOffered x 100
Abandoned	CallsAbandoned
Percent Abandoned	CallsAbandoned / CallsOffered x 100
IVR Calls with Data (DMS)	CallsWithDigitsCollected

Summaries

The report provides totals for each CDN, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all CDNs.

Meridian 1 report

CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 00:00:00 09 April, 1999 - 23:59:59 09 April, 1999

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
			GRAND TOTAL			
	73,507	**37,799**	**35,492**	**48.28%**	**215**	0.29

CDN Name & ID: 3750 - 3750
	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
Summary:	5,811	2,266	3,522	60.61%	23	0.40

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
17:15	36	32	2	5.56	0	0.00
17:45	99	96	2	2.02	0	0.00
18:00	352	353	0	0.00	0	0.00
18:15	356	353	0	0.00	2	0.56
18:30	349	342	0	0.00	6	1.72
18:45	349	344	0	0.00	6	1.72
19:00	348	343	0	0.00	5	1.44
19:15	329	324	0	0.00	4	1.22
19:30	214	79	139	64.95	0	0.00
19:45	206	0	206	100.00	0	0.00
20:00	203	0	203	100.00	0	0.00
20:15	198	0	198	100.00	0	0.00
20:30	200	0	200	100.00	0	0.00
20:45	199	0	199	100.00	0	0.00
21:00	199	0	198	99.50	0	0.00
21:15	193	0	194	100.52	0	0.00
21:30	195	0	195	100.00	0	0.00
21:45	198	0	198	100.00	0	0.00
22:00	201	0	201	100.00	0	0.00
22:15	199	0	199	100.00	0	0.00
22:30	199	0	199	100.00	0	0.00
22:45	197	0	197	100.00	0	0.00
23:00	199	0	199	100.00	0	0.00
23:15	196	0	196	100.00	0	0.00
23:30	199	0	199	100.00	0	0.00
23:45	198	0	198	100.00	0	0.00
Daily 4/9/99	5,811	2,266	3,522	60.61	23	0.40
CDN	5,811	2,266	3,522	60.61	23	0.40

CDN Name & ID: 3751 - 3751
	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
Summary:	5,794	2,248	3,521	60.77%	25	0.43

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned
17:15	31	25	2	6.45	4	12.90
17:45	87	85	0	0.00	0	0.00
18:00	355	354	0	0.00	0	0.00
18:15	348	340	0	0.00	7	2.01
18:30	350	348	0	0.00	2	0.57
18:45	350	348	0	0.00	4	1.14
19:00	349	345	0	0.00	3	0.86
19:15	333	325	0	0.00	5	1.50

lm-res7.rpt

Page: 1

Printed By: sysadmin 4/10/99 11:22:07 AM

DMS report

CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 17:00:00 09 April, 1999 - 17:15:00 09 April, 1999

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
GRAND TOTAL							
	336	288	17	5.06%	28	8.33%	245

CDN Name & ID: 3750 - 3750

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
Summary:	36	32	2	5.56%	0	0.00%	30

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
17:15	36	32	2	5.56	0	0.00	30
Daily 4/9/99	36	32	2	5.56	0	0.00	30
CDN	36	32	2	5.56	0	0.00	30

CDN Name & ID: 3751 - 3751

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
Summary:	31	25	2	6.45%	4	12.90%	20

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
17:15	31	25	2	6.45	4	12.90	20
Daily 4/9/99	31	25	2	6.45	4	12.90	20
CDN	31	25	2	6.45	4	12.90	20

CDN Name & ID: 3752 - 3752

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
Summary:	35	32	2	5.71%	0	0.00%	31

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
17:15	35	32	2	5.71	0	0.00	31
Daily 4/9/99	35	32	2	5.71	0	0.00	31
CDN	35	32	2	5.71	0	0.00	31

CDN Name & ID: 3753 - 3753

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
Summary:	32	26	0	0.00%	6	18.75%	17

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
17:15	32	26	0	0.00	6	18.75	17
Daily 4/9/99	32	26	0	0.00	6	18.75	17
CDN	32	26	0	0.00	6	18.75	17

CDN Name & ID: 3754 - 3754

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
Summary:	35	31	3	8.57%	1	2.86%	29

4/9/99

	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
17:15	35	31	3	8.57	1	2.86	29
Daily 4/9/99	35	31	3	8.57	1	2.86	29
CDN	35	31	3	8.57	1	2.86	29

C:\Reports\flat\hm-res7.rpt

Printed By: sysadmin 4/10/99 9:10:11 AM   Page 1 of 2

Crosstab - CDN Performance

Description

The Crosstab - CDN Performance report provides you with an at-a-glance view of CDN performance (calls offered, calls answered, calls terminated, and calls abandoned) for several days. You can use this report to compare CDN performance for the same reporting period on different days.

Views

- iCDNStat

Collection frequency

- interval

Templates

- icross_CDN.rpt

Filter

- CDN
- CDN name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Abandoned	CallsAbandoned

Summaries

The report provides totals for each CDN for each interval, as well as daily totals for the CDN.

Crosstab - CDN Statistics

BestAir Airlines
Site Name:　TORONTO
Table Names: iCDNStat

Report Interval: 00:00:00 06 April, 1999 - 20:15:00 21 April, 1999

Grand Totals

Calls Offered	1,662,900
Calls Answered	1,269,493
Calls Terminated	366,310
Calls Abandoned	27,058

3750

	Sun	Mon	Tue	Wed	Thurs	Fri	Sat	Total
00:00	448	472	668	459	329	346	671	3,393
	456	471	466	0	330	346	257	2,326
	0	0	197	436	0	0	196	829
	0	0	0	0	0	2	217	219
00:15	465	478	679	440	333	347	675	3,417
	460	478	485	0	332	343	263	2,361
	0	0	200	461	0	0	200	861
	0	0	0	0	0	5	214	219
00:30	450	472	672	442	334	348	676	3,394
	451	472	464	0	333	347	218	2,285
	0	0	200	436	0	0	198	834
	0	0	0	0	0	2	254	256
00:45	451	478	677	441	329	351	669	3,396
	453	477	485	0	328	346	219	2,308
	0	0	198	448	0	0	197	843
	0	0	0	0	0	3	259	262
01:00	468	471	670	464	331	346	674	3,424
	463	473	465	0	334	344	297	2,376
	0	0	201	443	0	0	197	841
	0	0	0	0	0	4	177	181

C:\REPORTS\statistics\Cross_CDN.rpt
Printed By: sysadmin 4/24/99 9:12:52 AM

Page 1 of 162

Crosstab - DNIS Performance

Description

The Crosstab - DNIS Performance report provides you with an at-a-glance view of DNIS performance (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare DNIS performance for the same reporting period on different days.

Views

- iDNISStat

Collection frequency

- interval

Templates

- icross_DNIS.rpt

Filter

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each DNIS for each interval, as well as daily totals for the DNIS.

Crosstab - DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Names: IDNISStat

Grand Totals

Calls Offered	183
Calls Answered	150
Calls Abandoned	28

		Tue	Wed	Thurs	Fri	Total
Corporate_Gold	12:45		15 9 3	7 7 0	11 10 1	8 8 0	41 34 4
	DNIS Total		15 9 3	7 7 0	11 10 1	8 8 0	41 34 4
Corporate_Service	12:45		18 15 1	25 21 4	72 61 11	27 19 8	142 116 24
	DNIS Total		18 15 1	25 21 4	72 61 11	27 19 8	142 116 24
Total			33 24 4	32 28 4	83 71 12	35 27 8	183 150 28

C:\REPORTS\Stat\cros_DNIS.rpt
Printed By: sysadmin 4/10/99 3:45:32 PM

Page 1 of 1

Crosstab - Route Performance

Description

The Crosstab - RoutePerformance report provides you with an at-a-glance view of route performance (all trunks busy and number of calls blocked by all trunks busy) for several days. You can use this report to compare route performance for the same reporting period on different days.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- iRouteStat

Collection frequency

- interval

Templates

- icross_route.rpt

Filter

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route for each interval, as well as daily totals for the route.

Crosstab - Route Performance

BestAir Airlines
Site Name: BOSTON
Table Names: iRouteStat

Report Interval: 15:30:00 05 April, 1999 - 15:45:00 09 April, 1999

Grand Totals

All Trunks Busy	53
Calls Blocked by All Trunks Busy	6

Each cell shows: All Trunks Busy / Calls Blocked by All Trunks Busy

		Mon	Tue	Wed	Thurs	Fri	Total
B_Route1	15:45	2 / 0	2 / 0	6 / 0	10 / 0	4 / 0	24 / 0
	Route Total	2.00 / 0.00	2.00 / 0.00	6.00 / 0.00	10.00 / 0.00	4.00 / 0.00	24 / 0
B_Route2	15:45	3 / 0	2 / 0	6 / 0	1 / 0	2 / 0	14 / 0
	Route Total	3.00 / 0.00	2.00 / 0.00	6.00 / 0.00	1.00 / 0.00	2.00 / 0.00	14 / 0
B_Route3	15:45	5 / 0	2 / 0	1 / 0	4 / 0	3 / 0	15 / 0
	Route Total	5.00 / 0.00	2.00 / 0.00	1.00 / 0.00	4.00 / 0.00	3.00 / 0.00	15 / 0
Default_Route	15:45	0 / 1	0 / 0	0 / 2	0 / 3	0 / 0	0 / 6
	Route Total	0.00 / 1.00	0.00 / 0.00	0.00 / 2.00	0.00 / 3.00	0.00 / 0.00	0 / 6
Total		10 / 1	6 / 0	13 / 2	15 / 3	9 / 0	53 / 6

C:\REPORTS\Statistical\cost_Route.vd
Printed By: sysadmin 4/12/99 4:42:01 PM

Page 1 of 1

Crosstab - Trunk Performance

Description

The Crosstab - Trunk Performance report provides you with an at-a-glance view of trunk performance (calls offered, answered, and abandoned) for several days. You can use this report to compare trunk performance for the same reporting period on different days.

Views

- iTrunkStat

Collection frequency

- interval

Templates

- icross_trunk.rpt

Filter

- trunk ID

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each trunk for each interval, as well as daily totals for the trunk.

Crosstab - Trunk Performance

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

BestAir Airlines
Site Name: TORONTO
Table Names: iTrunkStat

Grand Totals

Calls Offered	468
Calls Answered	628
Calls Abandoned	24

		Mon	Tue	Wed	Thurs	Fri	Total
Route1	9:30	45	66	47	1	22	181
		41	61	47	47	22	218
		1	6	0	0	0	7
	Route Total	45	66	47	1	22	181
		41	61	47	47	22	218
		1	6	0	0	0	7
Route2	9:30	34	23	60	4	46	167
		32	21	55	59	45	212
		2	2	5	0	1	10
	Route Total	34	23	60	4	46	167
		32	21	55	59	45	212
		2	2	5	0	1	10
Route3	9:30	22	48	13	2	35	120
		22	44	12	87	33	198
		0	4	1	0	2	7
	Route Total	22	48	13	2	35	120
		22	44	12	87	33	198
		0	4	1	0	2	7
Total		101	137	120	7	103	468
		95	126	114	193	100	628
		3	12	6	0	3	24

DNIS Statistics

Description

The DNIS Statistics report summarizes the total call volume to each DNIS number. The DNIS Statistics report lists the total calls answered, total caller wait time, total calls abandoned, and the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS.

You can use this report to track call handling performance on products or services associated with a particular DNIS number.

Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

Filters

- DNIS
- DNIS name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Answer'd	CallsAnswered
Answer Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Ans After Threshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow
Routed	CallsGivenRouteTo
NACD Out (Meridian 1)	CallsNACDOut
IVR Transferred (Meridian 1)	IVRTransferred
Default'd	CallsGivenDefault

Report field	View field/Formula
Given Busy	CallsGivenForceBusy
Aban'd	CallsAbandoned
Aband Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold
% Service Level	[{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100
Talk Time	TalkTime

Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNIS numbers.

Meridian 1 report

BestAir Airlines
Site Name:　TORONTO
Table Name: IDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

DNIS Statistics

	Offer'd / Answer'd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	NACD OutTransf'd	IVR Transf'd	De-faulted	Given Busy	Aban'd	Aband Delay	Max Abn Delay	Aban After Thresh	% Service Level	Talk Time
GRAND TOTAL																		
	33 / 24	00:02:49	00:00:32	00:00:07	4	0	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28

DNIS Name & ID: Corporate_Gold - 5559000

	Offer'd / Answer'd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	NACD OutTransf'd	IVR Transf'd	De-faulted	Given Busy	Aban'd	Aband Delay	Max Abn Delay	Aban After Thresh	% Service Level	Talk Time
Summary:	15 / 9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33%	00:09:10
4/6/99																		
12:45	15 / 9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33	00:09:10
Daily 4/6/99	15 / 9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33	00:09:10
DNIS	15 / 9	00:01:11	00:00:21	00:00:08	1	0	0	0	1	2	0	1	3	00:00:39	00:00:39	1	83.33	00:09:10

DNIS Name & ID: Corporate_Service - 5559010

	Offer'd / Answer'd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	NACD OutTransf'd	IVR Transf'd	De-faulted	Given Busy	Aban'd	Aband Delay	Max Abn Delay	Aban After Thresh	% Service Level	Talk Time
Summary:	18 / 15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:00	00:00:00	0	81.25%	00:18:18
4/6/99																		
12:45	18 / 15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:13	00:00:00	0	82.14	00:18:18
Daily 4/6/99	18 / 15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	1	1	00:00:00	00:00:00	0	81.25	00:18:18
DNIS	18 / 15	00:01:38	00:00:32	00:00:07	3	0	0	0	1	1	0	0	1	00:00:00	00:00:00	0	81.25	00:18:18
GRAND TOTAL																		
	33 / 24	00:02:49	00:00:32	00:00:07	4	0	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28

C:\REPORT\Stat\idnis-sc6.rpt

Printed By:　sysadmin 4/9/99 09:00:01 AM　　　　　　　　　　　　　　Page 1 of 1

DMS report

BestAir Airlines
Site Name: TORONTO
Table Name: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 13:00:00 06 April, 1999

DNIS Statistics

	Offer'd	Answer'd	Answer Delay	Max. Ans Delay	Avg Ans Delay	Ans After Thresh	Discon-nected	Over flowed	Routed	Default'd	Given Busy	Aband	Aband Delay	Max. Abn Delay	Aban After Thresh	% Service Level	Talk Time
GRAND TOTAL																	
Summary:	81	44	00:00:07	00:00:20	00:00:00	9	0	0	1	0	1	0	00:00:00	00:00:00	0	79.55	00:01:40
DNIS Name & ID: Corporate_Gold - 5559000																	
Summary:	35	10	00:00:02	00:00:20	00:00:00	1	0	0	0	0	1	0	00:00:00	00:00:00	0	90.00	00:00:31
4/6/99																	
12:45	15	3	00:00:02	00:00:20	00:00:01	1	0	0	0	0	1	0	00:00:00	00:00:00	0	79.55	00:00:10
13:00	20	7	00:00:00	00:00:20	00:00:00	0	0	0	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:21
Daily 4/6/99	35	10	00:00:02	00:00:20	00:00:00	1	0	0	0	0	1	0	00:00:00	00:00:00	0	90.00	00:00:31
DNIS	35	10	00:00:02	00:00:20	00:00:00	1	0	0	0	0	1	0	00:00:00	00:00:00	0	90.00	00:00:31
DNIS Name & ID: Corporate_Service - 5559010																	
Summary:	46	34	00:00:05	00:00:20	00:00:00	8	0	0	1	0	0	0	00:00:00	00:00:00	0	76.47	00:01:09
4/6/99																	
12:45	18	14	00:00:04	00:00:20	00:00:00	3	0	0	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:24
13:00	28	20	00:00:01	00:00:20	00:00:00	5	0	0	1	0	0	0	00:00:00	00:00:00	0	79.55	00:00:45
Daily 4/6/99	46	34	00:00:05	00:00:20	00:00:00	8	0	0	1	0	0	0	00:00:00	00:00:00	0	76.47	00:01:09
DNIS	46	34	00:00:05	00:00:20	00:00:00	8	0	0	1	0	0	0	00:00:00	00:00:00	0	76.47	00:01:09
GRAND TOTAL																	
Summary:	81	44	00:00:07	00:00:20	00:00:00	9	0	0	1	0	1	0	00:00:00	00:00:00	0	79.55	00:01:40

C:\Report\Tablrn~v28.rs

Printed By: sysadmin 4/7/99 09:00:03 AM

Page 1 of 1

Music/RAN Route Statistics

Description

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint any routes that may be overloaded.

Views

- RANMusicRouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

Filters

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Route Access	RouteAccess
Route Access Time	RouteAccessTime

Summaries

The report provides totals for each music and RAN route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all music and RAN routes.

Music/RAN Route Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iRANMusicRouteStat

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

	Route Access	Route Access Time
GRAND TOTAL		
	975	00:14:13

Route Name & ID: Route1 - 1		
Summary:	329	00:05:01

4/8/99		
3:30	145	00:02:03
3:45	184	00:02:58
Daily 4/8/99	329	00:05:01
Route	329	00:05:01

Route Name & ID: Route2 - 2		
Summary:	331	00:04:50

4/8/00		
3:30	175	00:02:34
3:45	156	00:02:16
Daily 4/8/99	331	00:04:50
Route	331	00:04:50

Route Name & ID: Route3 - 3		
Summary:	315	00:04:22

4/8/99		
3:30	139	00:01:43
3:45	176	00:02:39
Daily 4/8/99	315	00:04:22
Route	315	00:04:22

	Route Access	Route Access Time
GRAND TOTAL		
	975	00:14:13

lm-rss3.rpt

Printed By: sysadmin 4/10/99 11:32:07 AM

Page: 1

Route Performance

Description

Meridian 1 switch only. The Route Performance report shows summarized performance information grouped by route. The report describes the performance of the route as a whole, in contrast to the Trunk Performance report, which tracks and displays individual trunk performance.

The Route Performance report indicates how often and how long all trunks within the route were busy.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Definition: Route

A route is a group of trunks with similar characteristics.

Example

A call center may direct two routes to each of its call center skillsets, depending on the demographics of a particular customer area. Each route is configured with multiple trunks.

Views

- RouteStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

Filters

- route ID
- route name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
All Trunks Busy Time	AllTrunksBusyTime
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	All Trunks Busy	All Trunks Busy Time	Calls Blocked By All Trunks Busy
GRAND TOTAL			
	7	00:02:52	3

Route Name & ID: T_Route1 - 1

Summary:	5	00:01:30	0

4/8/99

	All Trunks Busy	All Trunks Busy Time	Calls Blocked
15:45	5	00:01:30	0
Daily 4/8/99	5	00:01:30	0
Route	5	00:01:30	0

Route Name & ID: T_Route2 - 2

Summary:	2	00:00:15	0

4/8/99

15:45	2	00:00:15	0
Daily 4/8/99	2	00:00:15	0
Route	2	00:00:15	0

Route Name & ID: Default_Route - 999

Summary:	0	00:01:07	3

4/8/99

15:45	0	00:01:07	3
Daily 4/8/99	0	00:01:07	3
Route	0	00:01:07	3

	All Trunks Busy	All Trunks Busy Time	Calls Blocked
GRAND TOTAL			
	7	00:02:52	3

C:\REPORTS\flat\lm-res2.rpt

Printed By: sysadmin 4/9/99 11:12:56 AM

Page 1 of 1

Trunk Performance

Description

The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand call center traffic patterns. The report lists the total call volume by individual trunk, including total calls abandoned, answered, and offered.

To further evaluate trunk and call center performance, the Trunk Performance report also shows the amount of time callers waited for an answer and the amount of time callers waited before abandoning their call.

If specific trunks are underused or consistently backlogged, you can take action to make these call center resources more efficient.

Views

- TrunkStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-res1.rpt
- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

Filter

- trunk ID

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Average Utilization per reporting period (interval, day, week, or month)	Occupancy Time / number of reporting periods
Usage Time	OccupancyTime
Answer Delay	CallsAnsweredDelay
Abandon Delay	CallsAbandonedDelay
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each trunk, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all trunks.

Trunk Performance

Report Interval: 09:00:00 04 October, 1999 - 09:15:00 05 October, 1999

Site Name: ICCMNGEN23
Table Name: iTrunkStat

	Average Utilization per Interval	Usage Time	Answer Delay	Abandon Delay	Offered	Answered	Abandoned
				GRAND TOTAL			
	293.65	69:20:06	12:42:47	00:00:00	26,843	26,843	0

Trunk ID: 10 Route Name: R30 Route ID: 30

Summary:	19.77	00:07:15	00:01:32	00:00:00	46	46	0

10/4/99

09:15		00:00:18	00:00:03	00:00:00	2	2	0
10:00		00:00:10	00:00:02	00:00:00	1	1	0
20:15		00:00:38	00:00:07	00:00:00	4	4	0
20:30		00:00:37	00:00:10	00:00:00	4	4	0
20:45		00:02:15	00:00:28	00:00:00	14	14	0
21:30		00:00:09	00:00:02	00:00:00	1	1	0
22:45		00:00:10	00:00:03	00:00:00	1	1	0
23:00		00:00:09	00:00:02	00:00:00	1	1	0
23:30		00:00:12	00:00:02	00:00:00	2	2	0
23:45		00:00:06	00:00:00	00:00:00	0	0	0
Daily 10/4/99	28.40	00:04:44	00:00:59	00:00:00	30	30	0

10/5/99

01:00		00:00:10	00:00:01	00:00:00	1	1	0
02:00		00:00:19	00:00:03	00:00:00	2	2	0
02:15		00:00:18	00:00:04	00:00:00	2	2	0
04:45		00:00:18	00:00:04	00:00:00	2	2	0
05:00		00:00:10	00:00:05	00:00:00	1	1	0
05:15		00:00:10	00:00:02	00:00:00	1	1	0
06:45		00:00:10	00:00:01	00:00:00	1	1	0
07:30		00:00:09	00:00:02	00:00:00	1	1	0
07:45		00:00:10	00:00:02	00:00:00	1	1	0
08:00		00:00:09	00:00:02	00:00:00	1	1	0
08:15		00:00:09	00:00:01	00:00:00	1	1	0
08:30		00:00:19	00:00:06	00:00:00	2	2	0
Daily 10/5/99	12.58	00:02:31	00:00:33	00:00:00	16	16	0
Trunk	19.77	00:07:15	00:01:32	00:00:00	46	46	0

C:\Nortel\client\en\RPT\IM-RES1.RPT

Printed By: sysadmin 10/5/99 10:22:34 AM   **Page 1 of 27**

Section J: Skillset reports

In this section

Crosstab - Skillset Performance

Description

The Crosstab - Skillset Performance report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, network calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

Views

- iSkillsetStat

Collection frequency

- interval

Templates

- icross_skillset.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Network Answered	NetCallsAnswered
Abandoned	SkillsetAbandoned

Summaries

The report provides totals for each skillset for each interval, as well as daily totals for the skillset.

Crosstab - Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iSkillsetStat

Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

Grand Totals

Call Offered	1,366
Call Answered	1,263
Network Call Answered	13
Skillset Abandoned	56

Bookings

09:15		Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	Call Offered	236	231	227	251	266	1,211
	Call Answered	201	224	231	241	254	1,151
	Network Call Answered	2	5	0	2	2	11
	Skillset Abandoned	14	6	5	11	12	48
Master_Script	Call Offered	44	11	44	23	33	155
	Call Answered	12	8	39	21	32	112
	Network Call Answered	0	1	1	0	0	2
	Skillset Abandoned	2	3	1	2	1	8
Total	Call Offered	280	242	271	274	299	1,366
	Call Answered	213	232	270	262	286	1,263
	Network Call Answered	2	6	1	2	2	13
	Skillset Abandoned	16	9	5	13	13	56
Total	Call Offered	**280**	**242**	**271**	**274**	**299**	**1,366**
	Call Answered	**213**	**232**	**270**	**262**	**286**	**1,263**
	Network Call Answered	**2**	**6**	**1**	**2**	**2**	**13**
	Skillset Abandoned	**16**	**9**	**5**	**13**	**13**	**56**

Skillset By Application

Description

The Skillset By Application report shows summarized skillset statistics for each application under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

Filter

- skillset name?

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	AllAgentBusyTime / (Number of intervals x 0.25)
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each application, and subtotals for each skillset. For each skillset, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by skillset. The report also contains a grand total for all applications.

Skillset By Application

BestAir Airlines
Site Name: TORONTO   Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999
Table Name: iSkillsetStat

Date	Time	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay
				GRAND TOTAL			
		458	15	3.28%	01:43:55	00:00:14	00:00:42

Application: Booking_Script

| | Summary: | 231 | 5 | 2.16% | 00:55:10 | 00:00:14 | 00:00:42 |

Skillset: Bookings

	Summary:	231	5	2.16	00:55:10	00:00:14	00:00:42
4/7/99							
	09:15	231	5	2.16	00:55:10	00:00:14	00:00:42
	Daily 4/7/99	231.00	5.00	2.16	00:55:10	00:00:14	00:00:42
	Skillset	231	5	2.16	00:55:10	00:00:14	00:00:42
	Application	231	5	2.16	00:55:10	00:00:14	00:00:42

Application: Master_Script

| | Summary: | 118 | 8 | 6.78% | 00:23:35 | 00:00:12 | 00:00:31 |

Skillset: Bookings

	Summary:	39	3	7.69	00:06:59	00:00:11	00:00:27
4/7/99							
	09:15	39	3	7.69	00:06:59	00:00:11	00:00:27
	Daily 4/7/99	39.00	3.00	7.69	00:06:59	00:00:11	00:00:27
	Skillset	39	3	7.69	00:06:59	00:00:11	00:00:27

Skillset: Default_Skillset

	Summary:	0	0	0.00	00:00:00	00:00:00	00:00:00
4/7/99							
	09:15	0	0	0.00	00:00:00	00:00:00	00:00:00
	Daily 4/7/99	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00
	Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00

Skillset: European_Vacations

	Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31
4/7/99							
	09:15	26	1	3.85	00:04:14	00:00:10	00:00:31
	Daily 4/7/99	26.00	1.00	3.85	00:04:14	00:00:10	00:00:31
	Skillset	26	1	3.85	00:04:14	00:00:10	00:00:31

Skillset: Vacations

	Summary:	53	4	7.55	00:12:22	00:00:14	00:00:21
4/7/99							
	09:15	53	4	7.55	00:12:22	00:00:14	00:00:21
	Daily 4/7/99	53.00	4.00	7.55	00:12:22	00:00:14	00:00:21
	Skillset	53	4	7.55	00:12:22	00:00:14	00:00:21

C:\REPORTS\flat\imskill4.rpt

Printed By: sysadmin 4/7/99 1:05:59 PM   Page 1 of 2

Skillset Performance

Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, consult the agent reports.

Views

- SkillsetStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- imskill1.rpt
- dmskill1.rpt
- wmskill1.rpt
- mmskill1.rpt

Filter

- skillset name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	CallsAnsweredAfterThreshold / CallsAnswered x 100
Answer Delay	CallsAnsweredDelay
Average Answer Delay	CallsAnsweredDelay / CallsAnswered
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	AllAgentBusyTime / (Number of intervals x 0.25)
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	TotalStaffedTime / ActiveTime

Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Application Name	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Time	Avg No. of Agents
GRAND TOTAL										
	458	15	3.28%	01:43:55	00:00:14	00:00:42	00:10:52	09:00:00	00:45:00	12
Skillset: Bookings										
Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:45:00	25
4/7/99										
Booking_Script	231	5	2.16	00:55:10	00:00:14	00:00:42	00:00:00	00:00:00	00:00:00	0
Master_Script	39	3	7.69	00:06:59	00:00:11	00:00:27	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	08:15:00	00:15:00	25
Daily 4/7/99	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Skillset: Default_Skillset										
Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
4/7/99										
09:15 Master_Script	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Skillset: European_Vacations										
Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
4/7/99										
09:15 Vacation_Script	109	2	1.83	00:25:10	00:00:14	00:00:34	00:00:00	00:00:00	00:00:00	0
Master_Script	26	1	3.85	00:04:14	00:00:10	00:00:31	00:00:00	00:00:00	00:00:00	0
Total for interval: 09:15	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Daily 4/7/99	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Skillset	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10

C:\REPORTS\tatinsxillt..rpt

Printed By: sysadmin 4/9/99 10:43:44 AM

Page 1 of 2

Appendix B

Pegging examples

In this chapter

Local call pegging

Scenario

Call arrives	09:00:00
Call is given IVR treatment	09:00:02
Call is handed over to Booking_Script application	09:00:02
Call is queued to Bookings skillset	09:00:03
Call is presented to Donna Royce	09:00:10
Call is answered by Donna Royce	09:00:15
Call is conferenced to a Brandon Woo's DN	09:00:25
Caller disconnects	09:00:35
Brandon Woo releases call Donna Royce releases call	09:00:38

In this scenario, the agent's call presentation class is configured for a break (variable wrap) of 30 seconds after each call.

Pegging

AgentPerformanceStat view: Donna Royce

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CDNCallsConferencedToDN	1
ConsultationTime (Meridian 1 switch only)	3
TalkTime	23
BreakTime/VariableWrapTime	30

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsGivenIVR	1

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	15 seconds

Field	Pegging
AnsDelay16	1
CallsAnsweredDelayAtSkillset	12 seconds
CallsConferencedOut	1
TimeBeforeInterflow	2 seconds

CDNStat view

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

SkillsetStat view: Bookings

Field	Pegging
Interval	9:00 – 9:15
Application	Booking_Script
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	12 seconds
BreakTime/VariableWrapTime	30 seconds

Network call pegging

Scenario

Call arrives at Toronto	09:00:00
Call is handed over to Booking_Script application	09:00:01
Call is queued to network skillset: Bookings	09:00:02
Call is routed to Boston	09:00:08
Call is presented to Boston agent, Lane Rivers	09:00:10
Lane Rivers answers call	09:00:15
Caller disconnects	09:00:35

Pegging at source site

ApplicationStat view: Master_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1

ApplicationStat view: Booking_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1

Field	Pegging
NetOutCalls	1
NetOutCallsAnswered	1
NetOutCallsAnsweredDelay	15 seconds
AnsDelay16	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkOutCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

Pegging at destination site

ApplicationStat view: Network_Script

Field	Pegging
Interval	9:00 – 9:15
CallsAnswered	1
CallsAnsweredDelay	7 seconds
AnsDelay8	1
CallsAnsweredDelayAtSkillset	13 seconds

NetworkInCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

AgentPerformanceStat view: Lane Rivers

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

Field	Pegging
TalkTime	20

Appendix C

Agent state tracking

In this appendix

Overview

Introduction

This appendix describes how agent states are pegged in historical statistics.

Pegging of agent state

Introduction

This section shows how agent state is pegged in reports for several different Incalls and DN key statuses.

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	**DN key**	**ACD/NACD talk time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
no call present	no call present									•	
no call present	incoming DN call active			•							
no call present	incoming DN call on hold			•							
no call present	outgoing DN call active						•				
no call present	outgoing DN call on hold						•				
no call present	incoming DN call ringing									•	
no call present	DN key pressed										

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	DN key	ACD/NACD talk time	Hold time	Incoming DN calls talk time	Network calls talk time	Not ready time	Outgoing DN calls talk time	Ring time	Talk Time	Waiting time	Walkaway time
call ringing	no call present							•			
call ringing	incoming DN call ringing							•			
call active	no call present								•		
call on hold	no call present		•						•		
call active	incoming DN call on hold			•					•		
call on hold	incoming DN call active		•	•					•		
call on hold	incoming DN call on hold		•	•					•		
call active	outgoing DN call on hold						•		•		
call on hold	outgoing DN call active		•				•		•		
call on hold	outgoing DN call on hold		•				•		•		

If the agent key status is		Agent time is pegged against the following states:									
Incalls key	**DN key**	**ACD/NACD talk time**	**Hold time**	**Incoming DN calls talk time**	**Network calls talk time**	**Not ready time**	**Outgoing DN calls talk time**	**Ring time**	**Talk Time**	**Waiting time**	**Walkaway time**
ACD/NACD call ringing	no call present										
ACD/NACD call active	no call present	•									
ACD/NACD call on hold	no call present	•									
Not ready	no call present					•					
Not ready	Incoming DN call active			•		•					
Not ready	Incoming DN call on hold			•		•					
Not ready	Outgoing DN call active					•	•				
Not ready	Outgoing DN call on hold					•	•				
Call on hold; walkaway	no call present		•						•		•

Note:

- Unless otherwise specified, calls on the Incalls key are Symposium Call Center Server calls.

- If the Answer call by placing DN on hold option is enabled for the agent's call presentation class, agent time is pegged against the Waiting state when no call is present on the agent's Incalls key and the agent has a DN call (incoming or outgoing) on hold.

Glossary

A

accelerator key

A key on a phoneset that an agent can use to place a call quickly. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the Emergency key, the system places a call to the agent's supervisor.

access class

A collection of access levels that defines the actions a member of the access class can perform within the system. For example, a member of the Administrator access class might be given a collection of Read/Write access levels.

access level

A level of access or permission given to a particular user for a particular application or function. For example, a user might be given View Only access to historical reports.

ACCESS link

A communication channel between the Symposium Call Center Server and Meridian Mail.

ACCESS voice port

A Meridian Mail voice port that is controlled by the ACCESS link.

ACD call

See Automatic call distribution call.

ACD-DN

See Automatic call distribution directory number.

ACD group

See Automatic call distribution group.

ACD routing table
See Automatic call distribution routing table.

ACD subgroup
See Automatic call distribution subgroup.

acquired resource
A resource configured on the switch that is under the control of the Symposium Call Center Server. Resources must be configured with matching values on both the switch and the Symposium Call Center Server.

activated script
A script that is processing calls or is ready to process calls. Before you can activate a script, you must first validate it.

activity code
A number that an agent enters on his or her phoneset during a call. Activity codes provide a way of tracking the time agents spend on various types of incoming calls. They are also known as Line of Business (LOB) codes. For example, the activity code 720 might be used to track sales calls. Agents can then enter 720 on their phonesets during sales calls, and this information can be generated in an Activity Code report.

administrator
A user who is responsible for maintaining the Symposium Call Center Server.

agent
A user who is responsible for handling customer calls.

agent login ID
A unique identification number assigned to a particular agent. The agent uses this number when logging in. The agent ID is not associated with any particular phoneset.

agent to skillset assignment
A matrix that, when you run it, sets the priority of one or more agents for a skillset. Agent to skillset assignments can be scheduled.

agent to supervisor assignment

A definition that, when you run it, assigns one or more agents to specific supervisors. Agent to supervisor assignments can be scheduled.

application

1. A logical entity that represents a Symposium Call Center Server script for reporting purposes. The master script and each primary script have an associated application. The application has the same name as the script it represents. 2. A program that runs on a computer.

application program interface

A set of routines, protocols, and tools that programmers use to develop software applications. APIs simplify the development process by providing commonly used programming procedures.

associated supervisor

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. *See also* reporting supervisor.

Automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch.

Automatic call distribution directory number

Primary and supplementary DNs associated with an ACD group. Calls made to these DNs are distributed to agents belonging to the group, based on the ACD routing table on the switch.

Automatic call distribution group

An entity defined on the switch for the purpose of call distribution. When a customer dials an ACD group, the call is routed to any agent who is a member of that group.

Automatic call distribution routing table

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Symposium Call Center Server will be queued to ACD groups and handled by available agents.

Automatic call distribution subgroup

An entity defined on the switch to assign supervisory responsibilities. Each subgroup has one supervisor phoneset and a number of agent phonesets associated with it. Agents can log on to any phoneset within their ACD subgroup. The supervisor must log on to the supervisor phoneset to monitor his or her assigned agents.

C

call age

The amount of time a call was waiting in the system before being answered by an agent.

call destination

The site to which an outgoing network call is sent. *See also* call source.

call intrinsic

A script element that stores call-related information assigned when a call enters the Symposium Call Center Server. *See also* intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

call presentation class

A collection of preferences that determines how calls are presented to an agent.

call priority

A numerical value assigned in a script that defines the relative importance of a call. If two calls are in the queue when an agent becomes available, and one call is queued with a higher priority than the other, the agent receives the higher priority call first. *See also* skillset priority.

call source

The site from which an incoming network call originates. *See also* call destination.

call treatment

A script element that enables you to provide handling to a call while it is waiting to be answered by a call center agent. For example, a caller can hear a recorded announcement or music while waiting for an agent.

call variable

A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. *See also* global variable, script variable.

Calling Line Identification

This is an optional service that identifies the telephone number of the caller. This information can then be used to route the call to the appropriate agent or skillset. The CLID can also be displayed on an agent's phoneset.

CDN

See controlled directory number.

CLAN

See Customer local area network.

CLID

See Calling Line Identification.

client

The part of Symposium Call Center Server that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

command

A building block used with expressions, variables, and intrinsics to create scripts. Commands perform distinct functions, such as routing a call to a specific destination, playing music to a caller, or disconnecting a caller.

controlled directory number

A special directory number that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Symposium Call Center Server. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Call Center Server.

Customer local area network

The LAN to which your corporate services and resources connect. The Symposium Call Center Server and client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

D

DBMS

Database Management System

deactivated script

A script that does not process any new calls. If a script is in use when it is deactivated, calls continue to be processed by the script until they are completed.

default activity code

The activity code that is assigned to a call if an agent does not enter an activity code manually, or when an agent presses the activity code button twice on his or her phoneset. Each skillset has a defined default activity code.

default skillset

The skillset to which calls are queued if they have not been queued to a skillset or a specific agent by the end of a script.

desktop user

A configured user who can log on to the Symposium Call Center Server from a client PC.

destination site

The site to which an outgoing network call is sent. *See also* source site.

DHCP

See dynamic host configuration protocol.

Dial-Up Networking

See Remote Access Services.

Dialed Number Identification Service
An optional service that allows Symposium Call Center Server to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on different DNISs and, if the DNIS is displayed on the phoneset, can prepare a response according to the DNIS.

directory number
The number that identifies a phoneset on a switch. The directory number (DN) can be a local extension (local DN), a public network telephone number, or an automatic call distribution directory number (ACD-DN).

directory number call
A call that is presented to the DN key on an agent's phoneset.

display threshold
A threshold used in real-time displays to highlight a value below or above the normal range.

DMS
Digital Multiplex Switch.

DN
See directory number.

DN call
See directory number call.

DNIS
See Dialed Number Identification Service.

dongle
The attachment plugged into the parallel port of a DMS/MSL-100 server that authenticates the serial number required at the time of server installation.

dynamic host configuration protocol
A protocol for dynamically assigning IP addresses to devices on a network.

dynamic link library

A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions and a program accesses the functions by creating either a static or dynamic link to the DLL. A DLL can be used by several applications at the same time.

E

ELAN

See embedded local area network.

embedded local area network

A dedicated Ethernet TCP/IP LAN that connects the Symposium Call Center Server and the switch.

Emergency key

A key on an agent's phoneset that, when pressed by an agent, automatically calls his or her supervisor to notify the supervisor of a problem with a caller.

event

1. An occurrence or action on the Symposium Call Center Server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical. 2. An action generated by a script command, such as queuing a call to a skillset or playing music.

expression

A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. *See also* logical expression, mathematical expression, and Redundant Array of Inexpensive Disks.

F

filter timer

The length of time after the system unsuccessfully attempts to route calls to a destination site, before that site is filtered out of a routing table.

first-level threshold

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks how often the value for the statistic falls below this value.

G global settings

Settings that apply to all skillsets or IVR ACD-DNs that are configured on your system.

global variable

A variable that contains values that can be used by any script on the system. The value of a global variable can only be changed in the Script Variable Properties sheet. It cannot be changed in a script. *See also* call variable, script variable.

I ICM

See Intelligent Call Manager.

Incalls key

The key on an agent phoneset to which incoming ACD and Symposium Call Center Server calls are presented.

Intelligent Call Manager

A high capacity call center TCP/IP interface to the switch that enables the exchange of messages between the switch and a remote host computer.

Interactive voice response

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

Interactive voice response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

Interactive voice response event

A voice port login or logout. An IVR event is pegged in the database when a call acquires or de-acquires a voice port.

Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use the TCP/IP protocol to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be 0 to 255. For example, 1.160.10.240 could be an IP address.

intrinsic

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. *See also* call intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

IP address

See Internet Protocol address.

IVR

See Interactive voice response.

IVR ACD-DN

See Interactive voice response ACD-DN.

IVR event

See Interactive voice response event.

IVR port

See voice port.

L

LAN

See Local area network.

Line of Business code

See activity code.

LOB code

See activity code.

Local area network

A computer network that spans a relatively small area. Most LANs connect workstations and personal computers and are confined to a single building or group of buildings.

local call

A call that originates at the local site. *See also* network call.

local skillset

A skillset that can be used at the local site only. *See also* network skillset, skillset.

logical expression

A symbol used in scripts to test for different conditions. Logical expressions are AND, OR, and NOT. *See also* mathematical expression, Redundant Array of Inexpensive Disks.

M

M1

Meridian 1 switch

master script

The first script executed when a call arrives at the Symposium Call Center Server. A default master script is provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* network script, primary script, script, secondary script.

mathematical expression

An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (-), division (/), and multiplication (*). *See also* logical expression, Redundant Array of Inexpensive Disks.

Meridian Link Services

A communications facility that provides an interface between the switch and a third-party host application.

Meridian Mail
A Nortel Networks product that provides voice messaging and other voice and
fax services.

Meridian MAX
A Nortel Networks product that provides call processing based on ACD routing.

MLS
See Meridian Link Services.

MM
See Meridian Mail.

music route
A resource installed on the switch that provides music to callers while they wait
for an agent.

N

NACD call
A call that arrives at the server from a network ACD-DN.

NCC
See Network Control Center.

network call
A call that originates at another site in the network. *See also* local call.

Network Control Center
The server on a Symposium Call Center Server system where NSBR is
configured and where communication between servers is managed.

network script
The script that is executed to handle error conditions for Symposium Call Center
Server calls forwarded from one site to another, for customers using NSBR. The
network script is a system-defined script provided with Symposium Call Center
Server, but it can be customized by an authorized user. It can be deactivated but
not deleted. *See also* master script, primary script ,script, secondary script.

Network Skill-Based Routing

An optional feature with Symposium Call Center Server that provides skill-based routing to multiple networked sites.

network skillset

A skillset that is common to every site on the network. Network skillsets must be created at the Network Control Center (NCC).

night mode

A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls are given night treatment. A skillset goes into night mode automatically when the last agent logs off, or the administrator can put it into night mode manually. *See also* out-of-service mode, transition mode.

NPA

See Number Plan Area.

NSBR

See Network Skill-Based Routing.

Number Plan Area

Area code

O

object linking and embedding

A compound document standard that enables you to create objects with one application and then link or embed them in a second application.

ODBC

See Open Database Connectivity.

OEM

Original equipment manufacturer

OLE

See object linking and embedding.

Open Database Connectivity

A Microsoft-defined database application program interface (API) standard.

out-of-service mode

A skillset state in which the skillset does not take calls. A skillset is out of service if there are no agents logged on or if the supervisor puts the skillset into out-of-service mode manually. *See also* night mode, transition mode.

out-of-service skillset

A skillset that is not taking any new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. *See also* local skillset, network skillset, skillset.

P

PBX

See private branch exchange.

pegging

The action of incrementing statistical counters to track and report on system events.

pegging threshold

A threshold used to define a cut-off value for statistics such as short call and service level. Pegging thresholds are used in reports.

PEP

See Performance Enhancement Package.

Performance Enhancement Package

A Symposium Call Center Server supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release.

personal directory number

A DN on which an agent can be reached directly, usually for private calls.

phoneset
The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phoneset.

phoneset display
The display area on an agent's phoneset where information about incoming calls can be communicated.

Position ID
1. A unique identifier for a phoneset, used by the switch to route calls to the phoneset. 2. Referred to as Telephony/Port Address in Symposium Call Center Server.

primary ACD-DN
A directory number that callers can dial to reach an ACD group.

primary script
A script that is executed or referenced by the master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. *See also* master script, network script, script, secondary script.

private branch exchange
A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

R

RAN
recorded announcement

RAN route
See recorded announcement route.

RAS
See Remote Access Services.

recorded announcement route
A resource installed on the switch that offers a recorded announcement to callers.

Redundant Array of Inexpensive Disks
A category of disk drives that employs two or more drives in combination for fault tolerance and performance.

relational expression
An expression used in scripts to test for different conditions. Relational expressions are less than ($<$), greater than ($>$), less than or equal to ($< =$), greater than or equal to ($> =$), and not equal to ($< >$). *See also* logical expression, mathematical expression.

Remote Access Services
A feature built into Windows NT and Windows 95 that enables users to log on to an NT-based LAN using a modem, X.25 connection, or WAN link. This feature is also known as Dial-Up Networking.

reporting supervisor
The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phoneset, the emergency call is presented to the agent's reporting supervisor. *See also* associated supervisor.

round robin routing table
A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. *See also* sequential routing table.

route
A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. *See also* music route, RAN route.

routing table
A table that defines how calls are routed to the sites on the network. *See also* round robin routing table, sequential routing table.

S

sample script

A script that is installed with the Symposium Call Center Server client. Sample scripts are stored as text files in a special folder on the client. The contents of these scripts can be imported or copied into user scripts to create scripts for typical call center scenarios.

SCM

See Service Control Manager.

script

A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. *See also* master script, network script, primary script, secondary script.

script variable

See variable.

second-level threshold

The value used in display thresholds that represents the highest value of the normal range for a given statistic.

secondary directory number

A DN defined on the agent's phoneset as a Centrex line for incoming and outgoing non-ACD calls.

secondary script

Any script (other than a master, network, or primary script) that is referenced from a primary script or any other secondary script. There is no pegging of statistics for actions occurring during a secondary script. *See also* master script, network script, primary script, script.

sequential routing table

A routing table method that always queues a call to the first three active sites in the routing table. *See also* round robin routing table.

server

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. The Symposium Call Center Server is used to configure the operations of the call center. *See also* client.

service

A process that adheres to a Windows NT structure and requirements. A service provides system functionality.

Service Control Manager

A Windows NT process that manages the different services on the PC.

service level

The percentage of incoming calls answered within a configured number of seconds.

service level threshold

A parameter that defines the number of seconds within which incoming calls should be answered.

Simple Network Management Protocol

A set of protocols for managing complex networks. SNMP works by sending messages, called protocol data units (PDUs), to different parts of a network and then analyzing the responses.

site

1. A system using Symposium Call Center Server that can be accessed using SMI. 2. A system using Symposium Call Center Server and participating in Network Skill-Based Routing.

skillset

A group of capabilities or knowledge required to answer a specific type of call. *See also* local skillset, network skillset.

skillset intrinsic

A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. *See also* call intrinsic, intrinsic, time intrinsic, and traffic intrinsic.

skillset priority

An attribute of a skillset assignment that determines the order in which calls from different skillsets are presented to an agent. When an agent becomes available, calls might be waiting for several of the skillsets to which the agent belongs. The server presents the call queued for the skillset for which the agent has the highest priority.

source site

The site from which an incoming network call originates. *See also* destination site.

standby

In skillset assignments, a property that grants an agent membership in a skillset, but makes the agent inactive for that skillset.

supervisor

A user who manages a group of agents. *See also* associated supervisor and reporting supervisor.

supplementary ACD-DN

A DN associated with a primary DN. Any calls to the supplementary DN are automatically routed to the primary DN. A supplementary DN can be a toll-free (1-800) number, for example.

switch

The hardware that receives incoming calls and routes them to their destination.

switch resource

A device that is configured on the switch. For example, a CDN is configured on the switch, and then is used as a resource with Symposium Call Center Server. *See also* acquired resource.

Symposium Call Center Server call

A call to a CDN that is controlled by the Symposium Call Center Server. The call is presented to the Incalls key on an agent's phoneset.

system-defined scripts

The Master_Script and the Network_Script (if NSBR is enabled) are system defined scripts. These scripts can be customized or deactivated by a user, but cannot be deleted. These scripts are the first scripts executed for every local or network call arriving at the call center.

T

target site

See destination site.

TCP/IP

See Transport Control Protocol/Internet Protocol.

telephony

The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by telephone equipment.

threshold

A value for a statistic at which system handling of the statistic changes.

threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. *See also* display threshold, pegging threshold.

time intrinsic

A script element that stores information about system time, including time of day, day of week, and week of year. *See also* call intrinsic, intrinsic, skillset intrinsic, and traffic intrinsic.

Token Ring
A PC network protocol developed by IBM. A Token Ring network is a type of computer network in which all the computers are arranged schematically in a circle.

traffic intrinsic
An intrinsic that inserts information about system-level traffic in a script. *See also* call intrinsic, intrinsic, skillset intrinsic, and time intrinsic.

transition mode
A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. *See also* night mode, out-of-service mode.

Transport Control Protocol/Internet Protocol
The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

treatment
See also call treatment.

trunk
A communications link between a PBX and the public central office, or between PBXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

U

user-created script
A script that is created by an authorized user on the Symposium Call Center Server system. Primary and secondary scripts are user-created scripts.

user-defined script
A script that is modified by an authorized user on the Symposium Call Center Server system.

utility

A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities for managing disk drives, printers, and other devices.

V **validation**

The process of checking a script to ensure that all the syntax and semantics are correct. A script must be validated before it can be activated.

variable

A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering the Symposium Call Center Server.

voice port

A connection from a telephony port on the switch to a port on the IVR system.

W **WAN**

See also Wide area network.

Wide area network

A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local area networks (LANs). The largest WAN in existence is the Internet.

workload scenarios

Sets of configuration values defined for typical patterns of system operations. Five typical workload scenarios (entry, small, medium, large, and upper end) are used in the Capacity Assessment Tool for capacity analysis for the Symposium Call Center Server.

Index

Symbols

@company_name formula, 43
@report_interval formula, 43
@report_title formula, 43
@report_user formula, 43
@site_id formula, 43

Numerics

3WC key, 85

A

abandoned call delays, 119
    application statistics, 110, 112
    DNIS statistics, 134, 138
    network incoming call statistics, 152, 154–155
    network outgoing call statistics, 161, 163
    network outgoing calls, 121
    nodal consolidated statistics, 617–619
    reports, 454–457, 617–619
    skillset statistics, 176, 177–178
abandoned calls
    application statistics, 111–112
    CDN statistics, 130
    DNIS statistics, 134
    during presentation, 106
    IVR statistics, 147–148
    IVR treatment, 119
    network incoming call statistics, 152
    network outgoing call statistics, 159
    network outgoing calls, 121
    reports, 454–457, 617–619
    trunk statistics, 180–181
abandoned delay spectrum, 110
AbdDelay fields, 110
access classes, 317

reports, 565–567
access levels, 214–217
AccessRights view, 214–217
ACD calls, 48, 64
ACD statistics, 48
ACDCallsAnswered field, 86
ACDCallsConfToCDN field, 86
ACDCallsConfToDN field, 86
ACDCallsConfToIncalls field, 87
ACDCallsConfToOther field, 87
ACDCallsTalkTime field, 87
ACDCallsTransferredToCDN field, 88
ACDCallsTransferredToDN field, 88
ACDCallsTransferredToIncalls field, 88
ACDCallsTransferredToOther field, 89
Acquire field
    CDN view, 232
    IVRPort view, 247
    IVRQueue view, 249
    Route view, 284
    SwitchPort view, 324
ActiveTime field, 173
Activity Code By Agent report, 362–364
Activity Code By Application report, 365–367
Activity Code Properties report, 474–476
activity code statistics, 67–71, 361–370
    entity relationships, 343
    linkages, 71
activity codes, 67
    properties, 218
    reports, configuration, 474–476
    reports, statistic, 361–370, 442–444
activity times, 49
ActivityCode field
    ActivityCode view, 218
    ActivityCodeStat views, 68
    HistoricalStatCollection view, 239
    Skillset view, 302
ActivityCode view, 218
ActivityCodeName field, 68

J

K

Reader Response Form

**Nortel Networks Symposium Call Center
Server Product release 3.0
Historical Reporting and Data Dictionary
P0910108**

Tell us about yourself:

Name: _____

Company: _____

Address: _____

_____

Occupation: _____ **Phone:** _____

1. What is your level of experience with this product?

   ☐ New user   ☐ Intermediate   ☐ Experienced   ☐ Programmer

2. How do you use this book?

   ☐ Learning   ☐ Procedural   ☐ Reference   ☐ Problem solving

3. Did this book meet your needs?

   ☐ Yes   ☐ No

   If you answered No to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   _____
   _____
   _____

5. What information (if any) was missing from this book?

   _____
   _____
   _____

6. How could we improve this book?

   _____
   _____
   _____

Please return your comments by fax to (416) 597-7104, or mail your comments to
Toronto Information Products, Nortel Networks, 522 University Avenue, 14th Floor, Toronto, ON,
Canada, M5G 1W7.

NØRTEL
NETWORKS ™

How the world shares ideas.

Reader Response Form

Nortel Networks Symposium Call Center Server
Historical Reporting and Data Dictionary

NORTEL
NETWORKS™

How the world shares ideas.