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Nortel Networks Symposium Express Call Center

Reports and Displays Guide

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Chapter 1

Getting started

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Introduction

Welcome

Nortel Networks is pleased to announce the Nortel Networks Symposium Express Call Center Release 3.0. This product is designed to provide a simplified call center solution for call centers with up to 150 agents and up to 5000 calls per hour.

The *Nortel Networks Symposium Express Call Center Reports and Displays Guide* provides the information you need to create and manage system reports and to use reports and displays to monitor your system performance.

This guide also contains descriptions of the standard reports, and a data dictionary you can use to create your own custom reports.

Types of reports

The Symposium Express Call Center 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.

Who should read this guide

This guide is for Symposium Express Call Center administrators who are responsible for creating and managing reports and using reports and displays.

Assumptions

This guide assumes that the Symposium Express Call Center has been correctly installed and is operational. If the application has not been installed, then you should speak to your distributor and have the application installed.

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 *Nortel Networks Symposium Express Call Center Call Center Management 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 Express Call Center software. Fields and commands for features that you did not purchase are not available.

Overview of reports and displays

Reporting

The Symposium Express Call Center 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. (Unlike standard reports, user-defined reports can be scheduled and modified.) You can also design customized *user-created* reports using Crystal Reports or any other standard report writer that conforms to the industry standards of ODBC and SQL.

You can output reports to a printer or to a file for export to another application.

Displays

The Symposium Express Call Center also offers a set of real-time displays that you can use to monitor the current status of the call center. You can configure different threshold levels and colors for these displays.

Accessing reports and displays

To access the reporting and display features of the Symposium Express Call Center, you use the Symposium Express Call Center client application. This chapter explains how to use the client to log on to the server. For more information, see “To log on to the system” on page 21.

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 Express Call Center 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 Express Call Center
- 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 and select statements; 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.

Logging on to the system

Introduction

Before you can use reports or real-time displays from the Symposium Express Call Center, you must log on to the system.

Assumptions

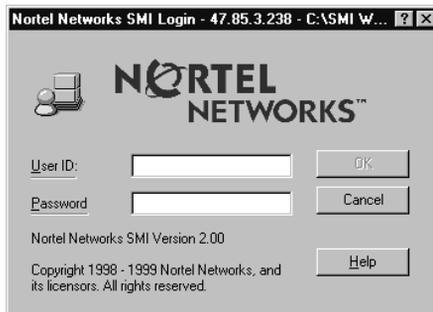
This procedure assumes the following:

- The site and systems you want to access have been set up and configured by your distributor.
- You know the user ID and password required to log on to the system. If you do not know this information, contact your distributor.
- A desktop shortcut has been set up to allow you to access your application quickly. For more information, see the *Nortel Networks Symposium Express Call Center Call Center Management Guide*.

To log on to the system

- 1 Double-click the Symposium Express Call Center desktop icon desktop shortcut.

Result: The Nortel Networks SMI Login dialog box appears.



- 2 Enter your user ID and password.

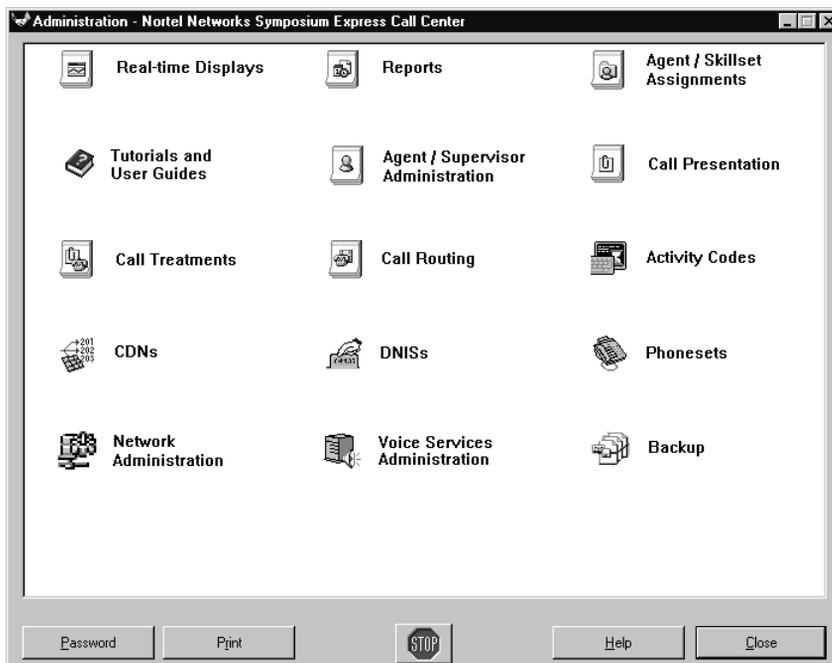
If you are a customer administrator, type **custadmin** in the User ID box. In the Password box, type the password provided by your Nortel Networks representative.

If you are a supervisor, enter the user ID and password assigned by your customer administrator.

If you do not know this information, contact your Nortel Networks representative or your distributor.

3 Click OK.

Result: The Administration window appears. (The following illustration shows what the window looks like if you log on as a customer administrator.)



Note: If a connection cannot be made, then an error message appears stating that a server connection cannot be established.

Chapter 2

Working with reports

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Overview

Introduction

Reports help you monitor your system performance by providing information on system activity. You can use reports to

- analyze productivity and efficiency
- assess staffing requirements
- identify trends
- identify seasonal behavior
- forecast future activity
- enhance service

Forecasting is especially helpful for predicting changes in call center traffic. For example, if a retailer's annual summer sale traditionally brings higher call volumes, detailed reports can help the center prepare for future sales. Similarly, tracking seasonal business trends makes it easier to manage staffing requirements from one year to the next.

You can use predefined standard reports or create your own customized reports.

Types of reports

The Symposium Express Call Center supports three types of reports.

Standard

A standard report is predefined by the Symposium Express Call Center system. You cannot schedule standard reports, but you can run them on an ad hoc basis. You can modify the report data range and data type when you generate the report. All other report information is fixed.

User-defined

You create a user-defined report by duplicating a standard report template or another user-defined report. You can define schedules for user-defined reports; you can set filters; and you can modify any report information except predefined database information.

User-created

A user-created report is a customized report created using Crystal Reports or any other ODBC- or SQL-compliant report writer. Only reports created with Crystal Reports can be imported into the Symposium Express Call Center. You can schedule imported reports and modify the data range and output option information.

Types of standard reports

Two types of standard reports are available: historical reports and the configuration report.

Historical reports

Historical reports provide information about the past performance of the call center. These reports are organized according to the type of statistics they contain.

Most historical reports are available in the following collection frequencies: interval (15-minute), daily, weekly, or monthly.

Configuration report

The Symposium Express Call Center provides a report that describes how your system is configured. You can use this report as a reference when you are planning or making changes in your system.

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 collection frequencies, including interval (15 minute), daily, weekly, and monthly. For each collection frequency, 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.

The statistics groups have keys that you can use to link them in your user-created reports.

For more information about views, see Appendix B, “Data dictionary.”

Storage duration

The following table indicates how long each type of statistic is stored on the server:

Statistic	Storage duration
interval	15 days
daily	7 days
weekly	12 weeks
monthly	12 months
IVR voice port logon/logoff	3 days
agent logon/logoff	3 days

Naming CDNs

Symposium Express Call Center automatically creates and names an application for each CDN configured on your system. You can generate reports for each application. The name that Symposium Express Call Center assigns to the application appears in the application reports. Use the Naming Utility to assign meaningful names to applications to help you interpret your reports. For more information about the Naming Utility, refer to the *Call Center Management Guide*.

Section A: Creating user-defined reports

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Overview of user-defined reports

Introduction

A user-defined report is a report you create using a standard report or another user-defined report as a template. You can define the following properties for a user-defined report:

- 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

Notes:

1. You can define a data range only in historical reports.
2. You must define a schedule before you can define a data collection period or set the output options.
3. If you schedule a report, then ensure that the Report Listener is running on the client PC at the scheduled time, and that a default printer has been configured on the PC. If the Report Listener is not running on the client PC on which the schedule was defined, then the report will not be generated. If a default printer is not configured, then reports will be spooled, but not printed.

Where reports are stored

All of the reports are located on the client PC. Therefore, if you create a user-defined report on one PC and then log on to the server on another PC, the report will not be in the Reports window on the second PC. Similarly, if you import a user-created report on one PC, and then log on to the server on another PC, the user-created report will not be in the Reports window.

User-defined reports and user ID

When you save a user-defined report, the user ID of the creator is stored with it. Only the creator has access to the report. If another user logs in to the Symposium Express Call Center on the PC on which the report is stored, he or she will not see the report in the Reports window.

User-defined reports and server

When you save a user-defined report, the name of the server is stored with it. The report is available only when you log on to the server on which you created it. If you have two servers, and you create a report on one server, that report will not appear in the Reports window when you log on to the other server, even if you log on using the same user ID on the same PC.

Creating user-defined reports

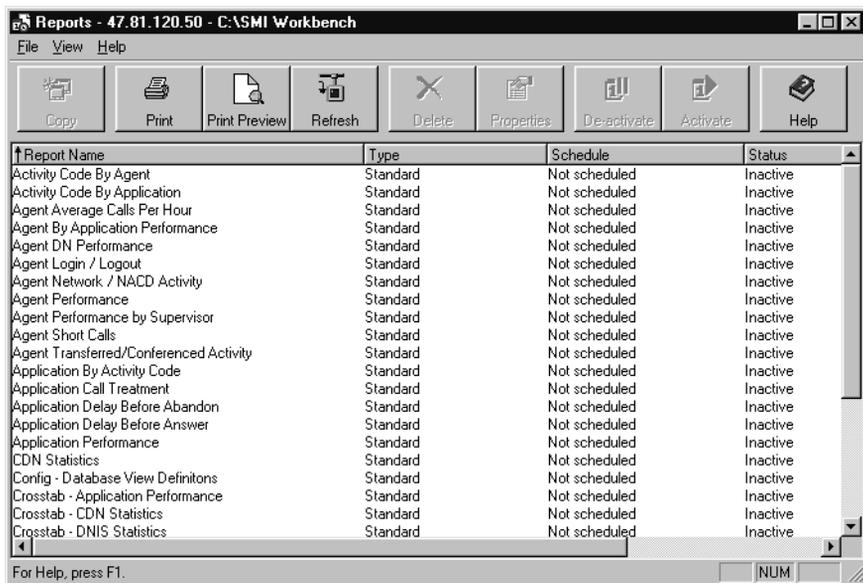
Introduction

The Symposium Express Call Center provides a number of standard reports. You cannot schedule or modify these reports. However, you can use them as templates for customized (user-defined) reports.

To create a user-defined report

- 1 From the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Select the report you want to use as a template.

- 3 Choose File → Duplicate.

Result: The Report Properties property sheet appears. The General property page is on top.



The screenshot shows a dialog box titled "Untitled Report Properties" with a standard Windows-style title bar (minimize, maximize, close buttons). The dialog has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "General" tab is active. It contains four text input fields: "Report Name" (containing "Untitled"), "Report Type" (containing "User-defined"), "Comments" (empty), and "Company Name" (empty). At the bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

- 4 On the General property page, complete the following fields:

Report Name: The name of the report, as it will appear in the Reports window, and in the report title.

Comments: Optional. Additional information about the report.

Company Name: The name of the company as it will appear in the top left corner of the report.

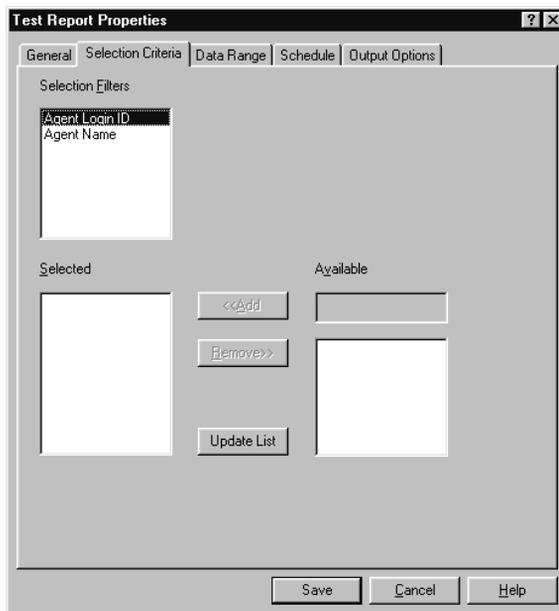
- 5 Go to the following procedure.

To define the selection criteria

You can limit the entities included in the report. For example, in an Agent Performance report, you can specify the agents to be included in the report.

- 1 Click the Selection Criteria tab.

Result: The Selection Criteria property page appears.



- 2 In the Selection Filters box, select the filter you want to use.

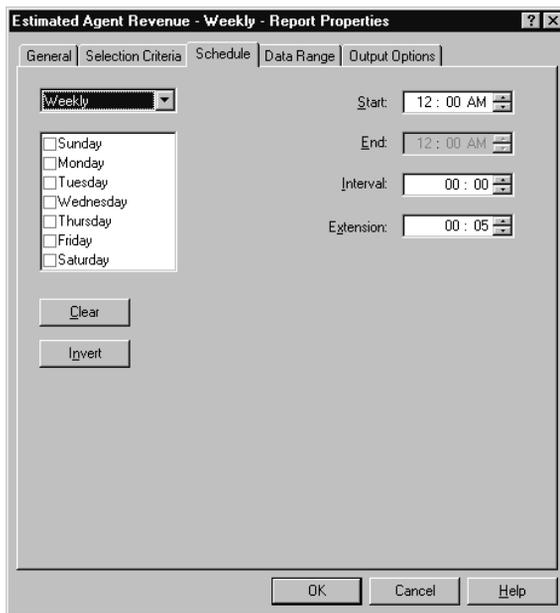
Note:

- a. The filters available depend on the type of statistics included in the report. If you are using a standard report as a template, see the report description in Chapter 5, "Standard reports," for a list of filters.
 - b. If you select multiple filters, only entities that satisfy all filter criteria appear in the report. For example, you may choose to filter on five agents and three skillsets. If one of the selected agents has not taken calls for any of the specified skillsets, that agent is not included in the report.
- 3 Click Update List to refresh the Available list.
 - 4 To add an element, select it in the Available list, and then click Add.
 - 5 To remove an element, select it in the Selected list, and then click Remove.
 - 6 Go to the following procedure.

To define the report schedule

- 1 Click the Schedule tab.

Result: The Schedule property page appears.



- 2 Enter information into the following boxes:

From the drop-down box, choose the frequency for the report.

Schedule Date: The day, date, and month (as applicable) when you want to run the report.

Start: The time on the selected day when you want to generate your report. For example, you can start generating the report after 12:01 a.m.

End: For reports generated at intervals (specified in the Interval box). The time you want report generation to end. For example, you can generate a report at one-hour intervals, starting at 8:00 a.m. and ending at 5:00 p.m. Enter 5:00 p.m. in this box.

Interval: The frequency, in 15-minute increments, with which you want the report generated between the start and end times. For the previous example, you enter 60. To print daily, weekly, monthly, or annual reports, enter 0.

Extension: The amount of time the system should wait after a print job interruption before it abandons the print job.

Note: If recovery takes place before the Extension time expires, the print job finishes printing.

- 3 Go to the following procedure.

To define the data collection period

Note: You must define a schedule before you can define a data range.

- 1 Click the Data Range tab.

Result: The Data Range property page appears.

The screenshot shows the 'test Report Properties' dialog box with the 'Data Range' tab selected. The dialog has five tabs: 'General', 'Selection Criteria', 'Data Range', 'Schedule', and 'Output Options'. The 'Data Range' tab is active, showing the following options:

- 'Data will be extracted for the following period.'
- 'Collection Frequency:' set to 'Interval'.
- 'Period is defined relative to the scheduled report generation:'
- 'Start date and time:' '0' today, at '12:00 AM'.
- 'End date and time:' '0' today, at '11:45 PM'.
- 'Interval Filtering' checkbox is checked.
- Radio buttons for 'Include intervals between' (12:00 AM and 11:45 PM) and 'Previous interval (applies only to current day)'.
- Note: 'Interval Filtering enables finer control of the range of records to extract for the report.'
- 'If the report is scheduled to run now, data will be extracted for the following period:'
- 'Start date:' 'Tuesday, 5/8/01'
- 'End date:' 'Tuesday, 5/8/01'
- 'Save', 'Cancel', and 'Help' buttons at the bottom.

- 2 Enter information into the following boxes:

Collection Frequency: How often the data is collected.

Start date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to start.

End date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to end.

Result: The Start date and End date boxes at the bottom of the property page show the data collection period if the report is scheduled to run immediately.

Interval Filtering: The start time and end time when you want the intervals of data collection to occur.

Note: This is only enabled if you choose Interval as the Collection Frequency.

- 3 Go to the following procedure.

To define output options

You can specify whether the report is sent to a printer or to a file.

Note: You must define a schedule before you can set the output options.

- 1 Click the Output Options tab.

Result: The Output Options property page appears.

The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties" with a tabbed interface. The "Output Options" tab is selected. The dialog contains two main sections: "Printing" and "Exporting".

Printing section:

- Radio button: Print report with following options:
- Printer: HP LaserJet 5Si/5Si MX PS (dropdown menu)
- Paper size: Letter 8 1/2 x 11 in (dropdown menu)

Exporting section:

- Radio button: Export report to the following format:
- Format: (empty dropdown menu)
- Separator: Separator... (button)
- Specify full path and file name: (text input field)
- Browse... (button)
- Overwrite previously saved files. Each report will be saved with the same filename. (radio button, selected)
- Save file under different name each time. Date and time will be appended to the filename. (radio button)

At the bottom of the dialog are three buttons: OK, Cancel, and Help.

2 What do you want to do?

IF you want to

THEN

print the report on a printer go to step 3.

export the report to a file go to step 6.

3 Select Print report with following options.

4 In the Printer box, choose the printer to which you want to print the report.

5 In the Paper size box, choose the paper size you want to use for the report. Then, go to step 11.

6 Select Export report to the following format.

7 Click Separator and choose the character you want to use to separate boxes in the report file.

8 In the Export report to the following format list box, select the export file format you want to use.

9 In the Specify full path and file name box, specify the location in which you want to save the export file, and the file name.

10 Select Overwrite previously saved files or Save file under different name each time.

11 Click OK.

12 To return to the Administration window, choose File → Close.

Section B: Creating user-created reports

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Overview of user-created reports

Introduction

You can create 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.

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

Creating reports

Create a report by performing these steps:

1. Run the Database View Definitions report to identify the views to be used in the report.
2. Verify the server connection (if you are using Crystal Reports).
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 node IDs can appear negative in the database views.

Running the Database View Definitions report

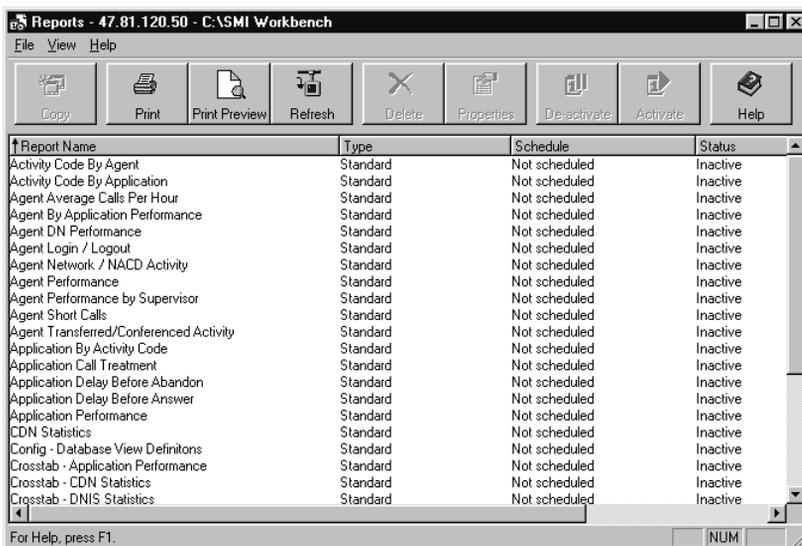
Introduction

Before you create a customized report, run the Database View Definitions report to display all the available database views. This report lists all field names available for use in your report. For more information about the report, see “Database View Definitions” on page 235.

To run the report

- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Scroll through the list of reports and double-click 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

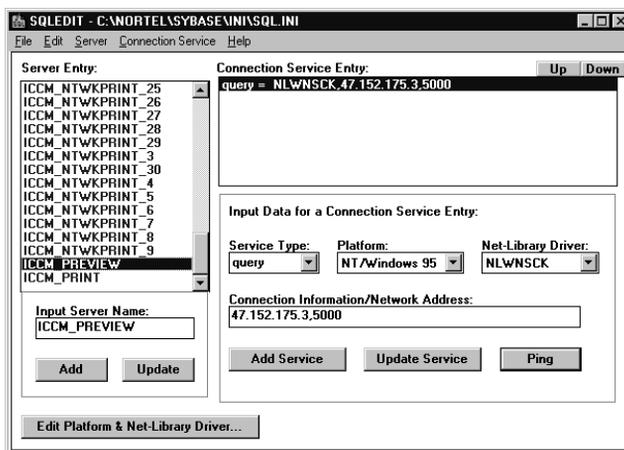
Introduction

If you are using Crystal Reports, then you can verify the connection between the client and the server on which the statistical database is stored.

To verify the connection to the server

- 1 From the Start menu, choose Programs → Sybase SQL Server Professional → SQLEEDIT.

Result: The SQLEEDIT window appears.



- 2 In the Server Entry box, select ICCM_PREVIEW.

Result: The connection information for the server appears. If ICCM_PREVIEW does not appear in the list, continue with the procedure that follows.

- 3 In the Connection Service Entry box, select query = NLWNSCK,ICCM_Server,5000, where ICCM_Server 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 the following procedure).

- 5 Choose File → Exit.

To create a connection to the server

- 1 From the Start menu, choose Programs → Sybase SQL Server Professional → SQLEDT.

Result: The SQLEDT window appears.

- 2 In the Input Server Name box, type **ICCM_PREVIEW**, and then press Enter.

- 3 Click Add.

- 4 In the Connection Information/Network Address box, type

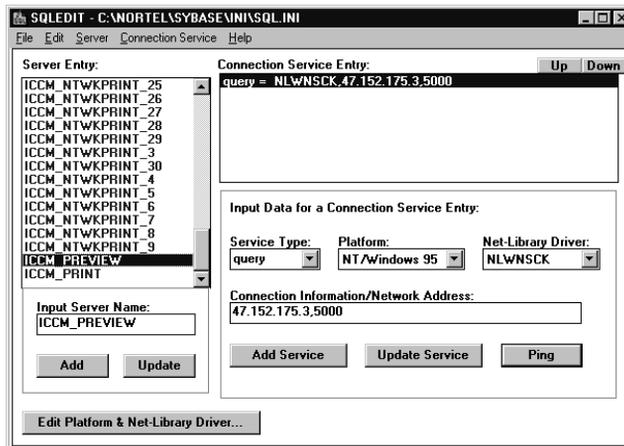
ICCM_Server,5000

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

- 5 Press Enter.

6 Click Add Service.

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



7 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.

8 Choose File → Exit.

Creating a new report in Crystal Reports

Introduction

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

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

The following procedures provide detailed instructions.

Before you begin

This procedure assumes that you have experience with and training in Crystal Reports.

To create a new report and connect to the database

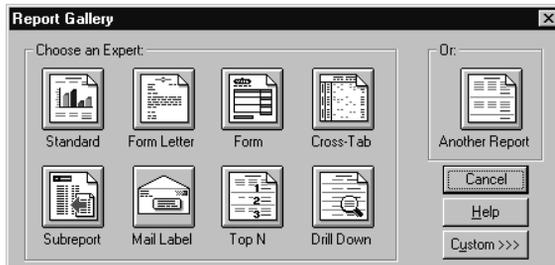
- 1 On the desktop, open Crystal Reports Designer.

Result: The Crystal Reports Welcome dialog box appears.



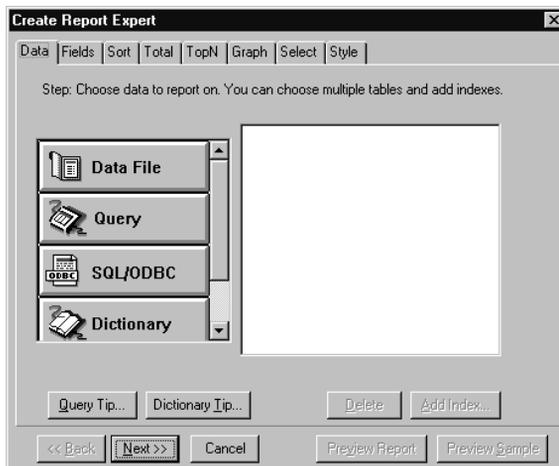
- 2 Click New Report.

Result: The Report Gallery window appears.



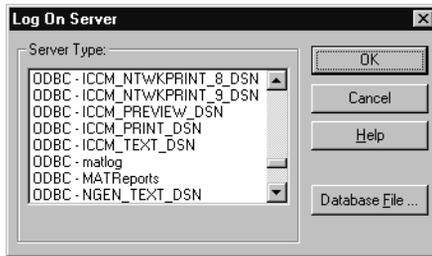
- 3 Click Standard.

Result: The Create Report Expert window appears.



- 4 Click SQL/ODBC.

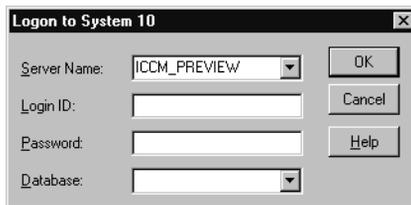
Result: The Log On Server dialog box appears.



- 5 In the Server Type box, select ODBC_ICCM_PREVIEW_DSN.

- 6 Click OK.

Result: The Logon to System 10 dialog box appears.



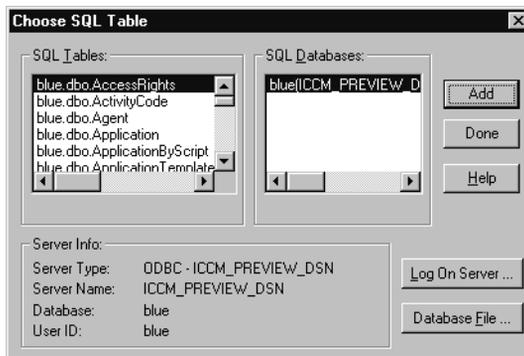
- 7 Enter your logon ID and password.

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

- 8 For Database, select blue.

- 9 Click OK.

Result: The Choose SQL Table dialog box appears.



- 10 Go to the following procedure.

To select views and fields

- 1 From the Choose SQL Table dialog box, select the view or alias you want to use.
Note: For a list of views, see the Database View Definitions report.
- 2 Click Add.
- 3 Repeat step 2 until all required views or aliases are selected.

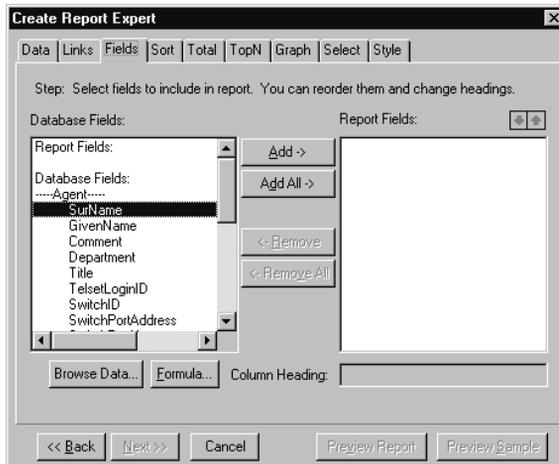
- 4 Click Done.

Result: You return to the Create Report Expert window.



- 5 Click the Fields tab.

Result: The Fields property page appears.



- 6 From the Database Fields box, select the view field you want to use.
- 7 Click Add.

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

Note: Click Remove to delete a selected field.

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

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

- a.** Sort — Sort fields.
- b.** Total — Total fields.
- c.** TopN — Sort totals by the top end.
- d.** Graph — Create a graph.
- e.** Select — Filter some of the records.
- f.** 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 online Help 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.

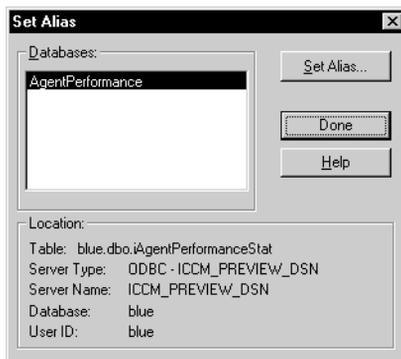
Example

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.

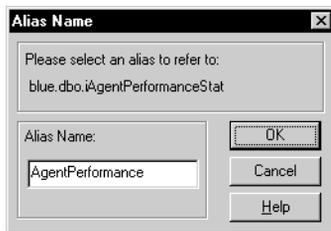
Result: The Set Alias dialog box appears.



- 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 database aliases

To change the view used by a report, change the database alias to point to a different view.

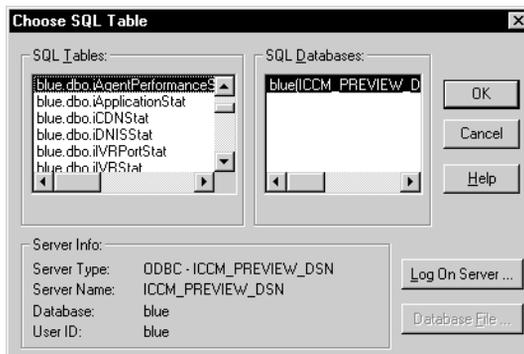
- 1 Open the report for which you want to change a database alias.
- 2 From the Crystal Reports menu, choose Database → Set Location.

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.dAgentPerformanceStat 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 Express Call Center 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 Express Call Center.

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.

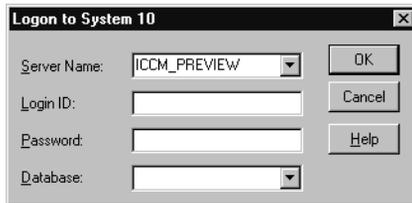
Example: In Microsoft Query, choose File → New. Then, select <New Data Source>.

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

- 3 For data source name, type **ICCM_PREVIEW_DSN**, and then press Enter.
- 4 For type, select Sybase System 10.

- 5 Connect to the data source.

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



- 6 In the Server Name box, type **ICCM_PREVIEW**, and then press Enter.
- 7 Enter your logon ID and password.
Note: If you do not know your logon ID and password, contact your system administrator.
Result: The new data source is defined.
- 8 In the Database box, select blue.
- 9 Click OK.
- 10 Save the new data source.

To create the report

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

Introduction

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

ATTENTION

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

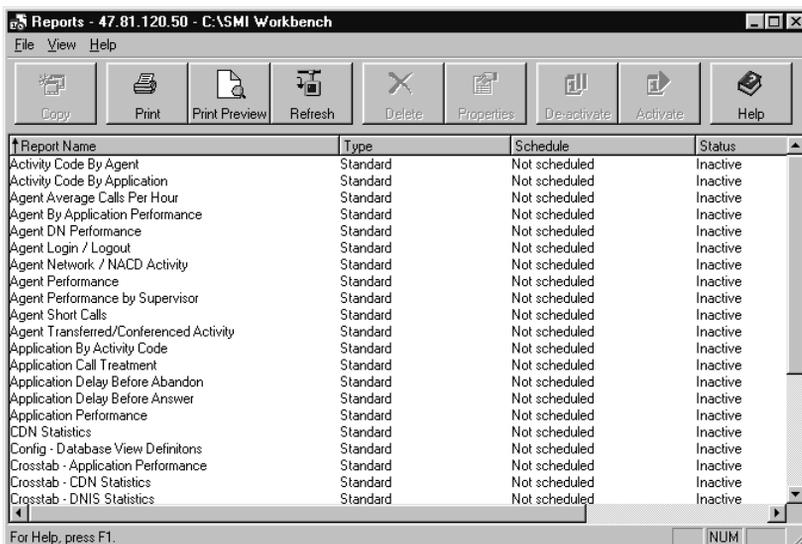
Restriction

You cannot import reports created in other applications.

To import a user-created Crystal Report

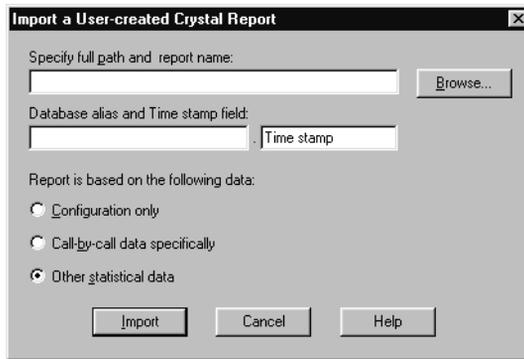
- 1 In the Administration window, double-click Reports.

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 Time stamp field box, enter the Symposium Express Call Center database alias that you assigned in Crystal Reports.

Note:

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

5 Select the type of data the report collects.

Note: The Symposium Express Call Center does not support call-by-call reports.

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 “To define the report schedule” on page 33, “To define the data collection period” on page 34, and “To define output options” on page 35.

Adding customized formulas in Crystal Reports

Introduction

Follow this procedure to insert the following items in customized reports created in Crystal Reports:

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

The latter include the following formulas:

@company_name	the name of the company, as defined on the General – Report Properties property page
@report_interval	the collection period for the report
@report_title	the title of the report, as defined on the General – Report Properties property page
@report_user	the logon ID of the user who printed the report
@site_id	the name of the site. To change the site name, see “Changing the site name” on page 72.

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.”)

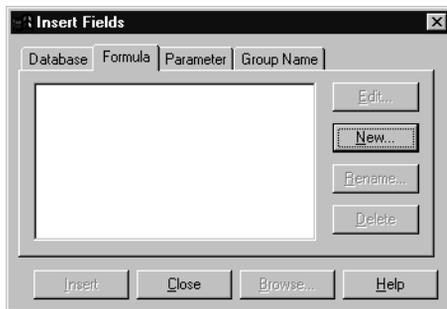
To customize a report

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

Result: The Insert Fields property sheet appears.

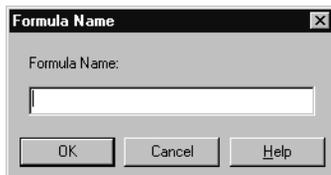
- 3 Click the Formula tab.

Result: The Formula property page appears.



- 4 Click New.

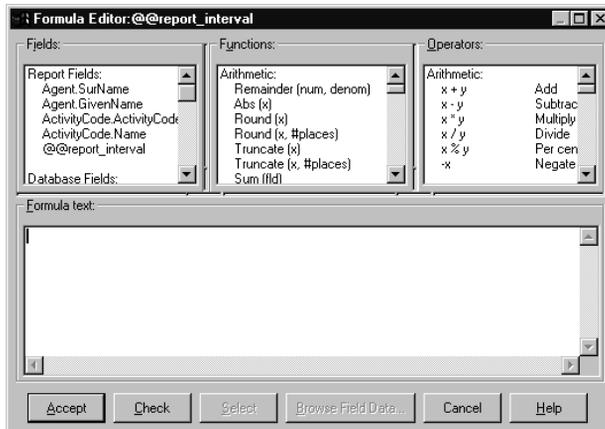
Result: The Formula Name dialog box appears.



- 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), leave the definition blank.

- 8 To check the formula for errors, click Check.
- 9 Click Accept.

Section C: Managing reports

In this section

Changing properties of reports	62
Changing the site name	72
Starting the Report Listener	74
Configuring a default printer	76
Other procedures for reports	77

Changing properties of reports

Introduction

You can change the following properties for a user-defined report:

- 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 (for historical reports only)
- data range—the data collection period for the report
- output options—the printer or file to which the report is to be output

You can change the following properties for a user-created report:

- general report information—including report name and company name
- data range—the data collection period for the report
- output options—the printer or file to which the report is to be output

You can also change the selection criteria for standard reports.

Notes:

1. You must define a schedule before you can define a data collection period or set the output options.
2. If you schedule a report, ensure that the Report Listener is running on the client PC at the scheduled time, and that a default printer has been configured on the PC. If the Report Listener is not running on the client PC on which the schedule was defined, the report will not be generated. If a default printer is not configured, reports will be spooled, but not printed.

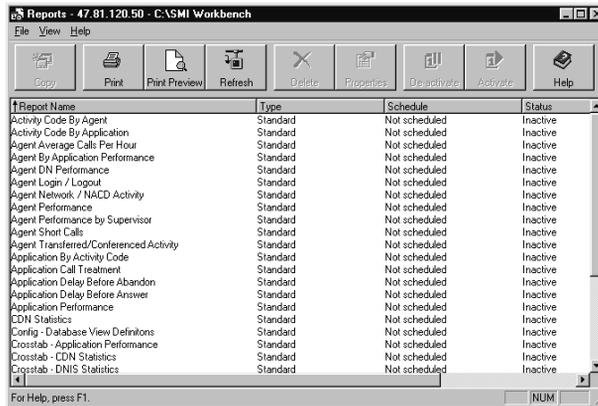
Before you begin

You cannot change an active report. To deactivate a report, see “Deactivating reports” on page 82.

To change report properties

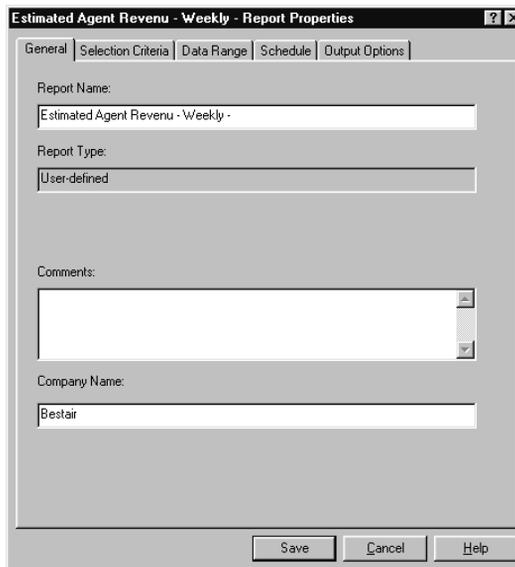
- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Choose File → Properties.

Result: The Report Properties property sheet appears. The General property page is on top.



3 What do you want to do?

IF you want to	THEN
change the report name, comments, or company name	go to the following procedure.
change the selection criteria	go to “To change the selection criteria” on page 66.
change the report schedule	go to “To change the report schedule” on page 67.
change the data collection period	go to “To change the data range” on page 69.
change the output options	go to “To change output options” on page 70.
save your changes	go to step 4.

4 Click OK.**5** To return to the Administration window, choose File → Close.

To change general properties

- 1 Click the General tab.

Result: The General property page appears.



The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "General" tab is active. Inside the dialog, there are four text input fields: "Report Name" (containing "Estimated Agent Revenue - Weekly"), "Report Type" (containing "User-defined"), "Comments" (empty), and "Company Name" (containing "Bestair"). At the bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

- 2 Make the desired changes to the general properties. You can change the following boxes:

Report Name: The name of the report, as it will appear in the Reports window, and in the report title.

Collection Frequency: For historical reports only. The collection period (interval, daily, weekly, or monthly).

If you choose Interval, the collection period is 15 minutes.

Comments: Optional. Additional information about the report.

Company Name: The name of the company.

- 3 Return to step 3 of "To change report properties" on page 63.

To change the selection criteria

- 1 Click the Selection Criteria tab.

Result: The Selection Criteria property page appears.

The screenshot shows a dialog box titled "Estimated Revenue by Agent - Weekly - Report Properties" with a help icon and a close button. It has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "Selection Criteria" tab is active. It contains a "Selection Filters" list with "Activity Code" selected, and a "Per Unit \$" field with "0.00". Below this are two empty list boxes labeled "Selected" and "Available", with buttons "<<Add", "Remove>>", and "Update List" between them. At the bottom are "Save", "Cancel", and "Help" buttons.

- 2 In the Selection Filters box, select the filter you want to use.

Note:

- a. The filters available depend on the type of statistics included in the report. If you are using a standard report as a template, see the report description in Chapter 5, "Standard reports," for a list of filters.
 - b. If you select multiple filters, only entities that satisfy all filter criteria appear in the report. For example, you might choose to filter on five agents and three skillsets. If one of the selected agents has not taken calls for any of the specified skillsets, that agent is not included in the report.
- 3 Click Update List to refresh the Available list.
 - 4 To add an element, select it in the Available list and click Add.
 - 5 To remove an element, select it in the Selected list, and click Remove.

- 6 For the Estimated Revenue by Agent report, in the Per Unit \$ box, enter the dollar amount to be used to calculate the revenue value for each activity code.

Note: The system multiplies this number against the number of occurrences of the activity code.
- 7 Return to step 3 of “To change report properties” on page 63.

To change the report schedule

- 1 Click the Schedule tab.

Result: The Schedule property page appears.

The screenshot shows a dialog box titled "Estimated Agent Revenue - Weekly - Report Properties". It has five tabs: "General", "Selection Criteria", "Schedule", "Data Range", and "Output Options". The "Schedule" tab is selected. In this tab, there is a dropdown menu currently set to "Weekly". Below it is a list of days of the week with checkboxes: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The Saturday checkbox is checked. To the right of the day list are four time-related fields: "Start:" (12:00 AM), "End:" (12:00 AM), "Interval:" (00:00), and "Extension:" (00:05). Below the day list are two buttons: "Clear" and "Invert". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

- 2 Make the desired changes to the schedule properties. You can change the following boxes:

From the drop-down box, choose the frequency for the report.

Schedule Date: The day, date, and month (as applicable) when you want to run the report.

Start: The time on the selected day when you want your report to be generated. For example, you can start generating the report after 12:01 a.m.

End: For reports generated at intervals (specified in the Interval box). The time you want report generation to end. For example, you can generate a report at one-hour intervals, starting at 8:00 a.m. and ending at 5:00 p.m. Enter 5:00 p.m. in this box.

Interval: The frequency, in 15-minute increments, with which you want the report generated between the start and end times. For the previous example, you enter 60. To print daily, weekly, monthly, or annual reports, enter 0.

Extension: The amount of time the system should wait after a print job interruption before it abandons the print job.

Note: If recovery takes place before the Extension time expires, the print job finishes printing.

- 3 Return to step 3 of “To change report properties” on page 63.

To change the data range

- 1 Click the Data Range tab.

Result: The Data Range property page appears.

The screenshot shows a dialog box titled "Estimated Revenue by Agent - Weekly - Report Properties" with a "Data Range" tab selected. The dialog contains the following elements:

- General | Selection Criteria | **Data Range** | Schedule | Output Options
- Data will be extracted for the following period.
- Collection Frequency: **Daily** (dropdown menu)
- Period is defined relative to the scheduled report generation:
 - Start date and time: **3** days ago, at **12:00 AM**
 - End date and time: **2** days ago, at **12:00 AM**
- Interval Filtering
 - Include intervals between **12:00 AM** and **11:45 PM**
 - Previous interval (applies only to current day)
- If the report is scheduled to run now, data will be extracted for the following period:
 - Start date: **Saturday, 5/5/01**
 - End date: **Sunday, 5/6/01**
- Buttons: Save, Cancel, Help

- 2 Enter information into the following boxes:

Collection Frequency: How often the data is collected.

Start date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to start.

End date and time: The date and time (relative to the date and time that the report is generated) when you want data collection to end.

Result: The Start date and End date boxes at the bottom of the property page show the data collection period if the report is scheduled to run immediately.

Interval Filtering: The start time and end time when you want the intervals of data collection to occur.

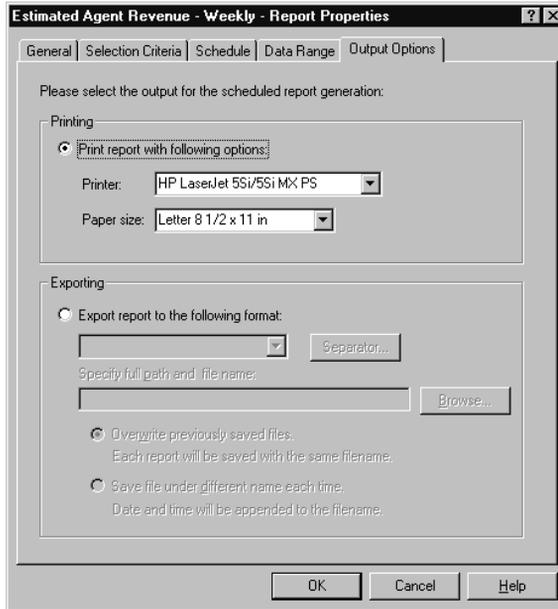
Note: This is only enabled if you choose Interval as the Collection Frequency.

- 3 Return to step 3 of "To change report properties" on page 63.

To change output options

- 1 Click the Output Options tab.

Result: The Output Options property page appears.



- 2 What do you want to do?

IF you want to

THEN

print the report on a printer go to step 3.

export the report to a file go to step 6.

- 3 Select Print report with following options.
- 4 In the Printer box, choose the printer to which you want to print the report.
- 5 In the Paper size box, choose the paper size you want to use for the report. Then, go to step 11.
- 6 Click Export report to the following format.
- 7 In the Export report to the following format list box, select the export file format you want to use.

- 8 In the Specify full path and file name box, specify the location in which you want to save the export file and the file name.
- 9 Click Separator, and choose the character you want to use to separate fields in the report file.
- 10 What do you want to do?

IF you want to**THEN**

overwrite a previously saved file

click Overwrite previously saved files.

save the file under a different name each time

click Save file under different name each time.

- 11 Return to step 3 of "To change report properties" on page 63.

Changing the site name

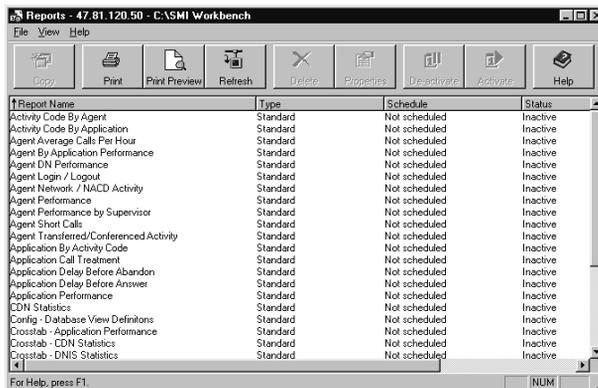
Introduction

During a server installation, you select a site name. If the site name is later changed, then User Created and User Defined reports will no longer be available in the Reports Window on the client. To see these reports, you must change the site name to match the new server.

To change the site name

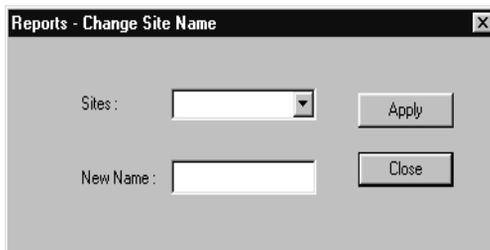
- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Choose File → Change Site Name.

Result: The Reports - Change Site Name dialog box appears.



- 3** In the Sites box, select the site whose name you want to change.
- 4** In the New Name box, type the site name you want to use.
- 5** Click Apply.
- 6** Click Close.
- 7** To return to the Administration window, choose File → Close.

Starting the Report Listener

Introduction

The Report Listener is an application that runs on the client PC. If you schedule a report, the Report Listener must be running on the PC at the time the report is scheduled to run. If the Report Listener is not running, the report will not be generated.

When you start the client PC, the Report Listener starts and runs minimized on your taskbar. If you do not see the Report Listener on your taskbar, use the following procedure to start it. (The Report Listener may not be on the taskbar if you closed it, or if you stop it from running when the client starts.)

To start the Report Listener

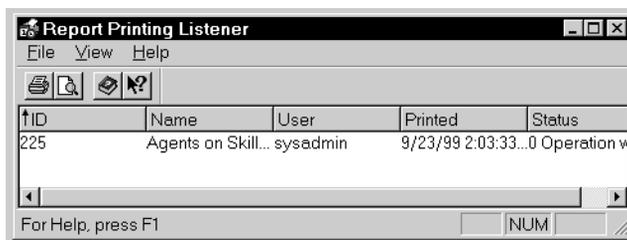
- 1 From the Start menu, choose Windows Explorer.

Result: The Exploring window appears.

- 2 Browse to Nortel\client\en\bin.

- 3 Double-click NicRLstn.

Result: The Report Printing Listener window opens.



This window displays a list of scheduled reports that have been generated on this PC. For each report, the window shows when the report was generated and the status of the operation.

- 4 To minimize the window, click Minimize.

Viewing the Report Listener

The Report Listener application runs minimized on your taskbar. To view the Report Listener window, double-click the Report Listener icon:



Configuring a default printer

Purpose

If you want to output scheduled reports to a printer, or if you want to preview reports, you must configure a default printer on the client PC. If a default printer has not been defined, then reports will not be output to a printer.

ATTENTION

If you use a postscript printer, use the printer driver provided by the manufacturer. Generic and old postscript printer drivers can result in cropping of letters and other problems.

To configure a default printer

- 1 From the Start menu, choose Settings → Printers.
Result: The Printers window appears.
- 2 Select the printer on which you want to print the report.
- 3 Choose File → Set as Default.

Other procedures for reports

To print a list of reports

To generate a hard-copy list of your reports, print them by choosing File → Print from the Reports window. For step-by-step instructions on printing, see the online Help.

To delete user-defined or user-created reports

If you no longer need a user-defined or user-created report, you can delete it. You cannot delete standard reports.

ATTENTION

If the report is active, you must deactivate it before you can delete it. For more information, see “Deactivating reports” on page 82.

To delete a report, select it and choose File → Delete from the Reports window. For step-by-step instructions on deleting reports, press F1 to access the online Help.

Section D: Using reports

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Previewing and printing standard and ad hoc reports	83
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Overview of using reports

Introduction

Once you have created the user-defined or user-created reports, you can activate or deactivate their schedules, and preview or print them.

Scheduled report printing prerequisites

A scheduled report prints at the scheduled time if the following conditions are met:

- The Report Listener is running on the PC on which the report schedule was created.
- A default printer is configured on the PC on which the report schedule was created.

Standard historical and configuration reports cannot be scheduled, but you can preview or print them when you need them.

Activating reports

Introduction

Follow this procedure to activate a report schedule. After you schedule a report, you must activate, or turn on, the schedule. The report is not generated until the schedule is activated.

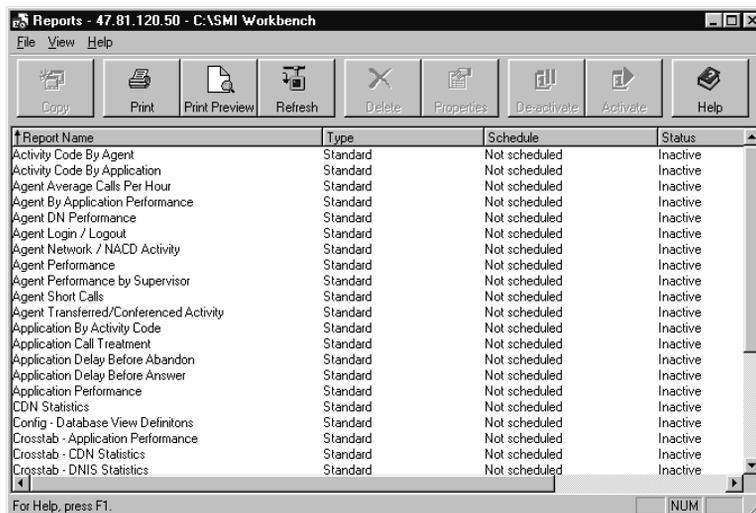
Before you begin

Schedule the report. See “To change the report schedule” on page 67.

To activate a report

- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Select the report you want to activate.
- 3 Choose File → Activate.
- 4 To return to the Administration window, choose File → Close.

Deactivating reports

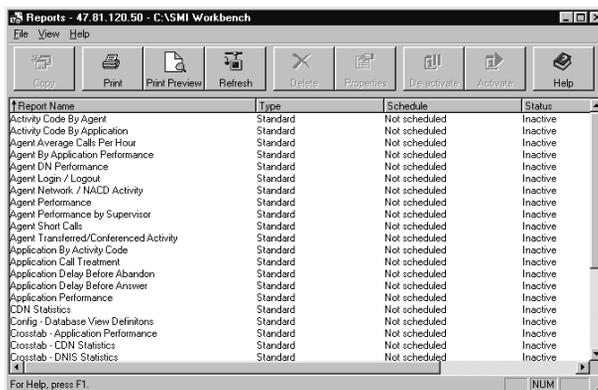
Introduction

Follow this procedure to deactivate, or turn off, a report schedule. For example, you can deactivate reports on a holiday. When you deactivate a report schedule, the report definition and schedule remain, but the report is not generated until you reactivate it.

To deactivate a report

- 1 In the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Select the report you want to deactivate.
- 3 Choose File → Deactivate.
- 4 To return to the Administration window, choose File → Close.

Previewing and printing standard and ad hoc reports

Introduction

You can preview a report before printing it.



CAUTION

Risk of data loss

Before you print or preview a consolidated report, check with your network administrator to make sure that the network has been engineered with the bandwidth required to support the resulting traffic.

ATTENTION

You cannot print or preview reports if you connect to the server with a PPP link.

ATTENTION

If you use a postscript printer, use the printer driver provided by the manufacturer. Generic and old postscript printer drivers can result in cropping of letters and other problems.

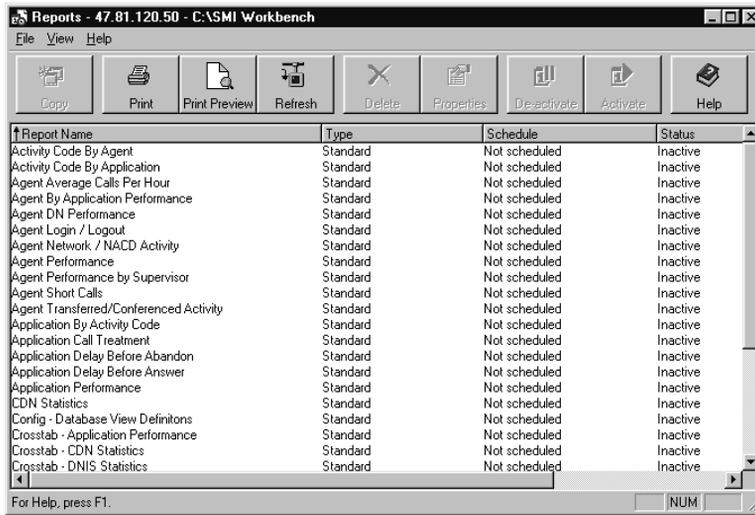
ATTENTION

The report generation process creates temporary files in the Windows TEMP directory on the client PC. To avoid running out of disk space, delete these temporary files regularly. For detailed instructions, see the *Planning, Installation, and Administration Guide*.

To preview or print a report

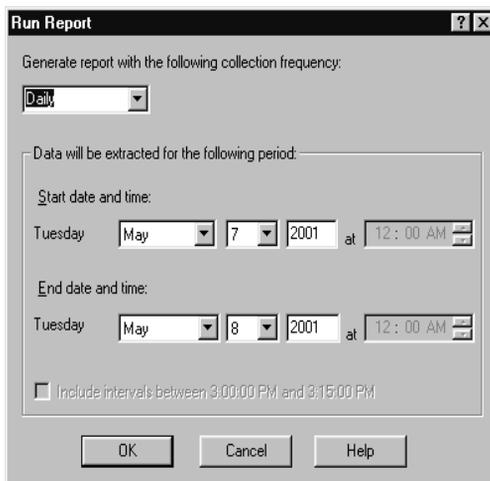
- 1 From the Administration window, double-click Reports.

Result: The Reports window appears.



- 2 Select the report you want to preview or print.
- 3 Choose File → Run Now.

Result: The Run Report dialog box appears.



- 4 Enter information into the following boxes:

Generate report with the following collection frequency: The collection period for the report (interval, daily, weekly, or monthly). The collection periods available depend on the type of report.

Start date and time: The date and time when you want data collection to start.

End date and time: The date and time when you want data collection to end.

Note: The data collection period actually ends one second prior to the specified end time. For example, to collect data for the period from 4:00 p.m. to 4:14:59 p.m., enter a start time of 4:00 p.m. and an end time of 4:15 p.m.

- 5 Click OK.

Result: The print preview window appears.

- 6 What do you want to do?

IF you want to	THEN
send the report to a printer	<ul style="list-style-type: none"> a. click the Printer icon. b. set the Print options. c. click OK. d. click the Close box.
return to the Reports window	click the Close box.

Printing the configuration report

Introduction

The Symposium Express Call Center provides a configuration report that describes how your system is configured. You can use this report as a reference when you are planning or making changes to your system. The report contains the following information:

- supervisor properties
- agent properties
- skillset properties
- CDN properties
- route properties
- IVR queue and port properties

For detailed information on this report, see “Configuration report” on page 212.

Export file formats

You can export files to several industry-standard database and document formats, including comma-, character-, and tab-separated value formats, Crystal Reports format, Rich Text Format (RTF), and ODBC format.

Export file destinations

You can export files to the following destinations:

- an application
- a disk file
- an exchange folder
- Microsoft Mail (MAPI)

You can also send exported reports using an e-mail application that complies with the Messaging Application Program Interface (MAPI) standard.

To print the configuration report

- 1 In the Administration window, click Print.

Result: A preview window appears that contains the Configuration Data Report.

- 2 What do you want to do?

IF you want to

THEN

print the report on a printer

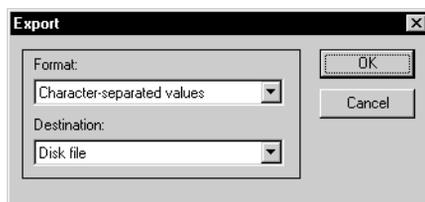
- a. click the Printer icon.
- b. set the print options.
- c. click OK.
- d. go to step 7.

export the report to a file

go to step 3.

- 3 Click the Export icon.

Result: The Export dialog box appears.



- 4 In the Format box, select the file format in which you want to save the report.
- 5 In the Destination box, select the location where you want to save the report.
- 6 Click OK.

Result: The program prompts you for the information required to save the file in the selected format and location. Respond to the prompts as required.

- 7 Click Close.

Chapter 3

Frequently asked questions

In this chapter

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

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

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

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

Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

This can occur for two reasons:

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

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

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

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

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

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

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

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

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

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

Similarly, on the Meridian 1 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).

If there is no traffic offered, why is the 0% service level included in the daily total where it brings down the overall service level reported?

The Total line for the day reflects the service level based on raw data. Intervals with 0% service level cannot be excluded.

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 Express Call Center pegs statistics against an agent ID, and when you generate this report, looks up the corresponding agent name in the database. If the agent record has been deleted, the server cannot retrieve the agent name.

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

This does not impact pegging. However, reports are easier to interpret if entities have unique names. For example, you can add “_sk” to the end of the skillset names: Sales_sk, Service_sk, and so on.

Also, consider how these skillsets appear on the real-time display. If you want to see a certain group of skillsets or applications listed together, add alpha and numeric characters to the beginning of the names (for example, C1_Sales, C2_Service, and so on).

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.

In views such as iCDNStat and iApplicationStat, which interval does 7:00 represent, 6:45 to 7:00, or 7:00 to 7:15?

7:00 is the start of the interval. It includes everything that happened between 7:00 and 7:14:59.

What exactly are Calls Answered?

Calls Answered are those calls that are answered by an agent. Calls that are given a treatment such as recorded announcement are not pegged as Calls Answered. However, if a call is returned to queue and answered by an IVR, then that call is pegged as answered in the CDN statistics.

Why is a call pegged as a “routed” event although it comes back to the master script after receiving the “route to” treatment?

Although a call maintains its call ID when it comes back to the master script after receiving the “route to” treatment, the Statistical Data Manager does not carry a lot of information about the history of the calls. Therefore, it considers the call to have been “terminated.” As a result, the call is pegged as “routed.”

General questions

When using call forcing, how do you prevent a call from being returned to queue if the agent presses Not Ready before the call forcing time expires?

You should always use the break timer to allow time between calls. Set the call forcing timer to 0. Use the call force time only for CTI applications with screen pops.

How are activity codes applied in a 10-minute call when, for example, the agent enters an activity code after 2 minutes and then another activity code after a further 3 minutes?

The first activity code is applied from the time the call was answered to the time the second activity code was entered.

Time into call	Agent	Activity code applied
0:00	answers call	first activity code
2:00	enters first activity code	
5:00	enters second activity code	second activity code
10:00	terminates the call	

Question about reporting

How can I reconcile the activities of an agent with the agent logged on time using the iAgentPerformanceStat view.

If the agent is on an ACD or skillset call and there are no other lamps lit on his or her telephone, Symposium Express Call Center accumulates the appropriate talk time.

If an agent is on an ACD or skillset call and places it on hold to make or receive a DN call, Symposium Express Call Center accumulates Talk Time against the Incall key and against the DN key.

If an agent puts an ACD, skillset, or DN call on hold and goes into Walkaway, Symposium Express Call Center accumulates the appropriate talk time, as well as walkaway time.

To calculate the agent's busy time, subtract the agent's wait time from the staffed time (Busy time = Staffed time – Wait time).

Why is there a discrepancy between the number of skillset calls answered by an agent on the Agent Performance report and the number of activity codes shown in the Activity by Agent report?

An agent normally enters several activity codes on one call. For example, an agent answers a reservation call and makes five bookings for one customer. The agent enters the booking code five times on that call. The Agent Performance report shows one call answered, but the Agent Activity report shows five bookings and the average time it took to handle each booking transaction.

I recently moved the physical location of the Symposium Express Call Center PC and now my scheduled reports do not print. What can I do?

The Scheduler saves reports with the IP address. If the location has changed, you must reschedule the reports.

Where are report definitions stored on the client PC?

Report definitions are stored in the Nortel directory under en\data\nicrpt.mdb.

Can reports be generated on applications where the file names have changed?

Yes. Leave the selection filter for application names blank, or type in previously used names.

At what rate are reports transferred to the client?

Reports are transferred over the CLAN, and the data transmission rate depends on several factors:

- the LAN speed or capacity
- the protocol—Ethernet (CSMA/CD) or Token Ring
- the traffic on the CLAN at the time of transmission

Can we schedule reports to be sent in an e-mail?

The Seagate Info software has a built-in scheduling function that allows you to run the report and automatically mail the report to a distribution list.

If you use this product, you do not import the report template into the Symposium Express Call Center client graphical user interface. If you are using one of the standard templates, you can copy the template from the CD, but the SQL queries are no longer in the template. You must write them separately and save them in the template. For more information, you should call Seagate Technical Support.

I am trying to build a monthly application report. The table name says “mApplication Stat”, yet the database field says “iApplicationStat” and all formulas are built in iApplication Stat. Which tables are being used, interval or month?

All the report templates are built initially for interval data. Daily, weekly and monthly tables have the same fields as their interval pairs, so the same report templates are used but the report table names are pointed to different database tables.

A monthly report template table name like iApplication Stat is actually pointed to mApplicationStat database table using an alias.

Questions about custom reports

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

The Symposium Express Call Center 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.

How do I cancel a lengthy Crystal Query without hanging up the computer?

There is currently no way for a user to cancel a Crystal Query. The best solution is to limit the size of the query. For example, you can

- use the selection filter to select one day only
- select Preview Sample, and select only the first 100 or 1000 records

ATTENTION

Do not try to cancel a report query by pressing Ctrl+Alt+Delete. Two problems may result:

- If your application has a connection to the database and it does not close the connection properly, the connection is not cleaned up. The locks that the application put on the tables are not released. The daily maintenance and consolidation is not completed.
- Crystal can hang in the server and use up to 100% of the CPU's processing time trying to run the report. Reports and real-time displays will not work and Symposium Express Call Center can crash.

Can I use Crystal Reports 8.0, even though Symposium Express Call Center uses the Crystal 7 engine?

You can use Crystal 8 to create custom reports, provided that you save them in Crystal 7 format before importing them. If you have used any features in version 8 that are not supported in version 7, you cannot save the report.

Chapter 4

Working with real-time displays

In this chapter

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Customizing real-time displays	105
Viewing real-time displays	109

Overview

Introduction

Real-time displays provide up-to-date statistics for your call center and its resources. You can use these statistics to determine the effectiveness of your call center.

The real-time display definition determines the information that each display shows.

Types of real-time displays

Three types of real-time display are available:

- agent
- skillset
- call center summary

You can have one, two, or all three of these displays open on your desktop at any time. For each of these displays, you can customize the threshold values.

For a description of the columns in each of these real-time displays, refer to Appendix A, “Real-time displays.”

Client sessions

Each Symposium Express Call Center can have a maximum of 75 active client sessions. Each real-time display window uses one client session. To use fewer client sessions, you can choose to view only one or two real-time display windows at a time. For example, you can choose to view only agent and call center real-time displays, but not view the skillset real-time display window. For more information, see “Viewing real-time displays” on page 109.

Viewing mode

You can view displays in two different modes: moving window and interval-to-date.

Moving window

In moving window mode, statistics are collected for a block of time that represents the last 10 minutes of system activity.

Interval-to-date

In interval-to-date mode, statistics are collected only for the specified time period. At the end of the time period, data fields initialize to 0 (zero), and collection begins for the next time period.

Refresh rate

The Agent Real-Time display is updated every 2 seconds. All other Real-time displays are updated every 5 seconds.

Thresholds

You can define thresholds for statistics in real-time displays. The thresholds specify the values for the low and the high end of the normal range. Thresholds are stored on the server.

For each threshold, you can use colors to identify whether the value of the statistics is less than the low value, between the low and the high value, or greater than the high value. Threshold color definitions are stored on the client PC.

For example, in a skillset real-time display, you can specify low and high values for the Agents In Service statistic. You can set the low (level 1) value to 2, and the high (level 2) value to 6. These threshold values are used for skillset real-time displays on all client PCs.

On your client PC, you can set the level 1 color to red and the level 2 color to blue. If you do this, the statistic appears in red if it is less than 3, black if it is 3 to 6, and blue if it is greater than 6.

Thresholds warn supervisors and administrators when intervention is required—for example, if a skillset requires additional agents.

Customizing real-time displays

Introduction

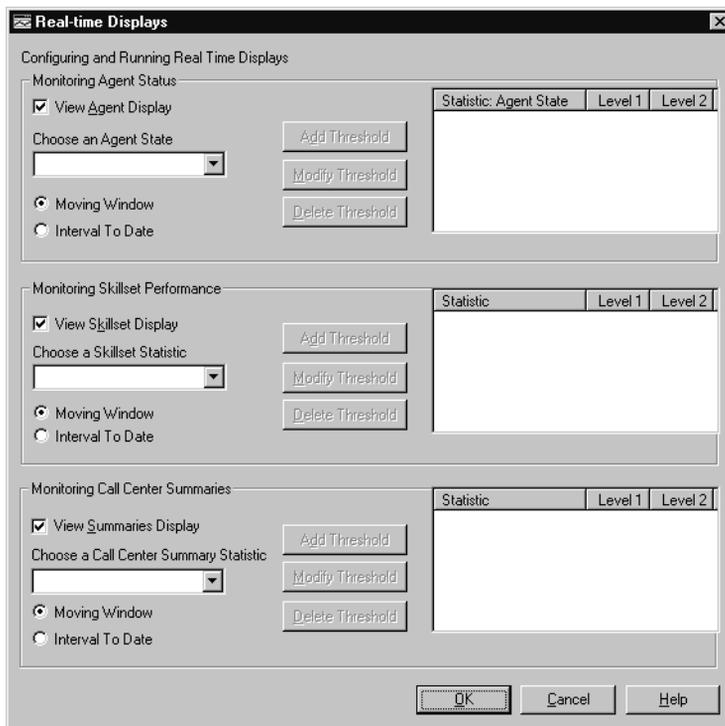
Follow this procedure to set the view mode and define thresholds for real-time displays.

Note: Each display can have a different view mode.

To customize real-time displays

- 1 In the Administration window, double-click Real-time Displays.

Result: The Real-time Displays window appears.



2 What do you want to do?

IF you want to	THEN
change the view mode	<ol style="list-style-type: none"> select either Moving Window or Interval to date. go to step 3.
add thresholds	go to the following procedure.
delete thresholds	go to “To delete thresholds” on page 107.
change the threshold colors	go to “To change threshold colors” on page 107.
open the displays	go to step 3.

3 Click OK.

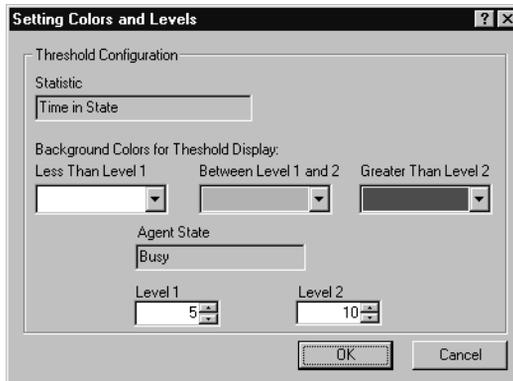
4 To return to the Administration window, choose File → Close.

To add thresholds

1 In the Choose box for the display that you want to change, select the statistic for which you want to define a threshold.

2 Click Add Threshold.

Result: The Setting Colors and Levels dialog box appears.



3 In the Level 1 box, select or type the level at which you want to set the lower threshold.

- 4 In the Level 2 box, select or type the level at which you want to set the upper threshold.
- 5 In the Less Than Level 1 box, select a color to display when the threshold is lower than level 1.
Note: Threshold colors for all agent states are the same. You cannot define different threshold colors for different agent states.
- 6 In the Between Level 1 and 2 box, select a color to display when the item is in the normal range.
- 7 In the Greater Than Level 2 box, select a color to display when the item exceeds the highest threshold level set.
- 8 Return to step 2 of “To customize real-time displays” on page 105.

To delete thresholds

- 1 From the statistic list, select the item whose threshold you want to delete.
- 2 Click Delete Threshold.
- 3 Return to step 2 of “To customize real-time displays” on page 105.

To change threshold colors

You can set two thresholds for each real-time display—a level one threshold for the lower level, and a level two threshold for an upper level. You can define colors to use for statistics that are less than the lower-level threshold, within the normal range, and greater than the upper-level threshold.

Note: Threshold colors for all agent states are the same. You cannot define different threshold colors for different agent states.

To set the threshold color, follow these steps.

- 1 In the Statistics list for the display that you want to change, select the statistic whose threshold you want to change.
- 2 Click Modify Threshold.
- 3 From the Less Than Level 1 box, select a color to display statistics that are less than the level one value.
- 4 From the Between Level 1 and 2 box, select a color to display statistics that are in the normal range.

- 5** From the Greater Than Level 2 box, select a color to display statistics that are greater than the level two value.
- 6** Click OK.
- 7** Return to step 2 of “To customize real-time displays” on page 105.

Viewing real-time displays

Introduction

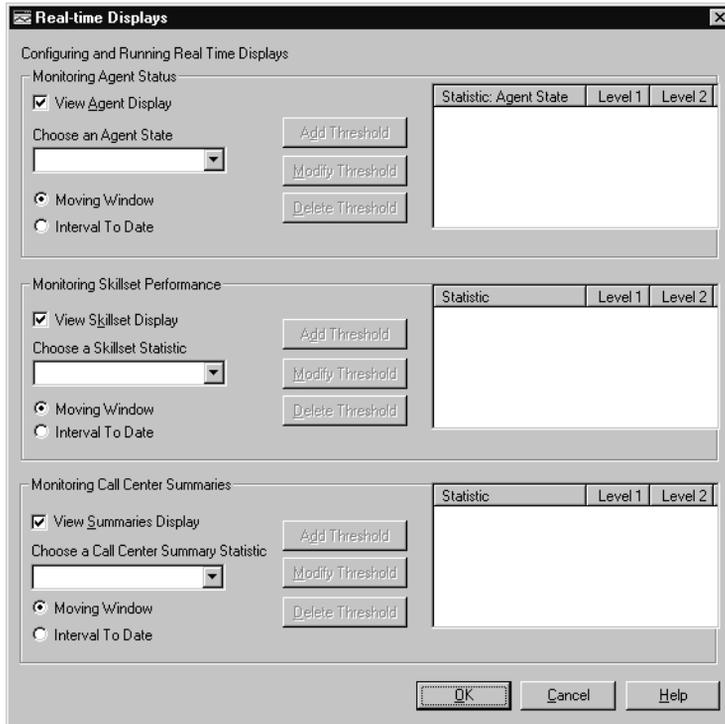
Follow this procedure to view a real-time display. When you view a real-time display, you can sort the display on any column. You can also filter agent displays to show only logged-on agents, or both logged-on and logged-off agents.

The Agent Real-Time display is updated every 2 seconds. All other Real-time displays are updated every 5 seconds.

To open real-time displays

- 1 In the Administration window, double-click Real-time Displays.

Result: The Real-time Displays window appears.



- 2 Ensure that the View Real-time Display box is checked for each type of display that you want to view.
- 3 Click OK.

Result: The real-time display windows that you chose to view open. For a description of the columns in each of these real-time displays, refer to Appendix A, “Real-time displays.”

- 4 To return to the Administration window, choose File → Close.

To sort real-time displays

You can sort a real-time display on any column. To do so, click the column heading of the column by which you want to sort. To reverse the direction of the sort, click the column heading again.

To filter agent displays

To filter an agent real-time display, choose View → Logout Agents.

Chapter 5

Standard reports

In this chapter

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Overview

Introduction

The Symposium Express Call Center provides two types of standard reports: historical reports and the configuration report.

Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. These reports are organized according to the type of statistics they report.

Most historical reports are available in interval (15-minute), daily, weekly, and monthly collection frequencies.

The configuration report

The configuration report contains information about how your system is configured. You can use this report 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 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.
3. Import the new template into the server (see “Importing a report created in Crystal Reports” on page 56).

ATTENTION

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 data fields

This manual provides the view field from which the data is taken for raw data. For a detailed description of the data in the field, refer to the description of the view field in Appendix B, “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.

Calls transferred or conferenced to a phoneset acquired by the server

For calls that are transferred or conferenced to a phoneset acquired by the Symposium Express Call Center, call pegging depends on when the transfer or conference is completed. If the transfer or conference is completed after presentation on the acquired phoneset, then the call is pegged as a transfer or conference to Incalls. If the call is completed before presentation (that is, before the server can identify the destination), then it is pegged as a transfer or conference to Other.

Section A: Activity code reports

In this section

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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. While on a call, agents can identify the call type by entering an activity code. For example, your call center can use activity codes to identify calls as sales, service, and support calls.

Note: Even if activity code names are not configured in the Symposium Express Call Center, the server still collects information about activity code usage.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Activity Code By Agent report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt15.rpt
- dm-agt15.rpt
- wm-agt15.rpt
- mm-agt15.rpt

Filters

This report can be filtered on agent name.

Statistics

Activity Code By Agent reports contain the following 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 of the 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

im-agt15.rpt

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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.

Note: Even if activity code names are not configured in the Symposium Express Call Center, the server still collects information about activity code usage.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Activity Code By Application report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app8.rpt
- dm-app8.rpt
- wm-app8.rpt
- mm-app8.rpt

Filters

This report can be filtered on application name.

Statistics

Activity Code By Application reports contain the following 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 activity code. For each activity code, it breaks down statistics 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 agent. The report also contains a grand total for all applications.

Activity Code By Application

BestAir Airlines Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999
 Site Name: TORONTO
 Table Names: IActivityCodeStat

Agent Login	Agent Name	ActivityTime	Average Activity Time	Activity Occurrences	
		01:32:51	00:00:35	161	
Application: Booking_Script					
Summary:		00:54:44	00:00:42	78	
Activity Name & ID: System_Default_Activity_Code - 0					
Summary:		00:36:59	00:00:40	55	
4/9/99	15:15	6708 James Jones	00:00:45	00:00:23	2
		6781 Tom Wilson	00:02:45	00:00:41	4
		6783 Lori Vandenberg	00:05:17	00:00:53	6
		6912 Ronnie Heintz	00:02:32	00:00:38	4
		6840 Donna Royce	00:08:01	00:01:00	6
		6913 Tajinder Singh	00:09:15	00:00:23	24
		6841 Brandon V'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 V'Woo	00:01:01	00:01:01	1
		6783 Lori Vandenberg	00:08:53	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 V'Woo	00:02:29	00:01:15	2
		6781 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

HW-8008.rpt

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Not Ready Reason Codes By Agent

Description

The Not Ready Reason Codes By Agent report allows you to monitor why agents went into 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

Statistics

Report field	View field/Formula
Total Time	ActivityTime
Average Time	ActivityTime / Occurrences
Number of Occurrences	Occurrences

Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

Not Ready Reason Codes By Agent

BestAir Airlines
 Site Name: TORONTO
 Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

Not Ready Reason Code	Not Ready Reason Codes			
	Total Time	Average Time	Number of Occurrences	
GRAND TOTAL				
	00:05:51	00:00:59	6	
Agent Name & ID: Rose Stefanopolis - 6602				
Summary:		00:00:52	00:00:26	2
4/9/99				
15:15	Sick	00:00:52	00:00:26	2
Daily 4/9/99		00:00:52	00:00:26	2
Agent:		00:00:52	00:00:26	2
Agent Name & ID: Donna Royce - 6840				
Summary:		00:02:55	00:01:28	2
4/9/99				
15:15	Sick	00:02:14	00:02:14	1
	Rest	00:00:41	00:00:41	1
Daily 4/9/99		00:02:55	00:01:28	2
Agent:		00:02:55	00:01:28	2
Agent Name & ID: Brandon Woo - 6841				
Summary:		00:00:59	00:00:59	1
4/9/99				
15:15	Admin	00:00:59	00:00:59	1
Daily 4/9/99		00:00:59	00:00:59	1
Agent:		00:00:59	00:00:59	1
Agent Name & ID: Tajinder Singh - 6913				
Summary:		00:01:05	00:01:05	1
4/9/99				
15:15	Rest	00:01:05	00:01:05	1
Daily 4/9/99		00:01:05	00:01:05	1
Agent:		00:01:05	00:01:05	1
GRAND TOTAL				
	00:05:51	00:00:59	6	

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Section B: Agent reports

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Agent Average Calls per Hour

Description

The Agent Average Calls per Hour report shows summarized performance information on the calls each agent answers per hour logged on. The report provides three hourly averages for the time the agent was logged on: the average calls answered, the average time spent with callers, and the average time spent in the Not Ready state.

This report allows call center managers to detect peculiarities in agent performance, such as an abnormal amount of not ready time on a specific day, and to investigate the cause.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Average Calls per Hour report information with the following frequencies:

- daily
- weekly
- monthly

Template

This report uses the following templates:

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Average Calls per Hour reports contain the following statistics:

Report field	View field/Formula
Average Answered	$(\text{CallsAnswered} + \text{ACDCallsAnswered} + \text{NACDCallsAnswered}) / (\text{LoggedInTime} / 3600)$
Average Talk Time	$(\text{TalkTime} + \text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) / (\text{LoggedInTime} / 3600)$
Average Not Ready Time	$\text{NotReadyTime} / (\text{LoggedInTime} / 3600)$

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

Report Interval: 00:00:00 07 May 1999 - 23:45:00 07 May 1999

Site Name: TORONTO

Table Name: dAgentPerformanceStat

	Average Answered	Average Talk Time	Average Not Ready Time
GRAND TOTAL			
	24	00:50:01	00:00:04
Agent Name & ID: James Jones - 6708			
Summary:	29	00:56:44	00:00:07
5/7/99	29	00:56:44	00:00:07
Agent	29	00:56:44	00:00:07
Agent Name & ID: Tom Wilson - 6761			
Summary:	40	01:00:52	00:00:04
5/7/99	40	01:00:52	00:00:04
Agent	40	01:00:52	00:00:04
Agent Name & ID: Lori Vandenberg - 6763			
Summary:	29	00:59:10	00:00:00
5/7/99	29	00:59:10	00:00:00
Agent	29	00:59:10	00:00:00
Agent Name & ID: Brandon Woo - 6841			
Summary:	22	00:47:53	00:00:27
5/7/99	22	00:47:53	00:00:27
Agent	22	00:47:53	00:00:27
Agent Name & ID: Dylan Marcus - 6844			
Summary:	25	00:50:14	00:00:00
5/7/99	25	00:50:14	00:00:00
Agent	25	00:50:14	00:00:00
Agent Name & ID: Ronnie Heintz - 6912			
Summary:	24	00:47:51	00:00:00
5/7/99	24	00:47:51	00:00:00
Agent	24	00:47:51	00:00:00
Agent Name & ID: Tajinder Singh - 6913			
Summary:	22	00:50:09	00:00:00
5/7/99	22	00:50:09	00:00:00
Agent	22	00:50:09	00:00:00
Agent Name & ID: Bill Macintosh - 6920			
Summary:	16	00:39:37	00:00:00
5/7/99	16	00:39:37	00:00:00
Agent	16	00:39:37	00:00:00
Agent Name & ID: Randall O'Rourke - 6924			
Summary:	24	00:47:43	00:00:00
5/7/99	24	00:47:43	00:00:00
Agent	24	00:47:43	00:00:00
GRAND TOTAL			
	24	00:50:01	00:00:04

09-ag19.rpt

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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 Express Call Center, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

Filters

- agent logon ID
- agent name

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 128), except that they are for the five agents who answered the *lowest* number of Symposium Express Call Center 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 Express Call Center, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

Filters

- agent logon ID
- agent name

Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 128), except that they are for the five agents who answered the *highest* number of Symposium Express Call Center 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 code. These codes can identify calls as sales, service, and support calls.

- This report does not include Not Ready activity codes.

Views

- ActivityCodeStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

Filters

- activity code

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	00:01:12	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-29119.rpt

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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.

View

This report uses the AgentByApplicationStat views.

Collection frequency

You can collect Agent By Application Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

Filters

This report can be filtered on application name.

Statistics

Agent By Application Performance reports contain the following statistics:

Report field	View field/Formula
Answered	CallsAnswered
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Post Call Processing Time	NotReadyTime

Summaries

The report provides totals for each application, and subtotals for each agent. For each agent, it breaks down statistics 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

in-agent16.rpt

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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.

View

This report uses the AgentBySkillsetStat views.

Collection frequency

You can collect Agent By Skillset Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

Filters

This report can be filtered on skillset name.

Statistics

Agent By Skillset Performance reports contain the following statistics:

Report field	View field/Formula
Answered	CallsAnswered
Short Calls Answered	ShortCallsAnswered
Post Call ProcessTime	NotReadyTime
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Skillset Work Time	TalkTime + NotReadyTime

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.

Agent By Skillset Performance

BestAir Airlines

Report Interval: 14:15:00 08 April, 1999 - 14:30:00 08 April, 1999

Site Name: TORONTO

Table Name: iAgentBySkillsetStat

Agent Name and ID	Answered	Short Calls Answered	Post Call Process Time	Talk Time	Average Talk Time	Skillset Work Time
GRAND TOTAL						
	101	18	00:05:16	01:36:55	00:00:58	01:42:11
Skillset: Bookings						
Summary:	70	11	00:02:41	01:00:10	00:00:52	01:02:59
4/8/99						
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 Stefanopalis - 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 Heinz - 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 4/8/99	70	11	00:02:41	01:00:10	00:00:52	01:02:59
Skillset	70	11	00:02:41	01:00:10	00:00:52	01:02:59
Skillset: Vacations						
Summary:	8	4	00:00:41	00:06:40	00:00:50	00:07:21
4/8/99						
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 4/8/99	8	4	00:00:41	00:06:40	00:00:50	00:07:21
Skillset	8	4	00:00:41	00:06:40	00:00:50	00:07:21
Skillset: European_Vacations						
Summary:	23	3	00:01:54	00:29:57	00:01:18	00:31:51
4/8/99						
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 4/8/99	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-eg114.rpt

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Agent DN Performance

Description

The Agent DN Performance report shows the amount of time that agents spend on their personal 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. The report also compares internal and external DN call activity.

Note: Where agents with multiple DN keys handle two DN calls simultaneously, both are pegged in the same interval. This means that DN talk time can exceed 900 seconds in an interval.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent DN Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt5.rpt
- dm-agt5.rpt
- wm-agt5.rpt
- mm-agt5.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Transfer/conference statistics

Agent DN Performance reports contain the following statistics about transferred and conferenced DN calls:

Report field	View field/Formula
DN Calls Conferenced	DNCallsConferenced
DN Calls Transferred	DNCallsTransferred

Incoming DN calls statistics

Agent DN Performance reports contain the following statistics about incoming DN calls:

Report field	View field/Formula
Total	DNInIntCalls + DNInExtCalls
Internal	DNInIntCalls
Average Int Talk Time	DNInIntCallsTalkTime / DNInIntCalls
External	DNInExtCalls
Average Ext Talk Time	DNInExtCallsTalkTime / DNInExtCalls

Outgoing DN calls fields

Agent DN Performance reports contain the following statistics about outgoing DN calls:

Report field	View field/Formula
Total	$\text{DNOutIntCalls} + \text{DNOutExtCalls}$
Internal	DNOutIntCalls
Average Int Talk Time	$\frac{\text{DNOutIntCallsTalkTime}}{\text{DNOutIntCalls}}$
External	DNOutExtCalls
Average Ext Talk Time	$\frac{\text{DNOutExtCallsTalkTime}}{\text{DNOutExtCalls}}$

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 DN Performance

Report Interval: 13:15:00.00 April, 1999 - 13:20:00.00 April, 1999
 Report Name: WgetPerformanceSst

DN Calls Conferences	DN Calls			Incoming DN Calls			Outgoing DN Calls				
	Total	Internal	External	Talk Time	Avg Ext	Talk Time	Ext/Int	Talk Time	Avg Ext		
3	2	12	4	00:00:18	8	00:01:17	7	3	00:00:29	4	00:00:50
GRAND TOTAL											

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
13:30	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 40999	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39

Agent Name & ID: Tom Wilson - 6761
 Supervisor Name & ID: Pat Wilson - 7871

Summary:	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 40999	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
13:30	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Daily 40999	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent	2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00

Im-995.PK

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Agent DN Performance Calls Answered, Bottom 5

Description

The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt7.rpt
- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 142), except that they are for the five agents who answered the *lowest* number of Symposium Express Call Center calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent DN Performance Calls Answered, Top 5

Description

The Agent DN Performance Calls Answered, Top 5 report shows summarized performance information on the five agents who answered the highest number of DN calls. The report details totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

Views

- AgentPerformanceStat

Collection frequency

- daily
- weekly
- monthly

Templates

- im-agt6.rpt
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 142), except that they are for the five agents who answered the *highest* number of Symposium Express Call Center calls. Statistics are summarized in the same way as for the Agent DN Performance report.

Agent Login/Logout

Description

The Agent Login/Logout report shows logon, logoff, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, perhaps to help payroll staff determine the total hours worked.

View

This report uses the eAgentLoginStat view.

Template

This report uses the em-agt12.rpt template.

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Login/Logout reports contain the following statistics for each day:

Report field	View field/Formula
Date	Timestamp
Time	Time
Event Type	EventType

Report field	View field/Formula
Logged In Time	Time at Logout – Time at Login
Shift Duration	Duration
Total Login	Sum of Logged In Time
% Login	Total Logged In Time / Duration

Agent Login / Logout			
BestAir Airlines Site Name: TORONTO Table Name: sAgentLoginStat		Report Interval: 00:00:00 14 April, 1999 - 23:59:59 16 April, 1999	
Date	Time	Event Type	Logged In Time
Agent Login & Name: 1 - James Jones			
04/14/99	12:31:21	Login	00:00:00
	13:23:01	Logout	00:51:40
	13:55:22	Login	00:00:00
	15:50:47	Logout	01:55:25
	17:05:22	Login	00:00:00
04/15/99	11:33:04	Logout	18:28:12
	11:49:30	Login	00:00:00
04/16/99	15:30:12	Logout	27:40:42
	16:31:51	Login	00:00:00
	16:36:16	Logout	00:04:25
	16:42:26	Login	00:00:00
	17:02:23	Logout	00:19:57
	17:02:33	Login	00:00:00
	17:03:45	Logout	00:01:12
17:03:51	Login	00:00:00	
17:23:23	Logout	00:19:32	
Shift Duration:	52:52:02	Total Login:	49:41:05 % Login: 94.00%
Agent Login & Name: 10 - Toni Morelli			
04/14/99	12:31:30	Login	00:00:00
	13:23:19	Logout	00:51:49
	13:55:32	Login	00:00:00
	15:50:47	Logout	01:55:15
	15:50:51	Login	00:00:00
	15:53:41	Logout	00:02:50
04/15/99	17:05:31	Login	00:00:00
	11:33:39	Logout	18:28:08
04/16/99	11:49:40	Login	00:00:00
	15:30:30	Logout	27:40:50
	16:32:00	Login	00:00:00
	16:36:34	Logout	00:04:34
	16:42:35	Login	00:00:00
	17:02:41	Logout	00:20:06
Shift Duration:	52:31:11	Total Login:	49:23:32 % Login: 94.00%
Agent Login & Name: 11 - Jon Carlos			
04/14/99	12:31:32	Login	00:00:00
	13:23:21	Logout	00:51:49
	13:55:33	Login	00:00:00
	15:50:47	Logout	01:55:14
	17:05:33	Login	00:00:00
04/15/99	11:33:39	Logout	18:28:06
	11:49:41	Login	00:00:00
04/16/99	15:30:32	Logout	27:40:51
	16:32:01	Login	00:00:00
	16:36:36	Logout	00:04:35
	16:42:36	Login	00:00:00
	17:02:43	Logout	00:20:07
	17:25:15	Login	00:00:00
Shift Duration:	52:53:43	Total Login:	49:20:42 % Login: 93.00%
Agent Login & Name: 12 - Lori Vandenberg			

sm-agf12-01

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Agent Network/NACD Activity

Description

The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

Views

- AgentPerformanceStat

Collection frequency

- interval
- daily
- weekly
- monthly

Templates

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

Filters

- agent logon ID
- agent name

Statistics

Report field	View field/Formula
Network Answered	NetworkCallsAnswered
Network Talk Time (Networking option)	NetworkCallsTalkTime
Avg Network Talk Time (Networking option)	$\text{NetworkCallsTalkTime} / \text{NetworkCallsAnswered}$
NACD Answered	NACDCallsAnswered
NACD Talk Time	NACDCallsTalkTime
Average NACD Talk Time	$\text{NACDCallsTalkTime} / \text{NACDCallsAnswered}$
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 <u>Answered</u>	Network <u>Talk Time</u>	Average Network <u>Talk Time</u>	NACD <u>Answered</u>	NACD <u>TalkTime</u>	Average NACD <u>TalkTime</u>	Instances Reserved <u>for a Call</u>	Reserved <u>Time</u>
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

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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 Express Call Center, ACD, and NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed. Call lengths can also be an important indicator of an agent's rapport with customers.

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.

Notes:

1. Where agents with multiple DN keys handle two DN calls simultaneously, both are pegged in the same interval. This means that DN talk time can exceed 900 seconds in an interval.
2. Only compare agents who have similar skillset assignments, as service level may vary by call type.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt1.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

Agent Performance reports contain the following 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	ACDTalkTime + NACDTalkTime / ACDCallsAnswered + NACDCallsAnswered
DN Talk Time	DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime + DNHoldTime
Not Ready Time	NotReadyTime
Break Time	BreakTime

Report field	View field/Formula
Ring Time	RingTime
Waiting Time	WaitingTime
Walkaway Time	WalkawayTime
Calls Presented	CallsOffered
Skillset Ans'd	CallsAnswered
ACD/NACD Ans'd	ACDCallsAnswered + NACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered
DN Calls	DNInCalls + DNOOutCalls
Conf Out	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers
Trans Out	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers
% Work	$[(\text{TalkTime} + \text{NotReadyTime} + \text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) \times 100] / \text{LoggedInTime}$
Rtn to Que	CallsReturnedtoQ
Rtn Due to Timeout	CallsReturnedToQDueToTimeout

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 Performance

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

BestAV Airlines
 Site Name: TORONT.
 Table Name: AgentPerformanceSJ1

Logout	Skills	Skills	MAZD	DN	NCI	Ready	Beak	Rings	Waiting	Voak	Call	Skills	ACDI	Stat	DN	Con	Ris	Ris
In-Tms	Talk Tms	Talk Tms	Talk Tms	Talk Tms	Tms	Tms	Tms	Tms	Tms	AWAY	Transfers	MAZD	MAZD	MAZD	Call	Call	Call	Call
06:24:48	04:36:05	06:02:12	00:00:27	00:16:10	06:14:08	06:41:00	06:11:18	00:20:17	06:00:00	174	135	11	9	19	19	12	82%	4
GRAND TOTAL																		
Agent Name & ID: Jan Carlos - 6709																		
05:10:43	03:51:11	06:02:39	00:00:00	00:16:06	06:13:09	06:00:00	06:11:08	00:18:02	06:00:00	123	87	0	5	11	2	5	79%	1
4/6/99	05:10:43	03:51:11	00:00:29	00:00:00	00:16:06	06:13:09	06:00:00	00:11:08	00:18:02	00:00:00	123	87	0	5	11	2	5	79
Daily	05:10:43	03:51:11	06:02:39	00:00:00	00:16:06	06:13:09	06:00:00	06:11:08	00:18:02	06:00:00	123	87	0	5	11	2	5	79
Agent	05:10:43	03:51:11	06:02:39	00:00:00	00:16:06	06:13:09	06:00:00	06:11:08	00:18:02	06:00:00	123	87	0	5	11	2	5	79

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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.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Performance By Supervisor report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

Filters

This report can be filtered on

- supervisor logon ID

- supervisor name

Call total statistics

Agent Performance By Supervisor reports contain the following call total statistics:

Report field	View field/Formula
Answered	CallsAnswered
ACD/NACD Answd	ACDCallsAnswered + NACDCallsAnswered
Skillset Confd	CallsConferenced
Conf Out	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers
Short Calls Answered	ShortCallsAnswered
Skillset Transfd	CallsTransferred
Transfd Out	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers
Resvd For Call (Network skill-based routing option only)	ReservedForCall
Retnd to Que	ReturnedToQ
Retnd to Que Due Timeout	ReturnedToQDueToTimeout

Time summary statistics

The report also contains the following time total statistics:

Report field	View field/Formula
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time	BreakTime
Resvd Time (NSBR and NACD options only)	ReservedTime
Ring Time	RingTime
Walkaway Time	WalkawayTime
ACD/NACD Talk Time	ACDCallsTalkTime + NACDCallsTalkTime
Skillset Talk Time	TalkTime
Waiting Time	WaitingTime

Time averages

For each agent, the report also contains the following averages:

Report field	View field/Formula
Average Not Ready Time	Total NotReadyTime / Agents Logged In
Average ACD/NACD Talk Time	ACDTalkTime + NACDTalkTime / ACDCallsAnswered + NACDCallsAnswered
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.

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 Express Call Center calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Agents who appear frequently on this report may need assistance or further training to improve call handling productivity.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- dm-agt3.rpt

Filters

- agent logon ID
- agent name

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	ACDCallsAnswered + NACDCallsAnswered
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	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	BreakTime / Break Occurrences
Reserved (Networking/ NACD options)	ReservedTime / Reserved Occurrences
Ring	RingTime / Ring Occurrences
Walkaway	WalkawayTime / Number of walkaway occurrences
ACD/NACD Talk	Average(ACDCallsTalkTime + NACDCallsTalkTime)
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.

Agent Performance Calls Answered - Bottom 5 , Daily

Report Interval: 13:15:00.07 May: 1999 - 13:00:00.07 May: 1999
 Site Name: TORONTO
 Table Name: AgentPerformanceSat

Skillset	Agent	Call Totals				Time				Thru Summaries							
		Short	ACD	to O	Rem	to O	Rem	Time	Total	ACD	MCD	Walk	Waiting				
Missed	Confr	Transf	Call	Miss	Miss	Miss	TO	Out	Logged In	Inc Ready	Break	Assessed	RD	Walkaway	Talk	Talk	
262	4	3	0	3	11	0	1	216	5	3	07:14:00	00:00:47	00:00:00	00:20:10	00:00:00	00:12:00	00:00:18
GRAND TOTAL																	
		Average :		0.337:30		00:00:24		00:00:00		00:10:05		00:00:00		01:20:10		00:04:05	

Agent Mavis & ID: Tom Wilson - 6761
 Supervisor Mavis & ID: Chris Korngas - 7570

10	0	0	0	3	0	0	13	1	0	06:15:00	00:00:01	00:00:00	00:00:01	00:00:00	00:01:50	00:13:23	00:00:32
		Average :		06:15:00		00:00:01		00:00:00		00:00:01		00:00:00		00:01:50		00:00:32	

Agent Mavis & ID: James Jones - 6708
 Supervisor Mavis & ID: Chris Korngas - 7570

102	4	3	0	3	11	0	1	203	4	3	07:00:00	00:00:46	00:00:00	00:20:03	00:00:00	00:10:10	00:00:46
		Average :		07:00:00		00:00:46		00:00:00		00:20:03		00:00:00		00:10:10		00:00:46	

Agent Mavis & ID: James Jones - 6708
 Supervisor Mavis & ID: Chris Korngas - 7570

102	4	3	0	3	11	0	1	203	4	3	07:00:00	00:00:46	00:00:00	00:20:00	00:00:00	00:10:10	00:00:46
		Average :		07:00:00		00:00:46		00:00:00		00:20:00		00:00:00		00:10:10		00:00:46	

0m-9:03:PR
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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 Express Call Center calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged on time and not ready time—to a group average. Managers can track performance and may offer incentives based on agent appearances in this report.

Views

- AgentPerformanceStat

Collection frequency

- daily

Template

- m-agt2.rpt

Filters

- agent logon ID
- agent name

Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 164), 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.

Short call

A short call is an incoming Symposium Express Call Center or ACD call that lasts less than 10 seconds, 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 Express Call Center and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls can indicate a need for further training.

View

This report uses the AgentPerformanceStat views.

Collection frequency

You can collect Agent Short Calls report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-agt8.rpt
- dm-agt8.rpt
- wm-agt8.rpt
- mm-agt8.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Statistics

The Agent Short Calls report contains the following statistics:

Report field	View field/Formula
Short Calls Answered	ShortCallsAnswered
Skillset Answered	CallsAnswered
Skillset Conferenced	CallsConferenced
Skillset Transferred	CallsTransferred
Returned to Queue	ReturnedToQ
Reserved For Call (NSBR and NACD options only)	ReservedForCall
ACD/NACD Answered	ACDCallsAnswered + NACDCallsAnswered
Returned to Q Due to Timeout	ReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered

Report field	View field/Formula
Total Conferenced	$\text{CallsConfToCDN} + \text{CallsConfToDN} + \text{CallsConfToACD} + \text{CallsConfToOthers}$
Total Transferred	$\text{CallsTransferredToCDN} + \text{CallsTransferredToDN} + \text{CallsTransferredToACD} + \text{CallsTransferredToOthers}$

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.

Agent Short Calls

Report Interval: 13:15:00.00/April, 1999 - 13:30:00.00/April, 1999
 Report: Agent Performance
 Site Name: TORONTO
 Table Name: AgentPerformanceSca

Short Calls Answered	Skills Answered	Skills Confessed	Skills Transferred	Returned to Queue	Reserved For Call	ACD/NACD Answered	Returned to O as to Timeout	Total Answered	Total Confessed	Total Transferred
9	135	20	10	4	0	11	4	146	19	12
GRAND TOTAL										

Supervisor Name & ID: Chris Konings - 7870

Summary:

Agent Name & ID: Jon Carlos - 6708	Summary:	Skills Answered	Skills Confessed	Skills Transferred	Returned to Queue	Reserved For Call	ACD/NACD Answered	Returned to O as to Timeout	Total Answered	Total Confessed	Total Transferred
Summary:	5	87	2	4	1	0	0	1	87	2	5
Daily 13:30	5	87	2	4	1	0	0	1	87	2	5
Daily 4/6/99	5	87	2	4	1	0	0	1	87	2	5
Agent	5	87	2	4	1	0	0	1	87	2	5

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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.

View

This report uses the AgentPerformanceStat views.

Template

This report uses the following templates:

- im-agt18.rpt
- dm-agt18.rpt
- wm-agt18.rpt
- mm-agt18.rpt

Filters

This report can be filtered on

- agent logon ID
- agent name

Calls transferred/conferenced by statistics

Agent Transferred/Conferenced Activity reports contain the following statistics about the types of calls transferred or conferenced by agents:

Report field	View field/Formula
Skillset Transf	CallsTransferred
ACD Transf	ACDCallsTransferred
DN Transf	DNCallsTransferred
NACD Transf	NACDCallsTransferred
Skillset Conf	CallsConferenced
ACD Conf	ACDCallsConferenced
DN Conf	DNCallsConferenced
NACD Conf	NACDCallsConferenced

Calls transferred/conferenced to statistics

Agent Transferred/Conferenced Activity reports contain the following statistics about the destinations to which calls are transferred or conferenced:

Report field	View field/Formula
Transf to ACD	CallsTransferredToACD
Transf to DN	CallsTransferredToDN
Transf to CDN	CallsTransferredToCDN
Transf to Other	CallsTransferredToOthers
Conf ACD	CallsConferencedToACD
Conf DN	CallsConferencedToDN
Conf CDN	CallsConferencedToCDN
Conf Other	CallsConferencedToOthers

Consultation statistics

Agent Transferred/Conferenced Activity reports contain the following information about consultations:

Report field	View field/Formula
Consultation Time	ConsultationTime
Transf Out	CallsTransferredToCDN + CallsTransferredToDN + CallsTransferredToACD + CallsTransferredToOthers
Conf Out	CallsConfToCDN + CallsConfToDN + CallsConfToACD + CallsConfToOthers

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 Transferred/Conferenced Activity															
Report Interval: 13:30:00 06 April, 1999 - 13:45:00 06 April, 1999															
-----Erlis Transferred/Conferenced by Agent-----Erlis Transferred/Conferenced To-----															
Skilled	ACD	DN	NACD	Skilled	ACD	DN	NACD	Transf							
Total	Total	Total	Total	Total	Total	Total	Total	SDN							
6	1	0	0	6	6	0	2	1	3	0	1	2	2	1	66:07:26
GRAND TOTAL															
Agent Name & ID: Jan Carlos - 6769															
Summary: 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2															
46929															
13:30															
Daily 46929 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2															
Agent 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2															
Agent Summary: 0 0 0 0 2 0 0 0 1 0 0 0 0 1 1 0 00:00:32 0 2															
46929															
13:30															
Daily 46929 0 0 0 0 2 0 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2															
Agent 0 0 0 0 2 0 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2															
Agent Summary: 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
46929															
13:30															
Daily 46929 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
Agent 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
Agent Summary: 6 1 0 0 6 0 2 1 3 1 3 0 1 2 2 1 66:07:26 7 6															
GRAND TOTAL															
Agent Name & ID: Lori Vandenberg - 6763															
Summary: 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
46929															
13:30															
Daily 46929 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
Agent 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:16 2 2															
Agent Summary: 6 1 0 0 6 0 2 1 3 1 3 0 1 2 2 1 66:07:26 7 6															
GRAND TOTAL															

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.

Note: For standard reports, the default dollar value is \$1.00.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Estimated Revenue Per Agent report information with the following frequencies:

- daily
- weekly
- monthly

Template

This report uses the following templates:

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

Filters

This report can be filtered on

- activity code
- activity code name (if configured in Advanced functions)
- agent logon ID
- agent name

Statistics

Estimated Revenue Per Agent reports contain the following information for each agent:

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

<u>Total Activity Time</u>	<u>Total Occurrences</u>	<u>Total Estimated Revenue Generated</u>
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

om-ag113.rpt

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Logged In Agent Position ID

Description

The Agent Position ID report lists agents and provides, for each one, logon ID, position ID, and personal DN.

Note: Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

View

- Agent
- eAgentLoginStat

Template

- config32.rpt

Filters

- agent logon ID
- agent name

Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—AgentPerformance	Create and run any report

Field descriptions

Report field	View field/Formula
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN (Meridian 1)	Agent.PersonalDN

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

<u>Agent Name</u>	<u>Agent Login</u>	<u>Position ID</u>	<u>Personal DN</u>
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

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Section C: Application reports

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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. While on a call, agents can identify the call type by entering an activity code. These codes can identify calls as sales, service, and support calls.

View

This report uses the ActivityCodeStat views.

Collection frequency

You can collect Application By Activity Code report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

Filters

This report can be filtered on

- activity code
- activity code name (if configured in Advanced functions)

Statistics

Application By Activity Code reports contain the following 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 activity code. 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		Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999				
Site Name: TORONTO						
Table Names: IActivityCodeStat						
<u>Agent Login</u>	<u>Agent Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>		
GRAND TOTAL						
		01:32:51	00:00:35	161		
Activity Name & ID: System_Default_Activity_Code - 0						
		Summary:	01:02:18	00:00:31	121	
Application: Booking_Script						
		Summary:	00:36:59	00:00:40	55	
4/9/99	15:15	6708 James Jones	00:00:45	00:00:23	2	
		6912 Ronnie Heintz	00:02:32	00:00:38	4	
		6783 Lori Vandenberg	00:05:17	00:00:53	6	
		6781 Tom Wilson	00:02:45	00:00:41	4	
		6841 Brandon Woo	00:03:12	00:00:48	4	
		6602 Rose Stefanopolis	00:07:12	00:01:26	5	
		6913 Tajinder Singh	00:09:15	00:00:23	24	
		6840 Donna Royce	00:06:01	00:01:00	6	
Daily 4/9/99			00:36:59	00:00:40	55	
Application			00:36:59	00:00:40	55	
Application: Master_Script						
		Summary:	00:25:19	00:00:23	66	
4/9/99	15:15	6781 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	
		6783 Lori Vandenberg	00:00:30	00:00:30	1	
		6841 Brandon Woo	00:00:20	00:00:20	1	
		6602 Rose Stefanopolis	00:01:50	00:01:50	1	
Daily 4/9/99			00:25:19	00:00:23	66	
Application			00:25:19	00:00:23	66	
Activity			01:02:18	00:00:31	121	
Activity Name & ID: Schedule_Inquiry - 430						
		Summary:	00:15:18	00:00:46	20	
Application: Booking_Script						
		Summary:	00:10:45	00:00:46	14	
4/9/99	15:15	6913 Tajinder Singh	00:00:08	00:00:08	1	

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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

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay

Summaries

The report provides totals for each skillset, and subtotals for each application. 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, 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

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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.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Call Treatment report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Note: If you use the interval data type, remember that a call offered at one interval can be given treatment at another interval.

Template

This report uses the following templates:

- im-app7.rpt
- dm-app7.rpt
- wm-app7.rpt
- mm-app7.rpt

Filters

This report can be filtered on application name.

Overflowed statistics

Application Call Treatment reports contain the following statistics for calls given Force Overflow treatment:

Report field	View field/Formula
Quantity	CallsGivenForceOverflow
Percentage (%)	$\text{CallsGivenForceOverflow} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceOverflow} / \text{number of calls given Force Overflow}$
Average calls per interval (interval report only)	$\text{CallsGivenForceOverflow} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceOverflow} / \text{number of intervals}$

Defaulted statistics

Application Call Treatment reports contain the following statistics for calls given default treatment:

Report field	View field/Formula
Quantity	CallsGivenDefault
Percentage (%)	$\text{CallsGivenDefault} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeDefault} / \text{number of calls given default treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenDefault} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeDefault} / \text{number of intervals}$

Given Busy statistics

Application Call Treatment reports contain the following statistics for calls given Force Busy treatment:

Report field	View field/Formula
Quantity	CallsGivenForceBusy
Percentage (%)	$\text{CallsGivenForceBusy} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceBusy} / \text{number of calls given Force Busy treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenForceBusy} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceBusy} / \text{number of intervals}$

Routed statistics

Application Call Treatment reports contain the following statistics for calls given Route To treatment:

Report field	View field/Formula
Quantity	CallsGivenRouteTo
Percentage (%)	$\text{CallsGivenRouteTo} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeRouteTo} / \text{Number of calls given Route To treatment}$
Average calls per interval (interval report only)	$\text{CallsGivenRouteTo} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeRouteTo} / \text{number of intervals}$

Disconnected statistics

Application Call Treatment reports contain the following statistics for calls given Force Disconnect treatment:

Report field	View field/Formula
Quantity	CallsGivenForceDisconnect
Percentage (%)	$\text{CallsGivenForceDisconnect} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceDisconnect} / \text{Number of calls}$
Average calls per interval (interval report only)	$\text{CallsGivenForceDisconnect} / \text{number of intervals}$
Average time before treatment per int (interval report only)	$\text{TimeBeforeForceDisconnect} / \text{number of intervals}$

Offered statistics

Application Call Treatment reports contain the following statistics for calls offered:

Report field	View field/Formula
Quantity	CallsOffered

Answered statistics

Application Call Treatment reports contain the following statistics for calls answered:

Report field	View field/Formula
Quantity	CallsAnswered
Percentage (%)	$\text{CallsAnswered} / \text{CallsOffered} \times 100$

Abandoned statistics

Application Call Treatment reports contain the following statistics for abandoned calls:

Report field	View field/Formula
Total	CallsAbandoned
Percentage (%)	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$

Given Host Lookup statistics

Application Call Treatment reports contain the following statistics for calls given Host Lookup treatment:

Report field	View field/Formula
Total	CallsGivenHostLookup
Percentage (%)	$\text{CallsGivenHostLookup} / \text{CallsOffered} \times 100$

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 Call Treatment											
Report Interval: 17:30:00 05 April, 1999 - 17:44:59 05 April, 1999 Site Name: TORONTC Table Name: ApplicationStat											
Quantity	Default	Given	Busy	Route	Disconnected	Offices	Answers	Abandoned	Host	Lockup	
GRAND TOTAL											
Quantity	0	16	3	0	2	158	133	25	31		
Percentage (%)	0.00%	10.00%	2.00%	0.00%	1.00%		84.00%	16.00%	20.00%		
Average Time Before	00:00:15	00:00:07	00:00:14	00:00:00	00:00:03						
Application: ACD_DN_Application											
Total	0	5	0	0	0	6	5	1	0		
Average calls per Interval	0	5	0	0	0						
Avg time before treatment (per Int.)	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05						
Percentage (%)	0.00%	83.00%	0.00%	0.00%	0.00%		83.00%	17.00%	0.00%		
4/5/99 13:45											
Quantity	0	5	0	0	0	6	5	1	0		
Percentage (%)	0.00	83.00	0.00	0.00	0.00		83.00	17.00	0.00		
Average Time Before	00:00:05	00:00:05	00:00:11	00:00:00	00:00:05						
Daily 4/5/99 Total											
Total	0	5	0	0	0	6	5	1	0		
Avg calls (per Int.)	0	5	0	0	0						
Avg time before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05						
Percentage (%)	0.00	83.00	0.00	0.00	0.00		83.00	17.00	0.00		
Application: Quantity											
ACD_DN_Application	0	5	0	0	0	6	5	1	0		
Percentage (%)	0.00	83.00	0.00	0.00	0.00		83.00	17.00	0.00		
Average Time Before	00:00:06	00:00:24	00:00:11	00:00:00	00:00:05						

Application Delay Before Abandon

Description

The Application Delay Before Abandon report gauges service quality by indicating how many callers disconnect (abandon) before they reach an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold, and the percentage of calls that abandoned.

With a greater awareness of customer tolerance levels, call center managers can adjust call routing to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice recognition system, or add additional agents to increase service.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Delay Before Abandon report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt

- mm-app5.rpt

Filters

This report can be filtered on application name.

Abandon delay spectrum

The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Application Delay Before Abandon reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	$\text{CallsAbandonedDelay} / \text{CallsAbandoned}$

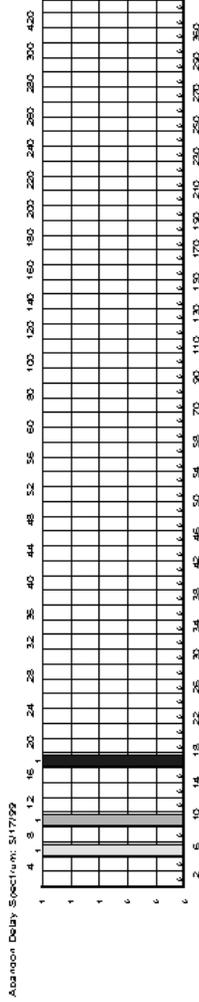
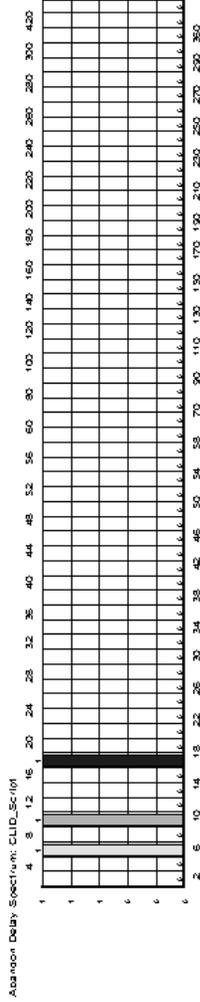
Summaries

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

Review Office: **Report Interval: 00:00:00 17 May, 1999 - 01:00:00 17 May, 1999**
 Site Name: **TORONTO**
 Table Name: **ApplicationSet**

Stillset Calls:		Stages		Abandoned		%		Abandoned		Maximum		Average	
		Abandoned	Abandoned	Abandoned	After Timeout	Abandoned	Delay	Abandoned	Delay	Abandoned	Delay	Abandoned	Delay
Application: CLID_Script		7,628	7,622	3	0	0.00%	0	00:00:23	00:00:16	00:00:16	00:00:16	00:00:16	00:00:16
Summary:		7,628	7,622	3	0	0.00%	0	00:00:23	00:00:16	00:00:16	00:00:16	00:00:16	00:00:16



Application Delay Before Answer

Description

The Application Delay Before Answer report shows summarized information about 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 they connect to an agent. The statistics include all Symposium Express Call Center calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Delay Before Answer report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app3.rpt

Filters

This report can be filtered on application name.

Answer delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

Statistics

Application Delay Before Answer reports contain the following statistics:

Report field	View field/Formula
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	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$

Summaries

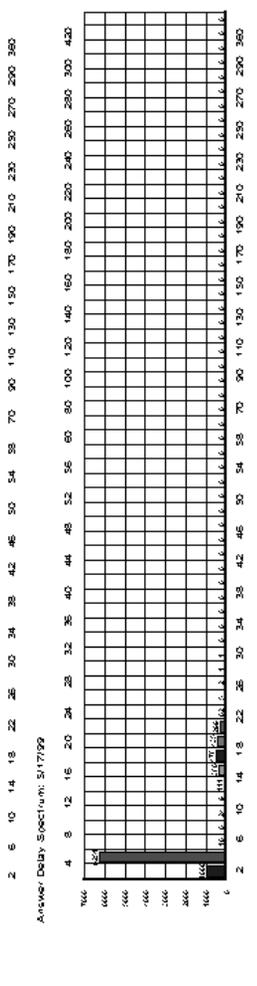
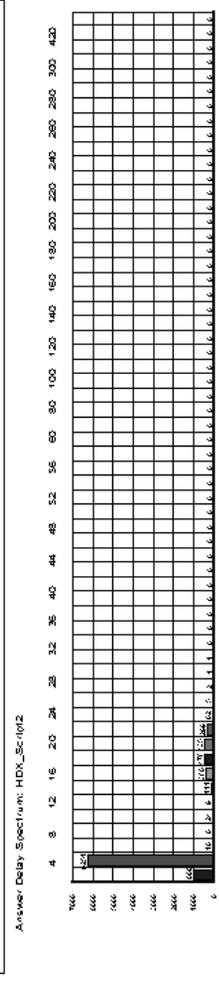
The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

Application Delay Before Answer

Script Airlines
 Site Name: TORONTO
 Table Name: ApplicationStat
 Report Interval: 00:00:00 17 May, 1999 - 00:00:00 17 May, 1999

Skilled Calls:	Answer/ Delay	Answer/ Delay	Answered After Transfer	Maximum Answer Delay	Average Answer Delay
Application: HDX_Script2	9,692	12:33:25	11:34:46	00:00:30	00:00:05

Summary:
 Answer Delay Spectrum: HDX_SC-1012



Application Performance

Description

The Application Performance report provides summarized performance information for 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. 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.

View

This report uses the ApplicationStat views.

Collection frequency

You can collect Application Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt

- mm-appl.rpt

Filters

This report can be filtered on application name.

Statistics

Application Performance reports contain the following statistics:

Report field	View field/Formula
Avg Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Ans After Threshold	CallsAnsweredAftThreshold
Abandoned	CallsAbandoned
Aban After Threshold	CallsAbandonedAftThreshold
Ans Delay At Skillset	CallsAnsweredDelayAtSkillset
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$

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 - 13:44:59 05 April, 1999

Table Names: IApplicationStat

Skillset Calls:	Avg Ans Delay	Answered	Answer Delay	Ans After Threshold	Abandoned	Aban After Threshold	Ans Delay At Skillset	% Service Level
GRAND TOTAL								
	00:00:14	133	00:31:21	11	25	8	00:24:51	88.00%

Application: ACD_DN_Application

Summary: 00:00:12 5 00:01:00 1 1 0 00:00:00 83.00%

4/5/99

13:45 00:00:12 5 00:01:00 1 1 0 00:00:00 83.00

Daily 4/5/99: 00:00:12 5 00:01:00 1 1 0 00:00:00 83.00

Application 00:00:12 5 00:01:00 1 1 0 00:00:00 83.00

Application: Booking_Script

Summary: 00:00:14 35 00:08:18 3 9 5 00:07:31 82.00%

4/5/99

13:45 00:00:14 35 00:08:18 3 9 5 00:07:31 82.00

Daily 4/5/99: 00:00:14 35 00:08:18 3 9 5 00:07:31 82.00

Application 00:00:14 35 00:08:18 3 9 5 00:07:31 82.00

Application: Cargo_Script

Summary: 00:00:13 6 00:01:19 1 1 0 00:01:02 86.00%

4/5/99

13:45 00:00:13 6 00:01:19 1 1 0 00:01:02 86.00

Daily 4/5/99: 00:00:13 6 00:01:19 1 1 0 00:01:02 86.00

Application 00:00:13 6 00:01:19 1 1 0 00:01:02 86.00

Application: Master_Script

Summary: 00:00:15 71 00:17:45 4 10 2 00:13:11 93.00%

4/5/99

13:45 00:00:15 71 00:17:45 4 10 2 00:13:11 93.00

Daily 4/5/99: 00:00:15 71 00:17:45 4 10 2 00:13:11 93.00

Application 00:00:15 71 00:17:45 4 10 2 00:13:11 93.00

Application: NACD_DN_Application

Summary: 00:00:05 3 00:00:14 0 2 0 00:00:44 100.00%

4/5/99

13:45 00:00:05 3 00:00:14 0 2 0 00:00:44 100.00

Daily 4/5/99: 00:00:05 3 00:00:14 0 2 0 00:00:44 100.00

HW-2001.rpt

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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

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

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

BestAir Airlines TORONTO
 Site Name: ApplicationStat
 Table Names: ApplicationStat

Grand Totals

Calls Offered	393
Calls Answered	336
Calls Abandoned	57

	Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	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	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	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: Configuration reports

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Configuration report

Description

The Configuration report provides the following information:

- supervisor properties
- agent properties
- skillset properties
- CDN properties
- route properties
- IVR queue and port properties

You access the configuration report by clicking Print in the Administration window.

View

This report uses the Agent, CDN, IVRPort, IVRQueue, Route, Skillset, SkillsetByAgent, Supervisor, SupervisorAgentAssignment views.

Template

This report uses the gccfg.rpt template.

Supervisor properties

This section of the report contains the following fields:

Report field	View field/Formula
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN)	Supervisor.PersonalDN
Department	Supervisor.Department

Report field	View field/Formula
Title	Supervisor.Title
Comment	Supervisor.Comment
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName, SupervisorAgentAssignment.AgentTelsetLoginID

Agent properties

This section of the report contains the following fields:

Report field	View field/Formula
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment
Call Force Option	Agent.CallForceOption
Call Force Timer Delay	Agent.CallForceDelayTimer
Reserve for Network Call (NSBR option only)	ReservedForCall
Return to Queue on No Answer	Agent.ReturnToQueueOnNoAnswer
Return to Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold	Agent.AlternateCallAnswer
Union Break Timer	Agent.UnionBreakTimer
Telset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN

Agent skillset properties

This section of the report contains the following fields:

Report field	View field/Formula
Telset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Skillset properties

This section of the report contains the following fields:

Report field	View field/Formula
Comment	Skillset.Comment
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay

CDN properties

This section of the report contains the following fields:

Report field	View field/Formula
CDN Number	CDN.CDN
CDN Name	CDN.Name
Acquire	CDN.Acquire
Status	CDN.Status
Call Type	CDN.Type

Route properties

This section of the report contains the following fields:

Report field	View field/Formula
Route Number	Route.RouteID
Route Name	Route.RouteName
Acquire	Route.Acquire
Status	Route.Status

IVR Queue and Port fields

This section of the report contains the following fields:

Report field	View field/Formula
IVR Queue Name and ID	IVR Queue.Name, IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold
Acquire	IVRQueue.Acquire
Status	IVRQueue.Status
IVR Port Name and ID	IVRPort.Name, IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortName
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port name	IVRPort.SwitchPortName

Site Name: GCCTHOR

Supervisor Properties

Supervisor Name: Marcus O'Sullivan

PC Login Name:

Personal Directory Number (DN):

Department:

Title:

Comment:

Agents Assigned
Catherine Bleahen - 1913
Maura Fahy - 7803
Tricia Fitzpatrick - 6613

Supervisor Properties

Supervisor Name & ID: HelpDesk Administrator -- 1234

PC Login Name:

Personal Directory Number (DN):

Department:

Title:

Comment:

Agents Assigned
Duncan Clee - 1113
Aine Concannon - 1111
Angela Concannon - 1112
Declan Connolly - 5555
Temporary Contractor - 9999
Jacinta Lynam - 3742
Caroline McGrath - 3759
Niamh McLaughlin - 2222
David O'Brien - 3354
Patrick O'Brien - 3257
Criona O'Connor - 9876

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 the Activity Code Properties property sheet.

View

- ActivityCode

Template

- config8.rpt

Filters

- activity code
- activity name

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

<u>Activity Code Name</u>	<u>Activity Code Number</u>
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 logon ID
- supervisor name

Field descriptions

Report field	View field/Formula
Supervisor Name & ID	SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID
Assigned Agent Name	AgentGivenName AgentSurName
Phoneset Login ID	AgentTelsetLoginID
Supervisor Type	Type

Agent By Supervisor Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: SupervisorAgentAssignment

<u>Assigned Agent Name</u>	<u>Phoneset Login ID</u>	<u>Supervisor Type</u>
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

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Agent Properties

Description

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phoneset at which the agent is logged on, and the agent's personal or directory number
- supervisor information—which lists the agent's supervisors

Where properties are defined

Agent properties are defined on the User Properties property sheet for each agent.

Views

- Agent
- SupervisorAgentAssignment

Template

- config5.rpt

Filters

- agent logon ID
- agent name

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	Agent.CallForceOption
Call Force Timer Delay	Agent.CallForceDelayTimer
Reserve for Network Call (Networking option only)	Agent.TelsetShowReserve
Return To Queue On No Answer	Agent.ReturnToQueueOnNoAnswer
Return To Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold	Agent.AlternateCallAnswer
Union Break Timer	Agent.UnionBreakTimer

Phoneset fields

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
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

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

<u>Supervisor Name</u>	<u>Supervisor Phoneset Login ID</u>	<u>Type</u>
Chris Konings	7870	Associated
Marta Mitchell	7877	Reporting

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Agent Skillset Properties

Description

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

Where properties are defined

Agent skillset properties are defined on the Skillsets – User Properties property page.

Views

- Agent
- SkillsetByAgent
- Skillset

Template

- config29.rpt

Filters

- agent logon ID
- agent name

Field descriptions

Report field	View field/Formula
Agent Name & ID	Agent.SurName Agent.GivenName Agent.TelsetLoginID

Report field	View field/Formula
Phoneset Login ID	Agent.TelsetLoginID
Personal DN	Agent.PersonalDN
Call Presentation Class	Agent.AgentTemplateName
Threshold Class	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

Agent Skillset Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: Agent, SkillsetByAgent, Skillset

Agent Name & ID: James Jones - 6708

Phoneset Login ID: 6708
 Personal DN: 3119
 Call Presentation Class: Senior_Agent
 Threshold Class: Agent_Template

<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>
Bookings	Standby	n/a
European_Vacations	Active	1
Vacations	Active	2

Agent Name & ID: Jon Carlos - 6709

Phoneset Login ID: 6709
 Personal DN: 3120
 Call Presentation Class: Senior_Agent
 Threshold Class: Agent_Template

<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>
Bookings	Standby	n/a
European_Vacations	Active	1
Vacations	Active	2

Agent Name & ID: Toni Morelli - 6710

Phoneset Login ID: 6710
 Personal DN: 3121
 Call Presentation Class: Senior_Agent
 Threshold Class: Agent_Template

<u>Skillset Name</u>	<u>Skillset State</u>	<u>Priority</u>
Bookings	Standby	n/a
European_Vacations	Active	1
Vacations	Active	2

co-11929.rpt

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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

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

<u>Parent Script Name</u>	<u>Child Script Name</u>
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

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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

Field descriptions

Report field	View field/Formula
Application Name	Application.Name
Call By Call	Application.CallByCall
Threshold Class	ApplicationThresholdTemplate.Name
Field	ApplicationThresholdTemplate.Field
Level 1	ApplicationThresholdTemplate.Level1
Level 2	ApplicationThresholdTemplate.Level2

Application Template Properties

BestAir Airlines
 Site Name: TORONTO
 Table Names: Application, ApplicationThresholdTemplate

Application Name: ACD_DN_Application

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

Application Name: Booking_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

Application Name: Cargo_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

Application Name: Master_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

Application Name: MACD_DN_Application

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

Application Name: Network_Script

Service Level Threshold: 20
 Call By Call: N
 Threshold Class: Application_Template

<u>Field</u>	Service Level <u>Threshold</u>	<u>Level 1</u>	<u>Level 2</u>
	20		

config15.rpt

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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 Express Call Center. You can configure multiple CDNs in the switch and associate them with the master script of the Symposium Express Call Center.

Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

View

- CDN

Template

- config7.rpt

Filters

- CDN
- CDN name

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

<u>CDN Number</u>	<u>CDN Name</u>	<u>Call Type</u>
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

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Database View Definitions

Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Express Call Center 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

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

Field type	Description	Value range	Size
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

Database View Definitions

BestAir Airlines

Site Name: TORONTO

Table Name: Views

<u>View Name</u>	<u>Field Name</u>	<u>Type</u>	<u>Length</u>
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

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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 may 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

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

<u>DNIS Name and Number</u>	<u>Service Level Threshold</u>
Corporate_Gold - 5559000	15
Corporate_Service - 5559010	30
Personal_Gold - 5559100	20
Personal_Service - 5559110	40

config10.rpt

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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

Field descriptions

Report field	View field/Formula
Formula Name	Name
Class	Class
Comment	Comment
Definition	Definition

Formula Properties

BestAir Airlines
Site Name: TORONTO
Table Name: Formula

Formula Name: %Abandoned_Aft_Threshold

Class: Application

Comment:

Definition: %2800104*100/%2800103

Formula Name: %Ntwk_Answd_within_Srv_Lvl

Class: Network

Comment:

Definition: (%2800406-%2800407)*100/%2800408

Formula Name: %Calls_Abandoned

Class: Application

Comment:

Definition: %2800103*100/(%2800103+%2800108)

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

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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 Express Call Center to collect.

Note: You cannot schedule user-defined reports using this standard report as a template.

Real-time statistics collection modes

You can collect real-time statistics in the following modes.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to 0 (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

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	HistoricalStatCollection.Trunk
Route	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RANMusicRoute
Agent Performance	HistoricalStatCollection.AgentPerformance
Agent By-Application	HistoricalStatCollection.AgentByApplication
Agent By-Skillset	HistoricalStatCollection.AgentBySkillset
Agent Login/Logout	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics	HistoricalStatCollection.IVR
IVR Port Statistics	HistoricalStatCollection.IVRPort
IVR Port Login/Logout	HistoricalStatCollection.IVRPortLogin
Network Call (Networking option only)	HistoricalStatCollection.NetworkCall

Report field	View field/Formula
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	HistoricalStatDuration.DaysOfIVRPortLogin
Days of Agent Login and Logout	HistoricalStatDuration.DaysOfAgentLogin
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.DaysOfCallByCall

Historical Storage fields

Report field	View field/Formula
Parameter	HistoricalStatStorage.Parameter
System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased

Report field	View field/Formula
Configured	HistoricalStatStorage.Configured

Real Time Properties fields

Report field	View field/Formula
Moving Window	<p>The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode:</p> <ul style="list-style-type: none"> ■ skillset statistics (RealTimeStatCollection.MWSkillset) ■ agent statistics (RealTimeStatCollection.MWAgent) ■ call center summary (RealTimeStatCollection.MWNodalCall)
Interval to Date	<p>The Interval To Date fields indicate whether statistics in each of the following statistics groups can be displayed in interval-to-date mode:</p> <ul style="list-style-type: none"> ■ skillset (RealTimeStatCollection.ITDSkillset) ■ agent (RealTimeStatCollection.ITDAgent) ■ call center summary (RealTimeStatCollection.ITDNodalCall)
Interval Duration	RealTimeStatCollection.IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefreshRate

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

config.rpt

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IVR Queue and Port Properties

Description

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

Field descriptions

Report field	View field/Formula
IVR Queue Name and ID	IVRQueue.Name IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold

Report field	View field/Formula
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 Port Switch ID: 1
 IVR Port Switch Address: 12-0-2-0
 Switch Port Name: VP 12-0-2-0

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-2-1 - 1

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-2-1
 Switch Port Name: VP 12-0-2-1

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-2 - 10

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-2
 Switch Port Name: VP 12-0-3-2

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-3 - 11

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-3
 Switch Port Name: VP 12-0-3-3

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-4 - 12

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-4
 Switch Port Name: VP 12-0-3-4

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-5 - 13

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-5
 Switch Port Name: VP 12-0-3-5

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-6 - 14

IVR Port Switch ID: 1
 IVR Port Switch Address: 12-0-3-6
 Switch Port Name: VP 12-0-3-6

IVR Threshold Template Class: IVR_Template

Template Field: Short Call
 Template Level 1: 5
 Template Level 2:

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 logon ID
- agent name

Field descriptions

Report field	View field/Formula
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN	Agent.PersonalDN

Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

<u>Agent Name</u>	<u>Agent Login</u>	<u>Position ID</u>	<u>Personal DN</u>
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

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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

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

Site Name: k1stest

Table Names: RealTimeTemplate, RealTimeColumn and FormFile

Template Name: Standard_Agent_by_Supervisor

Class: Agent
 Refresh Rate: 2
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
DN In	N/A	Text	-	-
DN Out	N/A	Text	-	-
Agent ID	N/A	Text	-	-
Walkaway	N/A	Text	-	-
Last Name	N/A	Text	-	-
Position ID	N/A	Text	-	-
In Calls Status	N/A	Text	-	-
Agent First Name	N/A	Text	-	-
Answered Skillset	N/A	Text	-	-
Supervisor Last Name	N/A	Text	-	-
Supervisor First Name	N/A	Text	-	-
Time In State (bar)	N/A	Histogram	0.00	360.00
Time In State	N/A	Time In State-format	-	-

Template Name: Standard_CallCenterSummary

Class: Summary
 Refresh Rate: 5
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
Call Center	N/A	Text	-	-
Calls Ans	N/A	Number	-	-
Calls Wait	N/A	Number	-	-
Calls Ordered	N/A	Number	-	-
N/A: In Calls Ans	N/A	Number	-	-
N/A: In Calls Wait	N/A	Number	-	-
N/A: In Calls Ordered	N/A	Number	-	-
Calls Abandoned	Calls Abandoned	Number	-	-

Template Name: Standard_Skillset_Display

Class: Skillset
 Refresh Rate: 5
 View Mode: Mousing Window

Column Name	Formula Name	Format	Scale From	Scale To
Skillset	N/A	Text	-	-
Calls Ans	N/A	Number	-	-
Agent Busy	N/A	Number	-	-
Calls Wait	N/A	Number	-	-
Agent Available	N/A	Number	-	-
Agent On DN Call	N/A	Number	-	-
Agent On In Call	N/A	Number	-	-
Agents In Service	N/A	Number	-	-
Agent On AC D-DN Call	N/A	Number	-	-

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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

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:

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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.

View

- ScriptVariables

Template

- config36.rpt

Filter

- script variable name

Field descriptions

Report field	View field/Formula
Script	Script
Status	ScriptStatus
Type	Type
Script Variable Name	Variable
Status	VariableStatus
Type	VariableType

Script Variable By Script

Site Name: ICCMNGEN23

Table Name: ScriptVariables

	<u>Script Variable Name</u>	<u>Status</u>	<u>Type</u>
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

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Script Variable Properties

Description

The Script Variable Properties report lists the group, type, status, and class of each variable.

View

- ScriptVariableProperties
- ScriptVariables

Template

- config35.rpt

Filter

- script variable name

Field descriptions

Report field	View field/Formula
Script Variable	ScriptVariables.Variable
Status	ScriptVariables.VariableStatus
Group	ScriptVariableProperties.Grouping
Type	ScriptVariables.VariableType
Class	ScriptVariableProperties.Class
Comment	ScriptVariableProperties.Comment
Referencing Script Name	ScriptVariables.Script
Script Status	ScriptVariables.ScriptStatus

Report field	View field/Formula
Script Type	ScriptVariables.ScriptType

Script Variable Properties

BestAir Airlines

Site Name: TORONTO

Table Name: ScriptVariables, ScriptVariableProperties

	<u>Referencing Script Name</u>	<u>Script Status</u>	<u>Script Type</u>
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 INTRINSIC1_SHIFT2	
	INTRINSIC1_SHIFT2	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL2			
Status:		Activated	
Type:		Integer	
Group:		Global Variable	
Class:		Item	
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary
Script Variable : INTRINSIC2_SHIFT2_LEVEL3			
Status:		Activated	
Type:		Integer	
Group:		Global Variable	
Class:		Item	
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary

config35.rpt

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

Field descriptions

Report field	View field/Formula
Skillset Name	Skillset.Skillset
Comment	Skillset.Comment
Call Source Preference (Networking option only)	Skillset.CallSourcePreference

Report field	View field/Formula
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	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
Agent Name and ID	Agent.GivenName Agent.Surname Agent.TelsetLoginID
Priority	SkillsetByAgent.Priority

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:

<u>Agent Name and ID</u>	<u>Priority</u>
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:

<u>Agent Name and ID</u>	<u>Priority</u>
Toni Morelli -- 6710	1
Jon Carlos -- 6709	1
James Jones -- 6708	0

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Supervisor Properties

Description

The Supervisor Properties report lists all Symposium Express Call Center supervisors by name and threshold class. The report includes port information, personal or directory number, logon information, comments, and all names of the agents (reporting and associated) assigned to the supervisor.

Where properties are defined

Supervisor Properties are defined on the User Properties property sheet.

Views

- SupervisorAgentAssignment
- Supervisor

Template

- config4.rpt

Filters

- supervisor logon ID
- supervisor name

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

Report field	View field/Formula
Switch Port Address	Supervisor.SwitchPortAddress
Switch ID	Supervisor.SwitchID
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN)	Supervisor.PersonalDN
Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentTelsetLoginID

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:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Sara Fargus - 8911
Reporting	Ronnie Heintz - 8912
Reporting	Dylan Marcus - 8844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 8913
Reporting	Lori Vandenberg - 8783
Reporting	Tom Wilson - 8781
Reporting	Brandon Woo - 8841
Associated	Steven Chung - 8851
Associated	Fred Gogolek - 8853

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:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Steven Chung - 8851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 8786
Reporting	Fred Gogolek - 8853
Reporting	Bert Katerberg - 8789
Reporting	Brandon Woo - 8841
Associated	James Jones - 8708
Associated	Lori Vandenberg - 8783
Associated	Tom Wilson - 8781

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:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	James Jones - 8708

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:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Bev Arthur - 8622

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Telephone Display Properties

Description

You can configure the order in which Symposium Express Call Center 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

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

<u>Field Name</u>	<u>Width</u>	<u>Row</u>
Customer's Total Wait Time	11	1
CDN Number	5	1
Skillset	8	1

config6.rpt

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Section E: IVR reports

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IVR Port First Login/Last Logout

Description

The IVR Port First Login/Last Logout report provides information on the first logon to and last logoff from the server. The report lists the ports on which the first logon and last logoff occurred, and the time at which these events occurred.

View

- eIVRPortLoginStat

Template

- em-res5.rpt

Field descriptions

Report field	View field/Formula
Time	Time
Port ID	IVRPortID

IVR Port First Login / Last Logout

BestAir Airlines

Report Interval: 10:15:00 20 April, 1999 - 10:30:00 20 April, 1999

Site Name: TORONTO

Table Name: eIVRPortLoginStat

Time Port ID

First Login Details

4/20/99	10:27:12	12-0-2-4 12-0-2-7 12-0-3-0 12-0-3-2 12-0-3-5 12-0-3-6 12-1-2-1 12-1-2-2 13-1-2-6 14-1-2-7
---------	----------	--

Last Logout Details

4/20/99	10:26:17	12-0-2-0 12-0-2-1 12-0-2-2 12-0-2-3 12-0-2-4 12-0-2-5 12-0-2-6 12-0-2-7 12-0-3-0 12-0-3-1 12-0-3-2 12-0-3-3 12-0-3-4 12-0-3-5 12-0-3-6 12-0-3-7 12-1-2-0 12-1-2-1 12-1-2-2 12-1-2-3 12-1-2-4 12-1-2-5 12-1-2-6 12-1-2-7 13-0-2-0 13-0-2-1 13-0-2-2
---------	----------	--

em-rss.rpt

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IVR Port Statistics

Description

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

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

Report Interval: 16:30:00 20 April, 1999 - 16:44:59 20 April, 1999

Site Name: TORONTO

Table Name: iVRPortStat

<u>Answered</u>	<u>Conferenced</u>	<u>Transferred</u>	<u>Logged In Time</u>	<u>Not Ready Time</u>	<u>Talk Time</u>	<u>Waiting Time</u>
GRAND TOTAL						
958	0	0	24:15:00	00:00:00	04:09:59	20:05:01

IVR Port Name & ID: VP 12-0-2-0 - 12-0-2-0

Summary:	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
Daily 4/20/99		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
IVR Queue		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52
IVR Port		20	0	0	00:15:00	00:00:00	00:05:08	00:09:52

IVR Port Name & ID: VP 12-0-2-1 - 12-0-2-1

Summary:	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
Daily 4/20/99		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
IVR Queue		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41
IVR Port		19	0	0	00:15:00	00:00:00	00:05:19	00:09:41

IVR Port Name & ID: VP 12-0-2-2 - 12-0-2-2

Summary:	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
----------	----	---	---	----------	----------	----------	----------

IVR Queue Name & ID: GIVE IVR queue 3650 - 3650

Summary:	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
----------	----	---	---	----------	----------	----------	----------

4/20/99	16:45	19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
Daily 4/20/99		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
IVR Queue		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12
IVR Port		19	0	0	00:15:00	00:00:00	00:04:48	00:10:12

ivr-ss4.rpt

IVR Queue Statistics

Description

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 that 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

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

Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999

Table Name: iVRStat

Offered	Answered After Threshold	Answered	Answered Delay	Confer'd	Transf'd	Not Treated	Not Treated After Thresh	Not Treated Delay
GRAND TOTAL								
1,277	807	0	00:02:14	0	0	470	235	02:08:15

Queue Name & ID: GIVE IVR queue 3650 - 3650								
Summary:	470	0	0	00:00:00	0	0	470	235 02:08:15

4/20/99								
00:00	470	0	0	00:00:00	0	0	470	235 02:08:15
Daily 4/20/99	470	0	0	00:00:00	0	0	470	235 02:08:15
Queue	470	0	0	00:00:00	0	0	470	235 02:08:15

Queue Name & ID: 3660 - 3660								
Summary:	248	248	0	00:01:08	0	0	0	0 00:00:00

4/20/99								
00:00	248	248	0	00:01:08	0	0	0	0 00:00:00
Daily 4/20/99	248	248	0	00:01:08	0	0	0	0 00:00:00
Queue	248	248	0	00:01:08	0	0	0	0 00:00:00

Queue Name & ID: 3670 - 3670								
Summary:	223	223	0	00:01:03	0	0	0	0 00:00:00

4/20/99								
00:00	223	223	0	00:01:03	0	0	0	0 00:00:00
Daily 4/20/99	223	223	0	00:01:03	0	0	0	0 00:00:00
Queue	223	223	0	00:01:03	0	0	0	0 00:00:00

Queue Name & ID: 3680 - 3680								
Summary:	336	336	0	00:00:03	0	0	0	0 00:00:00

4/20/99								
00:00	336	336	0	00:00:03	0	0	0	0 00:00:00
Daily 4/20/99	336	336	0	00:00:03	0	0	0	0 00:00:00
Queue	336	336	0	00:00:03	0	0	0	0 00:00:00

GRAND TOTAL								
1,277	807	0	00:02:14	0	0	470	235	02:08:15

ivr-req3.rpt

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Section F: Resource reports

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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.

CDN

A Controlled Directory Number (CDN) is a number configured on the switch as the entry point for calls into the Symposium Express Call Center. You can configure multiple CDNs in the switch.

View

This report uses the CDNStat view.

Collection frequency

You can collect CDN Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt

- mm-res7.rpt

Filters

This report can be filtered on

- CDN
- CDN name

Statistics

CDN Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Percent Terminated	$\text{CallsTerminated} / \text{CallsOffered} \times 100$
Abandoned	CallsAbandoned
Percent Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$

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.

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					
73,607	37,799	35,492	48.28%	215	0.29

CDN Name & ID: 3750 - 3750						
Summary:	5,811	2,266	3,522	60.61%	23	0.40

4/9/99

17:15	36	32	2	5.56	0	0.00
17:45	99	96	2	2.02	0	0.00
18:00	352	353	0	0.00	0	0.00
18:15	356	353	0	0.00	2	0.56
18:30	349	342	0	0.00	6	1.72
18:45	349	344	0	0.00	6	1.72
19:00	348	343	0	0.00	5	1.44
19:15	329	324	0	0.00	4	1.22
19:30	214	79	139	64.95	0	0.00
19:45	206	0	206	100.00	0	0.00
20:00	203	0	203	100.00	0	0.00
20:15	198	0	198	100.00	0	0.00
20:30	200	0	200	100.00	0	0.00
20:45	199	0	199	100.00	0	0.00
21:00	199	0	198	99.50	0	0.00
21:15	193	0	194	100.52	0	0.00
21:30	195	0	195	100.00	0	0.00
21:45	198	0	198	100.00	0	0.00
22:00	201	0	201	100.00	0	0.00
22:15	199	0	199	100.00	0	0.00
22:30	199	0	199	100.00	0	0.00
22:45	197	0	197	100.00	0	0.00
23:00	199	0	199	100.00	0	0.00
23:15	196	0	196	100.00	0	0.00
23:30	199	0	199	100.00	0	0.00
23:45	198	0	198	100.00	0	0.00
Daily 4/9/99	5,811	2,266	3,522	60.61	23	0.40
CDN	5,811	2,266	3,522	60.61	23	0.40

CDN Name & ID: 3751 - 3751						
Summary:	5,794	2,248	3,521	60.77%	25	0.43

4/9/99

17:15	31	25	2	6.45	4	12.90
17:45	87	85	0	0.00	0	0.00
18:00	355	354	0	0.00	0	0.00
18:15	348	340	0	0.00	7	2.01
18:30	350	348	0	0.00	2	0.57
18:45	350	348	0	0.00	4	1.14
19:00	349	345	0	0.00	3	0.86
19:15	333	325	0	0.00	5	1.50

hw-rpt7.rpt

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Crosstab - CDN Statistics

Description

The Crosstab - CDN Statistics 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

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

Report Interval: 00:00:00.06 April, 1999 - 20:15:00.21 April, 1999

BestAir Airlines TORONTO
 Site Name: TORONTO
 Table Name: ICDNStat

Grand Totals

1,662,900
1,269,493
366,310
27,068

Calls Offered
Calls Answered
Calls Terminated
Calls Abandoned

	Sun	Mon	Tue	Wed	Thurs	Fri	Sat	Total
00:00	448	472	668	469	329	346	671	3,393
	466	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	466	478	679	440	333	347	675	3,417
	480	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	460	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	256	262
01:00	468	471	670	464	331	346	674	3,424
	463	473	465	0	334	344	287	2,376
	0	0	201	443	0	0	197	841
	0	0	0	0	0	4	177	181

Crosstab - DNIS Statistics

Description

The Crosstab - DNIS Statistics report provides you with an at-a-glance view of DNIS 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

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

Report Interval: 12:30:00.07 April, 1999 - 12:45:00.10 April, 1999

BestAir Airlines
 Site Name: TORONTO
 Table Name: DNISStat

Grand Totals

Calls Offered	183
Calls Answered	150
Calls Abandoned	28

	Tue	Wed	Thurs	Fri	Total
Corporate_Col: 12:45	15	7	11	8	41
	9	7	10	8	34
	3	0	1	0	4
DNIS Total	15	7	11	8	41
	9	7	10	8	34
	3	0	1	0	4
Corporate_Ser: 12:45	18	25	72	27	142
	15	21	61	19	116
	1	4	11	8	24
DNIS Total	18	25	72	27	142
	15	21	61	19	116
	1	4	11	8	24
Total	33	32	83	35	183
	24	28	74	27	150
	4	4	12	8	28

Crosstab - Route Performance

Description

The Crosstab - Route Performance report provides you with an at-a-glance view of route performance (all trunks busy and number of calls blocked by all trunks busy) for several days. You can use this report to compare route performance for the same reporting period on different days.

Note: Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

Views

- iRouteStat

Collection frequency

- interval

Templates

- icross_route.rpt

Filter

- route ID
- route name

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: RouteStat

Report Interval: 15:30:00 05 April, 1999 - 15:45:00 09 April, 1999

Grand Totals

All Trunks Busy Calls Blocked by All Trunks Busy	53 6
---	---------

	Mon	Tue	Wed	Thurs	Fri	Total
B_Route1	15:45	2 0	2 0	6 0	10 0	24 0
	Route Total	2.00 0.00	2.00 0.00	6.00 0.00	10.00 0.00	24.00 0.00
B_Route2	15:45	3 0	2 0	6 0	1 0	14 0
	Route Total	3.00 0.00	2.00 0.00	6.00 0.00	1.00 0.00	14.00 0.00
B_Route3	15:45	5 0	2 0	1 0	4 0	15 0
	Route Total	5.00 0.00	2.00 0.00	1.00 0.00	4.00 0.00	15.00 0.00
Default_Route	15:45	0 1	0 0	0 2	0 3	0 6
	Route Total	0.00 1.00	0.00 0.00	0.00 2.00	0.00 3.00	0.00 6.00
Total		10 1	6 0	13 2	15 3	53 6

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

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 TORONTO
 Site Name: TORONTO
 Table Names: TTrunkStat

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
		41	61	47	47	218
		1	6	0	0	7
Route Total		45	66	47	1	181
		41	61	47	47	218
		1	6	0	0	7
Route2						
9:30		34	23	60	4	46
		32	21	55	59	212
		2	2	5	0	10
Route Total		34	23	60	4	167
		32	21	55	59	212
		2	2	5	0	10
Route3						
9:30		22	48	13	2	35
		22	44	12	87	198
		0	4	1	0	7
Route Total		22	48	13	2	120
		22	44	12	87	198
		0	4	1	0	7
Total	101	137	126	114	7	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.

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.

View

This report uses the DNISStat view.

Collection frequency

You can collect DNIS Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

Filters

This report can be filtered on

- DNIS number
- DNIS name

Statistics

DNIS Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Avg Ans Delay	$CallsAnsweredDelay / CallsAnswered$
Ans After Threshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow
Routed	CallsGivenRouteTo
NACD Out	CallsNACDOut
IVR Transf'd	IVRTransferred
Default'd	CallsGivenDefault

Report field	View field/Formula
Given Busy	CallsGivenBusy
Aban'd	CallsAbandoned
Aband Delay	MaxAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold
% Abn Aft Thresh	$\text{CallsAbandonedAftThreshold} / \text{CallsAbandoned} \times 100$
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.

DNIS Statistics

Rep/Air Alltimes
 Site Name: TORONTO
 Table Name: DNISStat
 Report Interval: 12:00:00.00/April, 1999 - 13:00:00.00/April, 1999

DNIS#	Answered	Answer	Avg Ans	Ans After	Dis- connect	Over- flowed	Round	MACD	IVR	Given Busy	Aband DNIS	Aband Trans	Adm % After Trans	Talk Time
81	44	00:00:07	00:00:00	3	0	0	1	3	7	0	1	00:00:00	0	00:00:01:40
GRAND TOTAL														

DNIS Name & ID: Corporate_Gold - 5559000
 Summary: 35 10 00:00:02 00:00:00 1 0 0 0 1 3 0 1 00:00:00 0 00:00:00:31

4/6/99	15	3	00:00:02	00:00:01	1	0	0	0	1	2	0	00:00:00	0	00:00:00:10
12:45	2	0			0	0	0	0	0	0	0	00:00:00	0	00:00:00:00
13:00	35	10	00:00:02	00:00:00	1	0	0	1	3	0	1	00:00:00	0	00:00:00:31
Daily 4/6/99	35	10	00:00:02	00:00:00	1	0	0	1	3	0	1	00:00:00	0	00:00:00:31
DNIS														

DNIS Name & ID: Corporate_Service - 5559010
 Summary: 46 34 00:00:05 00:00:00 3 0 0 1 2 4 0 0 00:00:00 0 00:00:01:09

4/6/99	18	14	00:00:04	00:00:00	3	0	0	1	1	1	0	00:00:00	0	00:00:00:24
12:45	28	20	00:00:01	00:00:00	0	0	1	1	3	0	0	00:00:00	0	00:00:00:45
13:00	46	34	00:00:05	00:00:00	3	0	0	2	4	0	0	00:00:00	0	00:00:01:09
Daily 4/6/99	46	34	00:00:05	00:00:00	3	0	0	2	4	0	0	00:00:00	0	00:00:01:09
DNIS														

GRAND TOTAL

81	44	00:00:07	00:00:00	3	0	0	1	3	7	0	1	00:00:00	0	00:00:01:40
----	----	----------	----------	---	---	---	---	---	---	---	---	----------	---	-------------

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.

View

This report uses the RANMusicRouteStat views.

Collection frequency

You can collect Music/RAN Route Statistics report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

Filters

This report can be filtered on

- route ID
- route name

Statistics

Music/RAN Route Statistics reports contain the following 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

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

Table Name: iRANMusicRouteStat

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
-----------------------------	----------	-----	----------

4/8/99

3:30	175	00:02:34
3:45	156	00:02:16
Daily 4/8/99	331	00:04:50
Route	331	00:04:50

Route Name & ID: Route3 - 3	Summary:	315	00:04:22
-----------------------------	----------	-----	----------

4/8/99

3:30	139	00:01:43
3:45	176	00:02:39
Daily 4/8/99	315	00:04:22
Route	315	00:04:22

----- **GRAND TOTAL** -----
975 **00:14:13**

hw-ipc8.rpt

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Route Performance

Description

The Route Performance report shows summarized performance information grouped by route. It 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.

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.

View

This report uses the RouteStat views.

Collection frequency

You can collect Route Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

Filters

This report can be filtered on

- route number
- route name

Statistics

Route Performance reports contain the following 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		Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999	
Site Name: TORONTO			
Table Name:IRouteStat			
<u>All Trunks Busy</u>	<u>All Trunks Busy Time</u>	<u>Calls Blocked By All Trunks Busy</u>	
GRAND TOTAL			
8	00:02:52	3	
Route Name & ID: Route1 - 1			
Summary:		3	00:01:30
		2	
4/8/99			
15:45	3	00:01:30	2
Daily 4/8/99	3	00:01:30	2
Route	3	00:01:30	2
Route Name & ID: Route2 - 2			
Summary:		1	00:00:15
		1	
4/8/99			
15:45	1	00:00:15	1
Daily 4/8/99	1	00:00:15	1
Route	1	00:00:15	1
Route Name & ID: Route3 - 3			
Summary:		4	00:01:07
		0	
4/8/99			
15:45	4	00:01:07	0
Daily 4/8/99	4	00:01:07	0
Route	4	00:01:07	0
GRAND TOTAL			
8	00:02:52	3	
<small>hw-es2-01</small>			
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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 under-used or consistently backlogged, you can take action to make these call center resources more efficient.

View

This report uses the TrunkStat views.

Collection frequency

You can collect Trunk Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- im-res1.rpt

- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

Filters

This report can be filtered on trunk number.

Statistics

Trunk Performance reports contain the following statistics:

Report field	View field/Formula
Percent Utilization	$(\text{Trunk Occupancy Time} / 900) * 100$
Usage Time	OccupancyTime
Abandon Delay	CallsAbandonedDelay
Answer Delay	CallsAnsweredDelay
Abandoned	CallsAbandoned
Answered	CallsAnswered
Offered	CallsOffered

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

BestAir Airlines
 Site Name: TORONTO
 Table Name: ITrunkStat

Report Interval: 09:15:00 08 April, 1999 - 09:45:00 08 April, 1999

Percent Utilization	Usage Time	Abandon Delay	Answer Delay	Abandoned	Answered	Offered
GRAND TOTAL						
18.02%	00:16:13	00:00:00	00:01:32	0	347	12

Trunk ID: 0 Route Name: Route1 Route ID: 1

Summary:	17.72%	00:05:19	00:00:00	00:00:19	0	93	1
----------	--------	----------	----------	----------	---	----	---

4/8/99

9:30	17.00	00:02:34	00:00:00	00:00:15	0	47	1
9:45	18.00	00:02:45	00:00:00	00:00:04	0	46	0
Daily 4/8/99	17.72	00:05:19	00:00:00	00:00:19	0	93	1
Trunk	17.72	00:05:19	00:00:00	00:00:19	0	93	1

Trunk ID: 1 Route Name: Route2 Route ID: 2

Summary:	20.39%	00:06:07	00:00:00	00:00:30	0	146	7
----------	--------	----------	----------	----------	---	-----	---

4/8/99

9:30	19.00	00:02:47	00:00:00	00:00:24	0	59	4
9:45	22.00	00:03:20	00:00:00	00:00:06	0	87	3
Daily 4/8/99	20.39	00:06:07	00:00:00	00:00:30	0	146	7
Trunk	20.39	00:06:07	00:00:00	00:00:30	0	146	7

Trunk ID: 2 Route Name: Route3 Route ID: 3

Summary:	15.94%	00:04:47	00:00:00	00:00:43	0	108	4
----------	--------	----------	----------	----------	---	-----	---

4/8/99

9:30	21.00	00:03:09	00:00:00	00:00:32	0	87	2
9:45	11.00	00:01:38	00:00:00	00:00:11	0	21	2
Daily 4/8/99	15.94	00:04:47	00:00:00	00:00:43	0	108	4
Trunk	15.94	00:04:47	00:00:00	00:00:43	0	108	4

GRAND TOTAL						
18.02%	00:16:13	00:00:00	00:01:32	0	347	12

hw-isp1.rpt

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Section G: Skillset reports

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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

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 TORONTO
 Site Name: TORONTO
 Table Names: ISkillsetStat
 Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

Grand Totals

Call Offered	1,366
Call Answered	1,263
Network Call Answered	13
Skillset Abandoned	56

	Mon	Tue	Wed	Thurs	Fri	Total	
Bookings	08:15	Booking_Script	231	227	251	266	1,211
			224	231	241	254	1,151
	2	5	0	2	2	2	11
	14	6	5	11	12	12	48
	44	11	44	23	33	33	155
	12	8	39	21	32	32	112
	0	1	1	0	0	0	2
	2	3	1	2	2	1	8
	280	242	271	274	274	299	1,366
Total	213	232	270	262	266	266	1,263
	2	6	1	2	2	2	13
	16	9	5	13	13	13	56
Total	280	242	271	274	274	299	1,366
	213	232	270	262	266	266	1,263
	2	6	1	2	2	2	13
	16	9	5	13	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

Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered

Report field	View field/Formula
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
Avg All Agent Busy Time Per Hour	$\text{AllAgentBusyTime} / (\text{Number of intervals} \times 0.25)$
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	$\text{TotalStaffedTime} / \text{ActiveTime}$

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

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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, and the maximum delay a caller experienced.

By indicating the volume of calls and the delay times that 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.

View

This report uses the SkillsetStat views.

Collection frequency

You can collect Skillset Performance report information with the following frequencies:

- interval
- daily
- weekly
- monthly

Template

This report uses the following templates:

- imskill1.rpt
- dmskill1.rpt

- wmskill1.rpt
- mmskill2.rpt

Filters

This report can be filtered on skillset name.

Statistics

Skillset Performance reports contain the following statistics:

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay
All Agent Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agents	$\text{TotalStaffedTime} / \text{ActiveTime}$

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

Report Interval: 09:15:00:07 April, 1999 - 09:20:00:07 April, 1999

Report Address: CHICAGO
 Title Name: Skillset

Application Name	Skillset Answered	Skillset Answered After Timeout	Average Answer Delay	Maximum Answer Delay	Avg All Agent Busy Time Per Hour	All Agent Status Time	Skillset Active No of Times Agents
	226	30	00:58:54	00:00:16	00:00:31	06:53:12	00:43:13
GRAND TOTAL							

Skillset: Bookings

Summary:	141	25	00:42:18	00:00:18	00:00:27	06:13:24	04:27:52	00:14:40
----------	-----	----	----------	----------	----------	----------	----------	----------

4/7/99 09:15 Master_Sc-101

Daily 4/7/99	141	25	00:42:18	00:00:18	00:00:27	06:13:24	04:27:52	00:14:40
Skillset	141	25	00:42:18	00:00:18	00:00:27	06:13:24	04:27:52	00:14:40

Skillset: Vacations

Summary:	53	4	00:12:22	00:00:14	00:00:21	06:17:04	02:11:32	00:14:12
----------	----	---	----------	----------	----------	----------	----------	----------

4/7/99 09:15 Master_Sc-101

Daily 4/7/99	53	4	00:12:22	00:00:14	00:00:21	06:17:04	02:11:32	00:14:12
Skillset	53	4	00:12:22	00:00:14	00:00:21	06:17:04	02:11:32	00:14:12

Skillset: European_Vacations

Summary:	26	1	00:04:14	00:00:10	00:00:31	06:22:44	00:40:08	00:14:21
----------	----	---	----------	----------	----------	----------	----------	----------

4/7/99 09:15 Master_Sc-101

Daily 4/7/99	26	1	00:04:14	00:00:10	00:00:31	06:22:44	00:40:08	00:14:21
Skillset	26	1	00:04:14	00:00:10	00:00:31	06:22:44	00:40:08	00:14:21

GRAND TOTAL

Summary:	226	30	00:58:54	00:00:16	00:00:31	06:53:12	07:19:32	00:43:13
----------	-----	----	----------	----------	----------	----------	----------	----------

Section H: NCC reports

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Overview of NCC reports

Introduction

This chapter lists the reports that you can generate when logged on to the Network Control Center (NCC). In some cases, these reports are similar to reports that are available on the server, but they use a different view or contain additional fields.

NCC reports are only available if you have purchased the network skill-based routing option.

Notes:

- To generate a consolidated report, define the same user ID and password on each server in the network. At each server, that userid must have the rights required to generate the report. Then, log on to the NCC with that userid and password.
- For information about reports that can be run on other servers in the network, see Section I: “Network reports,” on page 365.

Time zone conversion

When you generate a consolidated interval report, you specify the period to be included in the report. You can also choose whether to convert times to your time zone.

If you have servers in different time zones, time zone conversion allows you to compare activity for the same period. For example, if you want to interpret the impact of a new commercial that is broadcast simultaneously at all sites, you use a consolidated report based on a particular time at the NCC.

If you want to report on activity at all sites during the same period—for example, lunch hour—you do not use time zone conversion. (If a site has not reached the specified time, the report 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 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

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: ApplicationStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Network Out Calls		Call Delay Time		Time Before, Reach Non		NACD Calls							
Offered	Answered	Abandoned	SDN Trunks	Maximum	Average	Time Before	Reach Non	Given	NACD	NACD	Out	NACD	Out

Site : BOSTON

30	80	9	6	00:17:34	00:00:35	00:03:17	00:04:28	00:00:19	3	4	00:00:38
SITE TOTAL											

Application: ACD_DN_Application

Summary:	0	0	0	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	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	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00

Application: Booking_Script

Summary:	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
4/5/99 13:45	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Daily 4/5/99	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19
Application	16	12	4	1	00:04:01	00:00:35	00:00:20	00:02:00	00:00:42	00:00:08	0	2	00:00:19

Application: Cargo_Script

Summary:	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
4/5/99 13:45	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Daily 4/5/99	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00
Application	5	5	0	0	00:00:59	00:00:31	00:00:12	00:00:00	00:00:21	00:00:00	0	0	00:00:00

Application: Master_Script

Summary:	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19
4/5/99 13:45	19	18	1	1	00:05:12	00:00:22	00:00:17	00:00:35	00:03:25	00:00:11	3	2	00:00:19

C:\REPORTS\bank\std4001.txt

Printed By: sysadmin 4/6/99 11:13:21 AM

Network Consolidated DNIS Statistics

Description

NCC option only. This report contains summarized DNIS statistics for all sites in the network. For each site, the report lists all DNISs, and gives total calls answered, total calls abandoned, the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS, and the total number of calls networked out. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

You can use this report to track network performance for a particular DNIS number.

Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

Views

- DNISStat

Collection frequency

- interval
- daily
- weekly
- monthly

Template

- icnetres6.rpt
- dcnetres6.rpt
- wcnetres6.rpt
- mcnetres6.rpt

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
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$

Call Treatment statistics

Report field	View field/Formula
Disconnect	CallsGivenForceDisconnect

Report field	View field/Formula
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

Calls		Call Treatment				Call Time				Network Calls															
Offer'd	Ans Thresh'd	Abn Aft	% Service	Dis- connect	Over- flow	RouteDefault	Transfd	IVR	Given	Busy	Ans Max	Ans Avg	Ans	Abn	Max	Abn	Delay	Time	Talk	Network	INCD	Reaching	Out	NonISDN	
17	14	2	1	1	80.00%	0	0	0	1	1	0	00:04:19	00:00:22	00:00:19	00:00:33	00:00:33	00:00:33	00:08:34				3	1	1	
												SITE TOTAL													

Site : BOSTON

DNIS Name & ID: Corporate_Gold - 5559000

Summary:	3	2	1	0	0	50.00%	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09				0	0	0	0	
4/6/99																									
12:45	3	2	1	0	0	80.00	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09				0	0	0	0	
Daily	3	2	1	0	0	80.00	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09				0	0	0	0	
DNIS	3	2	1	0	0	50.00%	0	0	0	0	0	00:00:36	00:00:21	00:00:18	00:00:00	00:00:00	00:01:09				0	0	0	0	

DNIS Name & ID: Corporate_Service - 5559010

Summary:	14	12	1	1	1	84.62%	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25				3	1	1	
4/6/99																									
12:45	14	12	1	1	1	80.00	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25				3	1	1	
Daily	14	12	1	1	1	84.62	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25				3	1	1	
DNIS	14	12	1	1	1	84.62%	0	0	0	1	1	0	00:03:43	00:00:22	00:00:19	00:00:33	00:00:33	00:07:25				3	1	1	

Network Consolidated Incoming Calls

Description

NCC option only. This report contains incoming call statistics for the Symposium Call Center Server site only, including information about the number of network calls that were offered, answered, and abandoned at the Symposium Call Center Server 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 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

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned/Terminated at Destination	CallsOffered – CallsAnswered
Abandoned After Threshold	CallsAbandonedAftThreshold

Answer Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total at Dest	CallsAnsweredDelayAtDest
Max at Dest	MaxAnsweredDelayAtDest

Abandon Delay Time statistics

Report field	View field/Formula
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total at Dest	CallsAbandonedDelayAtDest
Max at Dest	MaxAbandonedDelayAtDest

Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

Network Consolidated Incoming Calls

BestAir Airlines
 Site Name: NCC
 Table Names: INetworkInCallStat
 Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

Network In Calls				Answer Delay Time				Abandon Delay Time					
Offered	Answered	Threshold	After	Total	Max	Delay	At	Total	Max	Delay	At		
			Terminated				Dest.				Dest.		
			After				Threshold				Threshold		
37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36
SITE TOTAL													
37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36

Destination Site : Boston

Source: BOSTON

Source	Offered	Answered	Threshold	After	Terminated	At	Dest.	Threshold	Total	Max	Delay	At	Dest.	Total	Max	Delay	At	Dest.
4/8/99	37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36	00:01:36	00:01:36	00:01:36	00:01:36
Summary:	37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36	00:01:36	00:01:36	00:01:36	00:01:36
9:30 Booking_Script	20	14	2	2	6	2	00:08:40	00:01:42	00:06:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55	00:00:55	00:00:55	00:00:55	00:00:55
9:30 Cargo_Script	4	4	1	0	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	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Master_Script	9	6	1	3	1	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:36	00:00:51	00:01:36	00:01:36	00:01:36
9:30 Vacation_Script	4	3	0	1	0	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	00:00:13	00:00:13	00:00:12	00:00:12
Daily 4/8/99	37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36	00:01:36	00:01:36	00:01:36	00:01:36
Source	37	27	4	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:36	00:01:36	00:01:36	00:01:36	00:01:36

Network Consolidated Outgoing Calls

Description

NCC option only. This report contains outgoing call statistics for the Symposium Call Center Server site only, including 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

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				
Source Site:		SITE TOTAL		
		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

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
 Site Name: NCC
 Table Names: iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

		Calls		Call Time	
All Trunks	# Network Out Blocked	# Network Out Reached	All Trunks	Avg All	
Busy	By All Trunks Busy	Non-ISDN Trunks	Busy	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		

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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

Skillset Call statistics

Report field	View field/Formula
Answered	CallsAnswered
Network In Answered	NetCallsAnswered
% Answered Aft Threshold	CallsAnsweredAfterThreshold / CallsAnswered X 100

Report field	View field/Formula
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

Time	Source Application	Source Site	Answered	Network In %	Answered	Skillet Call	Skillet Call Delay Time	Avg	Max	Total	All Agt Busy Time	All Agt Staffed Time	All Agent Skillet Avg No.
			Alt Threshold	Alt Threshold									Active Time
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			

Site : BOSTON

Summary:	267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
4/7/99	53	0	8	4	00:12:22	00:00:21	00:00:14	00:00:00	00:00:00	00:00:00	0
09:15 ACD_DN_Application	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	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	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	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	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	8	8	13	1	00:01:20	00:00:25	00:00:10	00:00:00	00:00:00	00:00:00	0
Master_Script	2	2	0	0	00:00:09	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	0
Master_Script	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Total for interval: 09:15	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Daily 4/7/99	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Skillset	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25

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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

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
Contact Phone Number	NCCSite.ContactNumber

Application properties

Report field	View field/formula
Application	NCCRemoteApplication.Name

Report field	View field/formula
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:

<u>Site Name</u>	<u>Filter Timer</u>	<u>Time Relative to GMT</u>	<u>Contact Person</u>	<u>Phone Number</u>
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+8	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

Destination Configuration for Site : TORONTO

<u>Destination Site</u>	<u>Dialable DN</u>	<u>Number of Retries</u>	<u>Retry Timer (sec)</u>	<u>Agent Reserve Timer</u>
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

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
- NCCR ranking

Template

- config26.rpt

Filters

- source site name
- network skillset name

Field descriptions

Report field	View field/Formula
Source Site	NCCR ranking.SourceSiteName
Network Skillset Name	NCCR ranking.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NCCR ranking.Rank
Destination Site Name	NCCR ranking.Rank.DestSiteName

Grouping

Network skillsets are grouped by source site.

Network Skillset Routing Properties (NCC)

BestAir Airlines

Site Name: TORONTO

Table Name: NCCR ranking, NCCNetworkSkillset

<u>Network Skillset Name</u>	<u>Routing Method</u>	<u>Rank</u>	<u>Destination Site Name</u>
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

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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

Abandon delay spectrum

The report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	$\text{CallsAbandonedDelay} / \text{CallsAbandoned}$

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

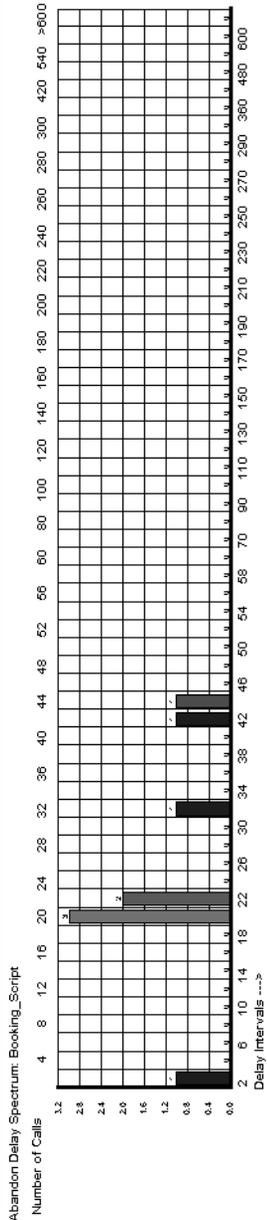
BestAir Airlines
 Site Name: TORONTO
 Table Names: ApplicationStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Abandon Delay	Maximum Abandon Delay	Average Abandon Delay
152	128	24	15.79 %	8	00:06:48	00:01:11	00:00:17
SITE TOTAL							

Site : BOSTON

Application: Booking_Script

Summary:	43	35	9	20.93%	5	00:03:41	00:00:43	00:00:25
Abandon Delay Spectrum: Booking_Script								



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

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: ApplicationStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

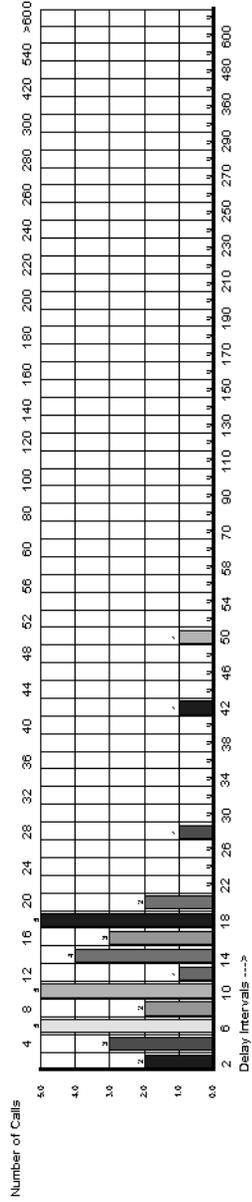
Skilletset Calls: Offered Answered Answer Delay Answered After Threshold Maximum Delay Maximum Delay # Skilletset Average Answer Delay

Site : BOSTON

152	128	00:29:42	00:24:51	10	00:00:50	00:00:44	00:00:14
SITE TOTAL							

Application: Booking_Script	43	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13
Summary:	35						

Answer Delay Spectrum: Booking_Script



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

Statistics

Report field	View field/Formula
Avg Ans Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	$\text{CallsAnsweredDelay}$
Max Ans Delay	MaxCallsAnsDelay
Ans After Threshold	$\text{CallsAnsweredAftThreshold}$
Abandoned	CallsAbandoned
Max Abn Delay	$\text{MaxCallsAbandonedDelay}$
Aban After Threshold	$\text{CallsAbandonedAftThreshold}$
Ans Day At Skillset	$\text{CallsAnsweredDelayAtSkillset}$
% Service Level	$\left[\frac{(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})}{(\text{CallsAnswered} + \text{CallsAbandoned})} \right] \times 100$

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: ApplicationStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skilled Calls	Offered	Answered	Answer Delay	Avg Answer Delay	Max Answer Delay	Ans After Threshold	Abandoned	Max. Aband Delay	Aban After Threshold	Ans Delay At Skilset	% Service Level
	152	128	00:28:42	00:00:14	00:00:50	10	24	00:01:11	8	00:24:51	88.16%
SITE TOTAL											

Site : BOSTON

Application: Booking_Script

Summary:	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82%
4/5/99 13:45	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Daily 4/5/99	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Application	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82

Application: Cargo_Script

Summary:	7	6	00:01:19	00:00:19	00:00:41	1	1	00:00:00	0	00:01:02	85.71%
4/5/99 13:45	7	6	00:01:19	00:00:19	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Daily 4/5/99	7	6	00:01:19	00:00:19	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Application	7	6	00:01:19	00:00:19	00:00:41	1	1	00:00:00	0	00:01:02	85.71

Application: Master_Script

Summary:	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59%
4/5/99 13:45	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59
Daily 4/5/99	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59

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Section I: Network reports

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Overview of network reports

Introduction

This chapter lists the networking reports that you can generate when logged on to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

Network reports are only available if you have purchased the network skill-based routing option.

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

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each source site for each interval, as well as daily totals for the source site.

Crosstab - Network Incoming Calls

BestAir Airlines BOSTON
 Site Name: BOSTON
 Table Names: NetworkCallStat
 Report Interval: 08:15:00 05 April, 1999 - 09:30:00 09 April, 1999

Grand Totals

Calls Offered	326
Calls Answered	263
Calls Abandoned	68

	Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO						
9:30	44	45	45	86	14	234
	41	35	42	81	14	193
	3	10	2	24	0	39
Source Site	44	45	45	86	14	234
Total	41	35	42	81	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	5	7	3	9	1	25
Total	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	3	15	6	37	6	67
Total	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

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

Report Interval: 09:30:00 05 April, 1999 - 09:45:00 05 April, 1999

BestAir Airlines BOSTON
 Site Name: NetworkOutStat

Grand Totals

Calls Offered	229
Calls Answered	186
Calls Abandoned	27

	Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO						
9:45	32	27	16	42	26	143
	30	21	16	36	25	128
	2	6	0	7	1	16
Destination Site Total	32	27	16	42	26	143
	30	21	16	36	25	128
	2	6	0	7	1	16
SF						
9:45	1	9	1	35	3	49
	1	6	0	18	2	27
	0	2	0	3	1	6
Destination Site Total	1	9	1	35	3	49
	1	6	0	18	2	27
	0	2	0	3	1	6
TORONTO						
9:45	5	7	2	19	4	37
	5	3	2	17	4	31
	0	4	0	1	0	5
Destination Site Total	5	7	2	19	4	37
	5	3	2	17	4	31
	0	4	0	1	0	5
Total	38	43	19	96	33	229
	36	30	18	71	31	186
	2	12	0	11	2	27

Network Application Performance

Description

Network skill-based routing 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

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	$\frac{\text{NetOutCallAnsweredDelay}}{\text{NetOutCallsAnswered}}$
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: ApplicationStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Network Out Calls				Call Delay Time				NACD Calls					
OfferId	Ans	Aban	SDN_Trunks	Reach Non	Maximum Ans Delay	Average Ans Delay	Aban Delay	Time Before Network Out	Time Before Reach Non	SDN_Trunks	Given NACD	NACD Out	NACD Out
20	17	3	1	0	00:03:10	00:00:24	00:00:11	00:00:37	00:01:18	00:00:05	4	3	00:00:10
GRAND TOTAL													

Application: ACD_DN_Application

Summary:													
4/5/99	13:45	1	1	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	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	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:														
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	0	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	0	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:													
4/5/99	13:45	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	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	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:														
4/5/99	13:45	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Daily 4/5/99														
5	4	1	0	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00	
Application														
5	4	1	0	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

Network skill-based routing 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

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	$\left[\frac{((\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold}))}{(\text{CallsAnswered} + \text{CallsAbandoned})} \right] \times 100$
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transf'd	IVRTransferred
Given Busy	CallsGivenForceBusy
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Avg Ans Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime
Network Out	CallsNetworkedOut

Report field	View field/Formula
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

Summaries

The report provides totals for each DNIS, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNISs.

Network DNIS Statistics

BestAir Airlines
 Site Name: TORONTO
 Table Name: DNISStat
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Calls		Call Treatment				Call Time				Network Calls											
Offer'd	Ans Thresh'd	Abn Thresh'd	Abn Att % Service Level	Dis-connect	Over-Flow	Route Default	Transf'd	IVR	Given Busy	Ans Max	Avg	Ans Delay	Ans Delay	Abn Max	Abn Delay	Talk network	NACD	Reaching	Out	Out NonISDN	
33	24	4	1	82.14%	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:00:27	28	2	2	0	0	
GRAND TOTAL																					

DNIS Name & ID: Corporate_Gold - 5659000

Summary: 15 9 1 3 1 83.33%

4/6/99	12:45	15	9	1	3	1	82.14	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:00:09	10	1	1	0
Daily	15	9	1	83.33	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:00:09	10	1	1	0	0		
DNIS	15	9	1	83.33%	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:00:09	10	1	1	0	0		

DNIS Name & ID: Corporate_Service - 5659010

Summary: 18 15 3 1 0 81.25%

4/6/99	12:45	18	15	3	1	0	82.14	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18	18	1	1	0
Daily	18	15	3	81.25	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18	18	1	1	0	0		
DNIS	18	15	3	81.25%	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18	18	1	1	0	0		

GRAND TOTAL																					
33	24	4	1	82.14%	0	0	0	3	1	00:02:49	00:00:32	00:00:07	00:00:52	00:00:39	00:00:27	28	2	2	0	0	

Network Incoming Calls

Description

Network skill-based routing 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

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			Answered			Abandoned			After Threshold			Abandon Delay Time				
	Offered	Answered	Threshold	Answered	Threshold	After	Abandoned	Threshold	Total	Delay	Max	Total	Delay	Max	Total	Delay	Max
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	00:01:35	00:01:35	00:01:35	00:01:35
GRAND TOTAL																	
Source: BOSTON	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	00:01:35	00:01:35	00:01:35	00:01:35
Summary:																	
4/8/99	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	00:00:55	00:00:55	00:00:55	00:00:55
8:30 Booking_Script	4	4	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8:30 Cargo_Script	9	6	0	3	1	00:05:40	00:00:44	00:05:21	00:00:42	00:01:01	00:01:38	00:00:51	00:00:35	00:00:35	00:00:35	00:00:35	00:00:35
8:30 Master_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	00:00:12	00:00:12	00:00:12	00:00:12
8:30 Vacation_Script	37	27	4	10	3	00:16:08	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35	00:01:35	00:01:35	00:01:35	00:01:35
Daily 4/8/99	37	27	4	10	3	00:16:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35	00:01:35	00:01:35	00:01:35	00:01:35
Source	37	27	4	10	3	00:16:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35	00:01:35	00:01:35	00:01:35	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	00:01:35	00:01:35	00:01:35	00:01:35

Network Outgoing Calls

Description

Network skill-based routing 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

Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

Summaries

The report provides totals for each destination site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval and application. The report also contains a grand total for all destination sites.

Network Outgoing Calls

BestAir Airlines

Site Name: TORONTO

Table Name: iNetworkOutStat

Report Interval: 09:30:00 08 April, 1999 - 09:45:00 08 April, 1999

Source Application			Call To Destination		
			Offered	Answered	Abandoned
GRAND TOTAL					
Source Site:	TORONTO		86	74	11
Destination: BOSTON					
			37	33	3
4/8/99	9:45	Cargo_Script	1	1	0
	9:45	Vacation_Script	5	4	0
	9:45	Booking_Script	22	21	1
	9:45	Master_Script	9	7	2
Daily 4/8/99			37	33	3
Destination			37	33	3
Destination: CHICAGO					
			21	19	3
4/8/99	9:45	Cargo_Script	2	1	1
	9:45	Vacation_Script	2	2	0
	9:45	Booking_Script	14	12	1
	9:45	Master_Script	3	4	1
Daily 4/8/99			21	19	3
Destination			21	19	3
Destination: SF					
			28	22	5
4/8/99	9:45	Cargo_Script	5	4	0
	9:45	Vacation_Script	2	1	1
	9:45	Booking_Script	17	15	2
	9:45	Master_Script	4	2	2
Daily 4/8/99			28	22	5
Destination			28	22	5
GRAND TOTAL					
Source Site:	TORONTO		86	74	11

Network Route Performance

Description

Network skill-based routing 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

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 By All Trunks	# 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					
Summary:					
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:					
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:					
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

Network Skillset Performance

Description

Network skill-based routing 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

Skillset Call statistics

Report field	View field/Formula
Total Answered	CallsAnswered
Answered Aft Threshold	CallsAnsweredAftThreshold
Percent Answered Aft Threshold	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Network In Answered	NetCallsAnswered

Answer Delay statistics

Report field	View field/Formula
Total Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
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	$\text{TotalStaffedTime} / \text{ActiveTime}$

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		Network In % Answered		Skillset Ans Delay Time		Agent		Skillset Avg No		
			Answered	% Answered	Max	Avg	Busy Time	All Agent	Staffed Time	Active Time Of Agts			
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:48:12	02:31:47	02:00:00	1
GRAND TOTAL													
Summary:			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:48:12	02:31:47	02:00:00	1
4/7/99			Skillset										
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	00:08:13	00:15:00	00:15:00	1
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:06:30	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	00:48:12	02:31:47	02:00:00	1
GRAND TOTAL													
Summary:			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:48:12	02:31:47	02:00:00	1

Appendix A

Real-time displays

In this appendix

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Overview

Introduction

The Symposium Express Call Center provides the following real-time displays:

- agent
- call center summary
- skillset

This appendix describes the fields in these displays.

Agent real-time display

Description

This display allows you to monitor the current state of your agents.

Field descriptions

Agent real-time displays contain the following columns:

Agent First Name

Description	The agent's first or given name.
-------------	----------------------------------

Last Name

Description	The agent's last or surname.
-------------	------------------------------

Agent ID

Description	The numeric ID the agent uses to log on to the phoneset.
-------------	--

Position ID

Description	The position ID at which the agent is logged on.
-------------	--

Suprvsr 1st Name

Description	The first, or given, name of the agent's supervisor.
-------------	--

Suprvsr Last Name

Description	The last, or family, name of the agent's supervisor.
-------------	--

Answered Skillset

Description	The skillset for which this agent is currently answering a call.
-------------	--

In Calls Status

Description	The agent's status on his or her Incalls key.
-------------	---

Possible values	Active Break Busy Call Present Emergency Idle Logout Not Ready On Hold Reserve Walkaway
Note	Agents are in Busy state when they cannot be presented with a call. The following are some of the conditions that result in agents being busy: They are handling a call. They are Not Ready (having pressed the Not Ready key). They have programmed their phones for call forward.
Walkaway	
Description	Shows whether the agent is in Walkaway state.
DN In	
Description	Shows whether the agent is active on an inbound DN call.
Possible values	Active Hold

DN Out

Description	Shows whether the agent is active on an outbound DN call.
Possible values	Active Hold

Time In State

Description	Shows how long the agent has been in the current state on his or her Incalls key.
-------------	---

Call center summary real-time display

Description

This display allows you to monitor the status of your call center.

Field descriptions

Call center summary real-time displays contain the following columns:

Call Center	
Description	A unique identifier for the Symposium Express Call Center.
Calls Offered	
Description	The number of calls offered at this site.
Calls Ans	
Description	The number of calls answered at this site.
Calls Waiting	
Description	The number of calls that are currently waiting to be answered at this site.
Calls Abandoned	
Description	The number of calls abandoned at this site.
Network Calls Offered	
Description	The number of incoming network calls offered to this site.
Ntwk In Calls Ans	
Description	The number of incoming network calls answered at this site.

Ntwk In Call Wait

Description	The number of incoming network calls waiting at this site.
-------------	--

Skillset real-time display

Description

This display allows you to monitor the status of skillsets in your call center.

Field descriptions

Skillset real-time displays contain the following columns:

Skillset	
Description	The name of the skillset, as defined on the Skillset Properties property sheet.
Formula	$100 * (\text{Calls Answered} - \text{Calls Answered after Threshold (20 sec)}) / (\text{Calls Answered})$
Avg Ans Delay	
Description	The average wait experienced by calls answered for a skillset, from the time they were queued to the skillset to the time they were answered.
%Serv Lvl	
Description	The percentage of answered calls answered within the period defined in the threshold class for this skillset.
Calls Ans	
Description	The number of calls answered for a skillset.
Calls Waiting	
Description	The number of calls for a skillset that are currently waiting to be answered.

Agents In Service

Description	The number of agents assigned to the skillset who are currently logged on.
-------------	--

Agent NRdy

Description	The number of agents logged on for a skillset who are currently in Not Ready state.
-------------	---

Agent Available

Description	The number of agents currently in Idle state.
-------------	---

Expected Wait

Description	The total time a new call is expected to wait before being answered by an agent with the required skillset.
-------------	---

Longest Wait Time Since Lst Call

Description	The longest idle time for all agents who are currently waiting to answer calls for a skillset. This idle timer is reset whenever a call is answered. For example, the longest waiting time since last call is currently 14 seconds; Mary and Jim have been idle 14 and 10 seconds, respectively. A call arrives and is presented to Mary. Her idle timer is set to 0, and the longest wait time is reset to 10.
-------------	---

This statistic includes time that agents are in Not Ready state.

Longest Wait Since Login

Description	The longest waiting time of all idle agents who are currently waiting to answer calls for a skillset. This idle timer is reset when the agent logs onto the skillset. Waiting time is incremented until the agent answers a call. After the call ends, waiting time is incremented until the agent answers the next call.
-------------	---

Max Wait

Description	The amount of time that the oldest call for an application has been waiting to be answered.
-------------	---

Total Ans Delay

Description	The total wait experienced by all calls answered for a skillset from the time they were queued to the skillset until they were answered.
-------------	--

Total Wait

Description	The total waiting time for all calls for a skillset that are currently waiting.
-------------	---

Agent on In Call

Description	The number of agents logged on for a skillset who are currently handling a Symposium Express Call Center call.
-------------	--

Agent On DN call

Description	The number of agents logged on for a skillset who are currently handling a DN call.
-------------	---

Appendix B

Data dictionary

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Overview

Introduction

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

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

ODBC

Since the Symposium Express Call Center database is ODBC-compatible, the PC from which you access it must have ODBC version 3.5 installed, and it must have a Data Set Name (DSN) defined for the database.

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

1. Install ODBC.

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

2. Configure a DSN using the ODBC Administrator.

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

Sybase

The Sybase Server manages the database on the Symposium Express Call Center. 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 Express Call Center client application. If the Symposium Express Call Center client is not installed on your PC, then you must do the following:

1. Install the Sybase Open Client.

This product is available on the Sybase Open Client CD.

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

Note: The ICCM_PREVIEW definition created during the Symposium Express Call Center 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.

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 412.

Event statistics

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

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

Event statistics are cumulated as events occur.

Configuration data

Configuration data is data that describes the configuration of the server.

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 *Nortel Networks Symposium Express Call Center Planning, Installation, and Administration Guide*.

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

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	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

Types of calls

The following call types are referred to in the descriptions of statistics fields:

Symposium Express Call Center calls

Calls that arrive at the Symposium Express Call Center on a CDN and are presented to the Incalls key of a phoneset that is acquired by the Symposium Express Call Center.

ACD calls

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

Notes:

1. Symposium Express Call Center real-time statistics do not track ACD calls waiting.
2. Delay and abandon statistics are unavailable for ACD calls.

NACD calls

Calls that arrive at the server on a network ACD-DN and that are presented to a phoneset acquired by Symposium Express Call Center.

DN calls

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

Section A: Summarized historical statistics

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Overview of summarized historical statistics

Introduction

Summarized historical statistics are statistics 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.

Note: Networking statistics are only available if you purchased the network skill-based routing option.

Grouping of historical statistics

The server groups historical statistics for the following entities or combinations of entities:

- activity codes
- agent
- agent/application
- agent/skillset
- application
- CDN
- DNIS
- IVR port
- IVR queue
- music/RAN route
- network incoming call (Networking option only)
- network outgoing call (Networking option only)
- route
- skillset
- trunk

Types of views

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 timestamp 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 during an interval, the data for that interval is lost.

Interval views begin with the prefix i.

Daily views

Immediately after the end of the business day (that is, at 0:00 a.m. the next day), the server sums all of the interval records for the day, and creates corresponding daily records. The timestamp 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 0:00 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 timestamp 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:

1. Weekly statistics are not available until the beginning of the next week.
2. 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 0:00 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 0:00 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 without 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.

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.

Note: The server does not record activity time for DN calls.

Definition: Activity code

An activity code identifies the type of call being answered (for example, sales, service, or support).

Database views

These statistics are available from the following views:

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

Field descriptions

The server collects the following activity code statistics:

ActivityCode	
Description	A unique identifier for an activity code.
Type	varchar
Length	32

ActivityCodeName

Description	The name of the activity code, if any.
Type	varchar
Length	30

ActivityTime

Description	The total call time that was charged to this activity code by this agent.
Type	int
Length	4

AgentGivenName

Description	The given or first name of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

AgentLogin

Description	The numeric ID the agent uses to log on to the phoneset, as defined on the User Property sheet.
Type	varchar
Length	16

AgentSurName

Description	The family or surname of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

Application

Description	The name of the application.
Type	varchar
Length	30

ApplicationID

Description	The ID of the application, which is assigned by the server.
Type	int
Length	4

Occurrences

Description	The number of times this activity code was entered by an agent. Multiple activity codes may be entered during a single call.
Type	int
Length	4

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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.
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 views

You can link activity code statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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

Note: You must specify all 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
AgentByApplicationStat	Timestamp UserID ApplicationID

IF you are generating a custom report using	THEN the linkage key data fields are
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

AgentByApplicationStat views

Introduction

Agent by application statistics provide summarized performance information for a Symposium Express Call Center 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.

Database views

These statistics are available from the following views:

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

Field descriptions

The server collects the following agent by application statistics:

AgentLogin

Description	The numeric ID the agent uses to log on to the phoneset, as defined on the User Property sheet.
Type	varchar
Length	16

AgentGivenName

Description	The first or given name of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

AgentSurName

Description	The last or surname of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

Application

Description	The name of the application for which the agent answered the call.
Type	varchar
Length	30

ApplicationID

Description	A unique identifier for the application for which the agent answered the call.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls, ACD calls, and NACD calls answered by an agent for this application.
Pegging	Symposium Express Call Center calls are pegged against the master application. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.

Type	int
Length	4
NotReadyTime	
Description	The total time an agent spend 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.
Type	int
Length	4
Site	
Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30
SiteID	
Description	A unique identifier for the Symposium Express Call Center site, that is assigned by the server.
Type	int
Length	4
TalkTime	
Description	The total time an agent spends on the phoneset answering Symposium Express Call Center calls, ACD calls, and NACD calls for this application. This includes hold time.
Trigger	The call is pegged when the caller hangs up or the agent releases the call.
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.
Type	smalldatetime
Length	4
UserID	
Description	A unique identifier for the agent, that is assigned by the server when the agent is added.
Type	binary
Length	16

Linkages with other views

You can link agent by application statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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

Note: You must specify all 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
ActivityCodeStat	Timestamp UserID ApplicationID

IF you are generating a custom report using	THEN the linkage key data fields are
AgentBySkillsetStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

AgentBySkillsetStat views

Introduction

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

Note: These statistics do not include DN calls.

Database views

These statistics are available from the following views:

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

Field descriptions

The server collects the following agent by skillset statistics:

AgentLogin

Description	The numeric ID the agent uses to log on to the phoneset, as defined on the User Property Sheet.
Type	varchar
Length	16

AgentGivenName

Description	The first or given name of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

AgentSurName

Description	The last or surname of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

CallsAnswered

Description	The number of Symposium Express Call Center calls, ACD calls, and NACD calls answered for this skillset.
Pegging	Symposium Express Call Center calls are pegged against the master application and against the answering skillset. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
Type	int
Length	4

NotReadyTime

Description	The total time an agent spends in the Not Ready state. Agents go into Not Ready state when they press the Not Ready key on their phoneset.
Type	int
Length	4

ShortCallsAnswered

Description	The total number of short Symposium Express Call Center, ACD, and NACD calls answered. A call is considered short if its talk time is less than 10 seconds.
Type	int
Length	4

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, from the Reports menu choose View → Change Site Name.
Type	varchar
Length	30

SiteID

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

Skillset

Description	The name of the skillset, as defined in the Agent/Skillset Assignment window.
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 Symposium Express Call Center calls, ACD calls, and NACD calls, including hold time, for this skillset.
Trigger	The call is pegged when the caller hangs up or the agent releases the call.
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.
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 views

You can link agent by skillset statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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

Note: You must specify all 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
ActivityCodeStat	Timestamp UserID
AgentByApplicationStat	Timestamp UserID
AgentPerformanceStat	Timestamp UserID
ApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp SkillsetID

AgentPerformance views

Introduction

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

Database views

These statistics are available from the following views:

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

Agent state timers

All agent state timers are maintained independently. For example, an agent logs on and, 20 seconds later, presses the Not Ready key. Then, 10 seconds later, the agent answers an incoming DN call. After 30 seconds, the agent ends the call. At the end of this period, the agent timers have the following values:

Logged In Time	60 seconds
Not Ready Time	40 seconds
Incoming DN Internal Calls Talk Time	30 seconds

Calls transferred or conferenced to a phoneset acquired by the server

For calls that are transferred or conferenced to a phoneset acquired by Symposium Express Call Center, call pegging depends on when the transfer or conference is completed. If the transfer or conference is completed after presentation on the acquired phoneset, the call is pegged as a transfer or conference to Incalls. If the call is completed before presentation (that is, before the server can identify the destination), it is pegged as a transfer or conference to other.

Field descriptions

The server collects the following agent performance statistics:

ACDCallsAnswered

Description	The number of ACD calls answered by the agent.
Type	int
Length	4

ACDCallsConferenced

Description	The number of ACD calls conferenced by the agent.
Type	int
Length	4

ACDCallsTalkTime

Description	The total time spent on ACD and NACD calls, including hold time.
Type	int
Length	4

ACDCallsTransferred

Description	The number of ACD calls transferred by the agent.
Type	int
Length	4

AgentGivenName

Description	The first or given name of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

AgentLogin

Description	The numeric ID the agent uses to log on to the phoneset.
Type	varchar
Length	16

AgentSurName

Description	The last or surname of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

BreakTime

Description	The total time an agent is in the Break state, for all skillsets. When the break time feature is enabled for an agent's call presentation class, the agent is put in the Break state for a predefined time after each call. Once the time has expired, the agent is presented with the next call.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls answered.
Restriction	This statistic does not include DN, ACD, or NACD calls.
Type	int
Length	4

CallsConferenced

Description	The number of Symposium Express Call Center calls conferenced by the agent.
Restriction	This statistic does not include DN or ACD calls.
Type	int
Length	4

CallsConftoACDDN

Description	The number of calls of all types that are conferenced to agents through an ACD-DN.
Type	int
Length	4

CallsConftoCDN

Description	The number of calls of all types that are conferenced to agents through an CDN.
Type	int
Length	4

CallsConfToDN

Description	The number of calls of all types that are conferenced to the agent's DN key.
Type	int
Length	4

CallsConfToOther

Description	The number of calls of all types that are conferenced to a resource external to the Symposium Express Call Center system (including NACD).
Type	int
Length	4

CallsOffered

Description	The number of Symposium Express Call Center calls presented to an agent.
Type	int
Length	4

CallsReturnedToQ

Description	The number of Symposium Express Call Center calls manually returned to the associated skillset queue.
Type	int
Length	4

CallsReturnedToQDueToTimeout

Description	The number of Symposium Express Call Center calls returned to the 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.
Trigger	The delay is calculated from the time a call is presented to an agent.
Type	int
Length	4

CallsTransferred

Description	The number of Symposium Express Call Center calls transferred by the agent.
Type	int
Length	4

CallsTransftoACDDN

Description	The number of calls of all types that are transferred to an ACD-DN while the call is being presented to an agent or after the agent answers the call.
Type	int
Length	4

CallsTransftoCDN

Description	The number of calls of all types that are transferred to a CDN.
Type	int
Length	4

CallsTranstoDN

Description	The number of calls of all types that are transferred to the agent's DN key.
Type	int
Length	4

CallsTransftoOther

Description	The number of calls of all types that are transferred to a resource external to the Symposium Express Call Center system.
Type	int
Length	4

ConsultationTime

Description	The total time an agent spends in consultation with another agent or any other DN during a call transfer after the caller drops off the call.
Type	int
Length	4

DNCallsConferenced

Description	The number of DN calls conferenced by the agent.
Type	int
Length	4

DNCallsTransferred

Description	The number of DN calls transferred by the agent.
Type	int
Length	4

DNInExtCalls

Description	The number of calls to an agent's DN key from an external number.
Type	int
Length	4

DNInExtCallsTalkTime

Description	The total time spent on incoming DN external calls, including hold time.
Type	int
Length	4

DNInIntCalls

Description	The number of calls to an agent's DN key from an internal number.
Type	int
Length	4

DNInIntCallsTalkTime

Description	The total time spent on incoming DN internal calls, including hold time.
Type	int
Length	4

DNOutExtCalls

Description	The total number of DN calls originated by the agent from his or her DN key to a number external to the switch.
Type	int
Length	4

DNOutExtCallsTalkTime

Description	The total time spent on outgoing DN external calls, including hold time.
Type	int
Length	4

DNOutIntCalls

Description	The total number of DN calls originated by the agent from his or her DN key to a number internal to the switch.
Trigger	A call is reported when the caller is connected.
Type	int
Length	4

DNOutIntCallsTalkTime

Description	The total time spent on outgoing DN internal calls, including hold time.
Type	int
Length	4

HoldTime

Description	The total time the agent had Symposium Express Call Center calls on hold while answering calls.
Type	int
Length	4

LoggedInTime

Description	The total time an agent is in the Login state.
Type	int
Length	4

NACDCallsAnswered

Description	The number of NACD calls answered by an agent.
Type	int
Length	4

NACDCallsConferenced

Description	The number of NACD calls conferenced by an agent.
Type	int
Length	4

NACDCallsTalkTime

Description	The total time spent on NACD calls by an agent, including hold time.
Type	int
Length	4

NACDCallsTransferred

Description	The number of NACD calls conferenced by an agent.
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. Agents go into Not Ready state when they press the Not Ready key on their phoneset.
-------------	--

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
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RingTime

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

Type	int
------	-----

Length	4
--------	---

ShortCallsAnswered

Description	The total number of short calls answered. A call is considered short if its talk time is less than the short call threshold the short call threshold assigned to the application for which the call was answered. Symposium Express Call Center calls, ACD calls, and NACD calls are eligible to be short calls.
Type	int
Length	4

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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 User Property Sheet for the supervisor.
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

SupervisorLogin	
Description	The numeric ID the supervisor uses to log on to the phoneset.
Type	varchar
Length	16

SupervisorSurName	
Description	The last or surname of the agent's supervisor, as defined on the User Property Sheet for the supervisor.
Type	varchar
Length	64

TalkTime	
Description	The total time spent by the agent on Symposium Express Call Center calls, including hold time.
Trigger	Talk time ends when the caller hangs up or the agent releases the call.
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.
Type	smalldatetime
Length	4

UserID	
Description	A unique identifier for the agent, that is assigned by the server when the agent is added.
Type	binary
Length	16

WaitingTime	
Description	The total time an agent spends waiting for calls.
Type	int
Length	4

WalkawayTime	
Description	The total time an agent is in the Walkaway state.
Pegging	Agents go into Walkaway state when they press the Hold key and unplug the headset.
Type	int
Length	4

Linkages with other views

You can link agent performance statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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

Note: You must specify all 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
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.

Database views

These statistics are available from the following views:

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

Field descriptions

The server collects the following application statistics:

**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 represents a particular delay value. Each field contains the number of Symposium Express Call Center calls that were abandoned after waiting for a period less than or equal to the number of seconds specified.
Pegging	Symposium Express Call Center calls are pegged against the primary or master application, depending on the location of the call in the system. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
Trigger	Delays begin when the call enters this site. Delays end when the caller disconnects.
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 represents a particular delay value. Each field contains the number of Symposium Express Call Center calls that were answered after waiting for a period less than or equal to the number of seconds specified.
Trigger	Delays begin when the call enters this site. Delays end when the caller disconnects.

Type	int
Length	4

Application

Description	The name of the application.
Type	varchar
Length	30

ApplicationID

Description	A unique number used to identify an application, that is assigned by the server when the application is added.
Type	int
Length	4

CallsAbandoned

Description	The number of Symposium Express Call Center calls abandoned for this application.
Type	int
Length	4

CallsAbandonedAftThreshold

Description	The number of Symposium Express Call Center calls abandoned for this application after a wait greater than or equal to the service level threshold defined for the threshold class to which the application belongs.
Trigger	Delays begin when the call enters this site. Delays end when the caller disconnects.
Type	int
Length	4

CallsAbandonedDelay

Description	The wait experienced by all Symposium Express Call Center calls abandoned by callers for this application.
Trigger	Delays begin when the call enters this site. Delays end when the caller disconnects.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls answered for this application. For the ACD and NACD applications, this statistic indicates the number of ACD and NACD calls answered.
Pegging	Symposium Express Call Center calls are pegged against the primary or master application, depending on the location of the call in the system. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
Type	int
Length	4

CallsAnsweredAftThreshold

Description	The number of Symposium Express Call Center calls answered after a wait greater than or equal to the service level threshold defined for the threshold class to which the application belongs.
Trigger	Delays begin when the call is queued to the application.
Type	int
Length	4

CallsAnsweredDelay

Description	The wait experienced by all Symposium Express Call Center calls answered for this application.
Trigger	Delays begin when the call enters this site. Delays end when the call is answered.
Type	int
Length	4

CallsAnsweredDelayAtSkillset

Description	The total wait experienced in the skillset queue by all Symposium Express Call Center calls that were answered for this application.
Trigger	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 Symposium Express Call Center calls conferenced to this application.
Type	int
Length	4

CallsConferencedOut

Description	The number of Symposium Express Call Center calls, ACD calls, and NACD calls that were conferenced out of this application.
Pegging	Symposium Express Call Center calls are pegged against the primary or master application, depending on the location of the call in the system. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.

Type	int
Length	4

CallsGivenBroadcast

Description	The number of local and incoming network Symposium Express Call Center 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 Symposium Express Call Center calls given default treatment for this application.
Type	int
Length	4

CallsGivenForceBusy

Description	The number of Symposium Express Call Center calls given Force Busy treatment for this application.
Trigger	This statistic is pegged when the Give Force Busy script command is executed.
Type	int
Length	4

CallsGivenForceDisconnect

Description	The number of Symposium Express Call Center calls given Force Disconnect treatment for this application.
Trigger	This statistic is pegged when the Give Force Disconnect script command is executed.
Type	int
Length	4

CallsGivenForceOverflow

Description	The number of Symposium Express Call Center calls given Force Overflow treatment for this application.
Trigger	This statistic is pegged when the Give Force Overflow script command is executed.
Type	int
Length	4

CallsGivenHostLookup

Description	Not supported in this version.
-------------	--------------------------------

CallsGivenIVR

Description	The number of Symposium Express Call Center calls given IVR treatment for this application.
Trigger	This statistic is pegged when the Give IVR script command is executed.
Restrictions	The count is not increased if the same call receives this treatment more than once.
Type	int
Length	4

CallsGivenMusic

Description	The number of Symposium Express Call Center calls given Music treatment through a music route for this application.
Trigger	This statistic is pegged when the Give Music script command is executed.
Type	int
Length	4
Restrictions	The count is not increased if the same call receives this treatment more than once.

CallsGivenNACD

Description	Not supported in this version.
-------------	--------------------------------

CallsGivenRAN

Description	The number of Symposium Express Call Center calls given RAN treatment for this application.
Trigger	This statistic is pegged when the Give RAN script command is executed.
Restrictions	The count is not increased if the same call receives this treatment more than once.
Type	int
Length	4

CallsGivenRouteTo

Description	The number of Symposium Express Call Center calls given Route To treatment for this application.
Trigger	This statistic is pegged when the Give Route To script command is executed.
Type	int
Length	4

CallsNACDOut

Description	Not supported in this version.
-------------	--------------------------------

CallsOffered

Description	The number of Symposium Express Call Center calls, ACD calls, and NACD calls that were offered to this application.
-------------	---

Pegging	Symposium Express Call Center calls are pegged against the primary or master application, depending on the location of the call in the system. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
---------	--

Type	int
------	-----

Length	4
--------	---

CallsTransferredIn

Description	The number of Symposium Express Call Center calls transferred to this application.
-------------	--

Type	int
------	-----

Length	4
--------	---

CallsTransferredOut

Description	The number of Symposium Express Call Center calls, ACD calls, and NACD calls that were transferred out of this application.
-------------	---

Pegging	Symposium Express Call Center calls are pegged against the primary or master application, depending on the location of the call in the system. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
---------	--

Type	int
------	-----

Length	4
--------	---

IVRTerminated

Description	The number of Symposium Express Call Center calls that received and completed the IVR treatment in this application. This includes IVR transfer.
Type	int
Length	4

IVRTransferred

Description	The number of Symposium Express Call Center calls transferred from an IVR session for this application.
Type	int
Length	4

MaxCallsAbandonedDelay

Description	The wait experienced by the Symposium Express Call Center call that waited the longest before being abandoned.
Trigger	Delays begin when the call enters this site. Delays end when the caller disconnects.
Type	smallint
Length	2

MaxCallsAnsDelay

Description	The wait experienced by the Symposium Express Call Center call that waited the longest before being answered.
Trigger	Delays begin when the call enters. Delays end when the call is answered.
Type	smallint
Length	2

MaxCallsAnsDelayAtSkillset

Description	The wait experienced by the Symposium Express Call Center call that waited the longest in the skillset queue before being answered.
Trigger	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 Express Call Center 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 Express Call Center 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 Express Call Center calls sent from this application to another site.
Type	int
Length	4

NetOutCallsAbandoned

Description	Networking option only. The number of outgoing network Symposium Express Call Center 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 Express Call Center 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 Express Call Center calls sent by this application and answered by an agent, answered by IVR, or terminated at the destination site. Note: A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs off or becomes unavailable, and it receives one of the following treatments: <ul style="list-style-type: none"> ■ 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 Express Call Center 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 Express Call Center 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 Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID	
Description	A unique identifier for the Symposium Express Call Center site, that 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 Symposium Express Call Center calls that received default treatment for this application.
Type	int
Length	4

TimeBeforeForceBusy

Description The total time spent in the system by Symposium Express Call Center calls that received Force Busy treatment for this application.

Type int

Length 4

TimeBeforeForceDisconnect

Description The total time spent in the system by Symposium Express Call Center calls that received Force Disconnect treatment for this application.

Type int

Length 4

TimeBeforeForceOverflow

Description The total time spent in the system by Symposium Express Call Center calls that received Force Overflow treatment for this application.

Type int

Length 4

TimeBeforeIVRTransferred

Description The total time spent in the system by Symposium Express Call Center calls transferred to an IVR session for this application.

Type int

Length 4

TimeBeforeNACDOut

Description Not supported in this version.

TimeBeforeNetOut

Description	Networking option only. The total time spent in the system by local Symposium Express Call Center 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 Express Call Center 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 Symposium Express Call Center calls that received Route To treatment.
Type	int
Length	4

Timestamp

Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4

Linkages with other views

You can link application statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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 all 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
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
SkillsetStat	Timestamp ApplicationID

CDNStat views

Introduction

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

Definition: CDN

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

Database views

These statistics are available from the following views:

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

Field descriptions

The server collects the following CDN statistics:

CallsAbandoned

Description	The number of Symposium Express Call Center calls abandoned from this CDN.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls answered by this CDN.
Type	int
Length	4

CallsOffered

Description	The number of Symposium Express Call Center calls offered to this CDN.
Type	int
Length	4

CallsTerminated

Description	<p>The number of Symposium Express Call Center calls for this CDN terminated with one of the following treatments:</p> <p>The call was given a Force Busy, Force Overflow, Force Disconnect, Route To, or default treatment.</p> <p>The call was transferred to an IVR queue.</p> <p>The call was networked out through an NACD queue.</p>
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.
Type	varchar
Length	30

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, from the Reports menu choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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.
Type	smalldatetime
Length	4

DNISStat views

Introduction

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

Dialed Number Identification Service (DNIS) 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.

Database views

These statistics are available from the following views:

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

Field descriptions

The server collects the following DNIS statistics:

CallsAbandoned	
Description	The number of Symposium Express Call Center calls abandoned for a DNIS number.
Type	int
Length	4

CallsAbandonedAftThreshold

Description	The number of Symposium Express Call Center calls abandoned that experienced a delay greater than or equal to the service level threshold defined for the DNIS number.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsAbandonedDelay

Description	The total wait experienced by all Symposium Express Call Center calls abandoned for a DNIS number.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls answered for a DNIS number.
Type	int
Length	4

CallsAnsweredAftThreshold

Description	The number of Symposium Express Call Center calls answered that experienced a delay greater than or equal to the service level threshold defined for the DNIS number.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsAnsweredDelay

Description	The wait experienced by all Symposium Express Call Center calls answered for a DNIS number.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsGivenDefault

Description	The number of Symposium Express Call Center calls given default treatment for a DNIS number.
Type	int
Length	4

CallsGivenForceBusy

Description	The number of Symposium Express Call Center calls given Force Busy treatment for a DNIS number.
Trigger	This statistic is pegged when the Give Force Busy script command is executed.
Type	int
Length	4

CallsGivenForceDisconnect

Description	The number of Symposium Express Call Center calls given Force Disconnect treatment for a DNIS number.
Trigger	This statistic is pegged when the Give Force Disconnect script command is executed.
Type	int
Length	4

CallsGivenForceOverflow

Description	The number of Symposium Express Call Center calls given Force Overflow treatment for a DNIS number.
Trigger	This statistic is pegged when the Give Force Overflow script command is executed.
Type	int
Length	4

CallsGivenRouteTo

Description	The number of Symposium Express Call Center calls given Route To treatment for a DNIS number.
Trigger	This statistic is pegged when the Give RouteTo script command is executed.
Type	int
Length	4

CallsNACDOut

Description	Not supported in this version.
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CallsNetworkedOut

Description	Networking option only. The number of local Symposium Express Call Center calls that were routed to a remote site and answered or abandoned.
Type	int
Length	4

CallsOffered

Description	The number of Symposium Express Call Center calls offered to this server with this DNIS number.
Type	int
Length	4

CallsReachNonISDN

Description	Networking option only. The number of local Symposium Express Call Center 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 Express Call Center 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 Express Call Center 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.
Type	varchar
Length	16

DNISName

Description	The name of a DNIS.
Type	varchar
Length	30

IVRTransferred

Description	The number of Symposium Express Call Center calls transferred from an IVR session for a DNIS number.
Type	int
Length	4

MaxAbandonedDelay

Description	The wait time experienced by the Symposium Express Call Center call that waited the longest before being abandoned.
Trigger	Delays begin when the call enters this site.
Type	smallint
Length	2

MaxAnsweredDelay

Description	The wait time experienced by the Symposium Express Call Center call that waited the longest before being answered.
Trigger	Delays begin when the call enters this site.
Type	smallint
Length	2

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID

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

TalkTime

Description	The total time spent by all agents on Symposium Express Call Center calls for a DNIS number, including hold time.
Trigger	The call is pegged when the caller hangs up or the agent releases the call.
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.
Type	smalldatetime
Length	4

IVRPortStat views

Introduction

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.

Database views

These statistics are available from the following views:

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

Restrictions

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

Field descriptions

The server collects the following IVR port statistics:

CallsAnswered	
Description	The number of calls answered by this IVR port.
Type	int
Length	4

CallsConferenced

Description	The number of calls conferenced out from this IVR port.
Type	int
Length	4

CallsTransferred

Description	The number of calls transferred out from this IVR port.
Type	int
Length	4

IVRPortID

Description	A unique number to identify an IVR port, which is assigned by the server.
Type	varchar
Length	30

IVRPortName

Description	The name of the IVR port.
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.
Type	varchar
Length	7

IVRQueueName

Description	The name of the IVR queue.
Type	varchar
Length	30

LoggedInTime

Description	The total time the IVR port is logged on.
Type	int
Length	4

NotReadyTime

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

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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.
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 414.

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

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.

Restrictions

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

Database views

These statistics are available from the following views:

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

Field descriptions

The server collects the following IVR statistics:

CallsAnswered	
Description	The number of calls answered by this IVR queue.
Type	int
Length	4

CallsAnswered AftThreshold

Description	The number of calls answered that experienced a delay greater than or equal to 20 seconds.
Type	int
Length	4

CallsAnsweredDelay

Description	The total wait experienced by all the calls answered.
Trigger	The delay begins once a call enters the IVR queue.
Type	int
Length	4

CallsConferenced

Description	The number of calls conferenced out by this IVR queue.
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 20 seconds.
Trugger	The delay begins once a call is queued against that IVR queue.
Type	int
Length	4

CallsNotTreatedDelay

Description	The total wait experienced by all the calls abandoned or pulled back from an IVR queue.
Trigger	The delay begins once a call is queued against the IVR queue.
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 by this IVR queue.
Type	int
Length	4

CallsWaiting

Description	The number of calls that are currently waiting in this IVR queue.
Type	int
Length	4

IVRQueueID

Description	A unique number to identify an IVR queue, which is assigned by the server.
Type	varchar
Length	7

IVRQueueName

Description	The name of the IVR queue.
Type	varchar
Length	30

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, from the Reports menu choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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.
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 414.

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 Express Call Center 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 Express Call Center site, as defined on the NCC.

Type: varchar

Length: 30

DstSiteID

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

Type: varchar

Length: 30

SrcSiteID

Description: The unique identifier for the source Symposium Express Call Center 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 412.

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 414.

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

Database views

- iNetworkOutStat
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

Field descriptions

CallsAbandoned

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

Type: int

Length: 4

CallsAbandonedDelayAtDest

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

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

Type: int

Length: 4

CallsAnswered

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

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

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

Type: int

Length: 4

CallsAnsweredDelayAtDestination

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

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

Type: int

Length: 4

CallsOffered

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

Type: int

Length: 4

DstApplication

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

Type: varchar

Length: 30

DstApplicationID

Description: A unique number to identify the destination application.

Type: int

Length: 4

DstSite

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

Type: varchar

Length: 30

SrcSiteID

Description: The unique identifier for a source Symposium Express Call Center 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 412.

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 414.

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.

Database views

These statistics are available from the following views:

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

Field descriptions

The server collects the following RAN and music route statistics:

RouteAccess	
Description	The number of times a music/RAN route was accessed. Each time the route is accessed by a single call, this count is incremented.
Type	int
Length	4
RouteAccessTime	
Description	The total time a music/RAN route was in use.
Type	int
Length	4

RouteID	
Description	A unique number to identify a music/RAN route, which is assigned by the server.
Type	int
Length	4

RouteName	
Description	The name of the music/RAN route.
Type	varchar
Length	30

Site	
Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID	
Description	A unique identifier for the Symposium Express Call Center 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.
Type	smalldatetime
Length	4

RouteStat views

Introduction

Route statistics provide summaries of all occurrences of all trunks busy (ATB), and network out call-blocked information on a per-route basis.

Database views

These statistics are available from the following views:

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

Field descriptions

The server collects the following route statistics:

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	Not supported in this version.
-------------	--------------------------------

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 Express Call Center 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 Express Call Center 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.
Type	int
Length	4

RouteName

Description	The name of the route.
Type	varchar
Length	30

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar

Length	30
SitelD	
Description	A unique identifier for the Symposium Express Call Center 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.
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 414.

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.

Database views

These statistics are available from the following views:

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

Field descriptions

The server collects the following skillset statistics:

ActiveTime

Description	The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.
Type	int
Length	4

AllAgentBusyTime

Description	The total time that all agents assigned to this skillset were busy with calls or not available to take calls.
Type	int
Length	4

Application

Description	The name of the application to which this skillset is assigned.
Type	varchar
Length	30

ApplicationID

Description	A unique number to identify an application.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center, ACD, and NACD calls answered for this skillset.
Pegging	Symposium Express Call Center calls are pegged against the master application and against the answering skillset. ACD calls are pegged against the ACD application. NACD calls are pegged against the NACD application.
Restriction	This statistic does not include DN calls handled by agents assigned to this skillset.
Type	int
Length	4

CallsAnsweredAfterThreshold

Description	The number of Symposium Express Call Center calls answered after a wait greater than or equal to 20 seconds.
Pegging	Symposium Express Call Center calls are pegged against the master application and against the answering skillset.
Trigger	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 experienced by all Symposium Express Call Center calls answered for this skillset.
Pegging	Symposium Express Call Center calls are pegged against the master application and against the answering skillset.
Trigger	Delays begin when the call is queued at the skillset and end when it 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

MaxAnsweredDelay

Description	The wait experienced by the Symposium Express Call Center call that waited the longest before being answered.
Pegging	Symposium Express Call Center calls are pegged against the master 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

NetCallsAnswered

Description	Networking option only. The number of incoming network Symposium Express Call Center calls answered for this skillset.
Pegging	Incoming network Symposium Express Call Center calls are pegged against the Network_Script application.
Type	4
Length	2

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, from the Reports menu choose View → Change Site Name.
Type	varchar
Length	30

SiteID

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

Skillset

Description	The name of the skillset, as defined in the Agent/Skillset Assignment window.
Type	varchar
Length	30

SkillsetID

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

TotalStaffedTime

Description	The amount of logon time for all agents belonging to this skillset.
Trigger	The logon time is accumulated from the time that an agent logs on to the skillset or is reassigned (while logged on) to the skillset until the time the agent logs off or is reassigned out of the skillset.
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.
Type	smalldatetime
Length	4

Linkages with other views

You can link skillset statistics to other views to generate customized reports. For more information, see “View linkages” on page 414.

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

Note: You must specify all 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
ActivityCodeStat	Timestamp ApplicationID
AgentByApplicationStat	Timestamp ApplicationID
AgentBySkillsetStat	Timestamp SkillsetID
ApplicationStat	Timestamp ApplicationID

TrunkStat views

Introduction

Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

Database views

These statistics are available from the following views:

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

Field descriptions

The server collects the following trunk statistics:

CallsAbandoned

Description	The number of Symposium Express Call Center calls abandoned while waiting on this trunk.
Type	int
Length	4

CallsAbandonedDelay

Description	The total wait experienced by Symposium Express Call Center calls that were abandoned.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsAnswered

Description	The number of Symposium Express Call Center calls answered.
Type	int
Length	4

CallsAnsweredDelay

Description	The total wait experienced by all Symposium Express Call Center calls that came in through a trunk.
Trigger	Delays begin when the call enters this site.
Type	int
Length	4

CallsOffered

Description	The number of Symposium Express Call Center calls offered to this trunk.
Type	int
Length	4

OccupancyTime

Description	The total time the trunk was occupied with Symposium Express Call Center calls.
Trigger	Occupancy times are calculated from the time the call enters this site.
Type	int
Length	4

Route

Description	The name of the route.
-------------	------------------------

Type	varchar
------	---------

Length	30
--------	----

RouteID

Description	A number that uniquely identifies the route to which the trunk belongs, which is assigned by the server.
-------------	--

Type	int
------	-----

Length	4
--------	---

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
-------------	--

Type	varchar
------	---------

Length	30
--------	----

SiteID

Description	A unique identifier for the Symposium Express Call Center 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.
Type	smalldatetime
Length	4

TrunkID	
Description	A unique number to identify the trunk within the route.
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 414.

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

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Overview of event statistics

Introduction

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

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

When statistics are cumulated

Event statistics are cumulated as events occur.

Storage duration

The following table indicates how long each type of event statistic is stored on the server:

Statistic	Storage duration
IVR voice port login/logout statistics	7 days
agent login/logout	7 days

eAgentLoginStat view

Introduction

Agent logon and logoff statistics provide detailed information about the distribution of an agent's time during work hours. They show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway.

Field descriptions

The server collects the following event statistics:

AgentGivenName

Description	The first or given name of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

AgentLogin

Description	The numeric ID the agent uses to log on to the phoneset, as defined on the User Property Sheet.
Type	varchar
Length	16

AgentSurName

Description	The last or surname of the agent, as defined on the User Property Sheet.
Type	varchar
Length	64

Event Type

Description	A unique identifier for an agent event.
Type	char
Length	2
Values	There are four possible agent event types: LI (Login) LO (Logout) WW (Walkaway) RT (Return from walkaway)

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 Express Call Center site, as assigned during installation. To change the site name, in the Reports window, choose View → Change Site Name.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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

eIVRPortLoginStat view

Introduction

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

Field descriptions

The server collects the following IVR port logon and logoff statistics:

EventType

Description	A unique identifier for an IVR port event.
Type	char
Length	2
Values	logon (LI) logoff (LO)

IVRPortID

Description	A unique number to identify an IVR port, which is assigned by the server.
Type	varchar
Length	30

Site

Description	The name of the Symposium Express Call Center site, as assigned during installation.
Type	varchar
Length	30

SiteID

Description	A unique identifier for the Symposium Express Call Center 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

Section C: Configuration data

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Overview of configuration data

Introduction

Configuration data is data that describes the configuration of your server.

Unsupported data

The following types of data are unavailable in Symposium Express Call Center:

- Threshold classes

Therefore, the `ApplicationThresholdTemplate`, `ApplicationTemplate`, `RouteThresholdTemplate`, `SkillsetThresholdTemplate`, `SummaryThresholdTemplate`, and `UserThresholdTemplate` views are not applicable.

- scheduled agent to skillset and agent to supervisor assignments

Therefore, the `ScheduledSkillsetAssignment`, `ScheduledSupervisorAssignment`, and `SkillsetByAssignment` views are not applicable.

ActivityCode view

Description

This view lists all of the activity codes and their assigned names.

Field descriptions

Activity Code Properties reports contain the following fields:

ActivityCode

Description	The number assigned to the activity code.
Type	nvarchar
Length	32

Name

Description	The name assigned to the activity code.
Type	varchar
Length	30

Agent view

Description

This view lists agents and their properties.

Field descriptions

The Agent view contains the following fields:

Comment	
Description	The comments defined on the User Property Sheet, if any.
Type	varchar
Length	127

Department	
Description	The department to which the agent belongs, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

GivenName	
Description	The agent's first or given name, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

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

SurName

Description	The agent's last or surname, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

SwitchID

Description	The switch ID of the phoneset at which the agent is logged on, received from the switch.
Type	int
Length	4

SwitchPortAddress

Description	The switch port address of the phoneset at which the agent is logged on, received from the switch.
Type	varchar
Length	30

SwitchPortName

Description	The switch port name of the phoneset at which the agent is logged on, as received from the switch.
Type	varchar
Length	30

TelsetLoginID

Description	The numeric ID that the agent uses to log on to the phoneset, as defined on the User Property Sheet for the agent.
Type	varchar
Length	16

TemplateID

Description	A unique ID for the call presentation class assigned to the agent, assigned when the call presentation class is added. The call presentation class determines how calls are presented to the agent.
Type	varchar
Length	30

TemplateName

Description	The call presentation class assigned to the agent.
Type	varchar
Length	30

Threshold TemplateID

Description	A unique ID for the threshold class assigned to the user, assigned when the threshold class is added. The Symposium Express Call Center does not support threshold classes.
Type	varchar
Length	30

Threshold TemplateName

Description	The threshold class assigned to the agent.
Type	varchar
Length	30

Title

Description	The agent's title, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

UserID

Description	A unique ID for the agent that is assigned by the server when the agent is added.
Type	binary
Length	16

Application view

Description

The Application view lists all of the applications and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

Field descriptions

The Application view contains the following fields:

ApplicationID

Description	The ID of the application, that is assigned by the server.
Type	int
Length	4

Name

Description	The name of the application.
-------------	------------------------------

ServiceLevelThreshold

Description	The service level threshold for the threshold class to which this application belongs. The Symposium Express Call Center does not support threshold classes.
Type	varchar
Length	30

TemplateID

Description	A unique ID for the threshold class assigned to the user, assigned when the threshold class is added.
Type	int
Length	4

ApplicationByScript view

Description

The ApplicationByScript view describes the relationship between application scripts.

Definiton: parent script

A parent script is any script that directs a call to another script.

Definition: child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

Note: Symposium Express Call Center does not support primary or secondary scripts.

Field descriptions

The ApplicationByScript view contains the following fields:

ChildComment

Description	Additional information about the child script (if any).
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	Additional information about the parent script (if any).
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

CDN view

Description

The CDN view lists the CDNs and their assigned names and statuses.

Field descriptions

The CDN view contains the following fields:

Acquire

Description	Shows whether there is a request to acquire the CDN.
Type	char
Length	1

CDN

Description	The number assigned to the CDN.
Type	varchar
Length	7

Name

Description	The name assigned to the CDN.
Type	varchar
Length	30

Status

Description	The status of the CDN.
Type	varchar
Length	80

Type

Description The call type.

Possible values Local
 Network

Type Type

CodeToMessage view

Description

This view is used internally by the program.

Field description

The CodeToMessage view contains the following fields:

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

Description

The DNIS view lists the DNIS numbers and their properties.

Field descriptions

The DNIS view contains the following fields:

DNIS

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

Type	varchar
------	---------

Length	16
--------	----

Name

Description	The name of a DNIS.
-------------	---------------------

Type	varchar
------	---------

Length	30
--------	----

ServiceLevelThreshold

Description	The service level threshold for the DNIS.
-------------	---

Type	int
------	-----

Length	4
--------	---

DNISThresholdTemplate view

Description

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class for DNISs.

Field descriptions

The DNISThresholdTemplate view contains the following fields:

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

Description

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.

Note: Symposium Express Call Center does not support user-defined formulas.

Field descriptions

The Formula view contains the following fields:

Class	
Description	The class to which the formula belongs.
Type	varchar
Length	80
Comment	
Description	Additional information about the formula (if any).
Type	varchar
Length	127
Definition	
Description	The standard formulas used to create the custom formula.
Type	varchar
Length	255

Format

Description	The display format for the formula.
-------------	-------------------------------------

Type	varchar
------	---------

Length	80
--------	----

FormulaID

Description	A unique identifier for a formula, which is assigned by the server.
-------------	---

Type	int
------	-----

Length	4
--------	---

Name

Description	The name of the formula.
-------------	--------------------------

Type	varchar
------	---------

Length	30
--------	----

HistoricalStatCollection view

Description

The HistoricalStatCollection view lists all of the data types that Symposium Express Call Center can collect and, for each one, indicates whether it is selected.

Field descriptions

The HistoricalStatCollection view contains the following fields:

ActivityCode

Description	Shows whether statistics in the activity code statistics group will be collected.
Type	char
Length	1

AgentByApplication

Description	Shows whether statistics in the agent by application statistics group will be collected.
Type	char
Length	1

AgentLogin

Description	Shows whether statistics in the agent logon and logoff statistics group will be collected.
Type	char
Length	1

AgentPerformance

Description	Shows whether statistics in the agent performance statistics group will be collected.
Type	char
Length	1

Application

Description	Shows whether statistics in the application statistics group will be collected.
Type	char
Length	1

CDN

Description	Shows whether statistics in the CDN statistics group will be collected.
Type	char
Length	1

DNIS

Description	Shows whether statistics in the DNIS statistics group will be collected.
Type	char
Length	1

IVR

Description	Shows whether statistics in the IVR statistics group will be collected.
Type	char
Length	1

IVRPort

Description	Shows whether statistics in the IVR port statistics group will be collected.
Type	char
Length	1

IVRPortLogin

Description	Shows whether statistics in the IVR port logon and logoff 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	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.
-------------	---------------------------

HistoricalStatDuration view

Description

The HistoricalStatDuration view shows the length of time that the server keeps statistics for each collection period and event type.

Note: The HistoricalStatDuration values are predefined on the Symposium Express Call Center.

Field descriptions

The HistoricalStatDuration view contains the following fields:

BusinessDaysPerWeek

Description	The number of business days per week for which the system collects historical statistics data.
-------------	--

Type	smallint
------	----------

Length	2
--------	---

BusinessHoursPerDay

Description	The number of hours per business day that the system collects historical statistics data.
-------------	---

Type	smallint
------	----------

Length	2
--------	---

DaysofAgentLogin

Description	The number of days agent logon statistics are stored by the system.
-------------	---

Type	smallint
------	----------

Length	2
--------	---

DaysOfCallByCall

Description	The number of days call-by-call statistics are stored by the system.
Type	smallint
Length	2

DaysOfDaily

Description	The number of days daily statistics are stored by the system.
Type	smallint
Length	2

DaysOfInterval

Description	The number of days interval statistics are stored by the system.
Type	smallint
Length	2

DaysOfIVRPortLogin

Description	The number of days IVR port logon statistics are stored by the system.
Type	smallint
Length	2

DaysOfSkillsetState

Description	Not used in this version.
-------------	---------------------------

FirstDayOfWeek

Description	The day defined as the first day of the business week. This is the day that weekly statistics are cumulated for the previous week.
Type	varchar
Length	80

MonthsOfMonthly

Description	The number of months that monthly statistics are stored by the system.
Type	smallint
Length	2

WeeksOfWeekly

Description	The number of weeks that weekly statistics are stored by the system.
Type	smallint
Length	2

HistoricalStatStorage view

Description

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

Note: On Symposium Express Call Center, historical statistics are predefined.

Field descriptions

Historical Statistics Storage Properties reports contain the following fields:

Parameter	
Description	The name of the parameter.
Type	varchar
Length	80
Purchased	
Description	The purchased value for this parameter.
Type	int
Length	4
System	
Description	The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged on.
Type	int
Length	4

IVRPort view

Description

The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

Field descriptions

The IVRPort view contains the following fields:

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.

Type varchar

Length 16

IVRQueueID

Description The threshold class to which the IVR queue is assigned.
The Symposium Express Call Center does not support threshold classes.

Type varchar

Length 7

Name	
Description	The name of the voice port.
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

Description

The IVRQueue view lists the IVR ACD-DNs and their properties.

Field descriptions

IVR Queue and Port Properties reports contain the following fields:

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.
Type	varchar
Length	7

Name	
Description	The name of the IVR ACD-DN.
Type	varchar
Length	30

ServiceLevelThreshold

Description	The service level threshold for the threshold class to which the IVR ACD-DN belongs. Symposium Express Call Center does not support threshold classes.
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

NCCConfig view

Introduction

NCC option only. The NCCConfig view is not used in 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 Express Call Center site, which is assigned by the server.

Type: int

Length: 4

SiteName

Description: The name of the Symposium Express Call Center 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 Express Call Center 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

PhonsetDisplay view

Description

This view lists the configured display types, the width of the display, and the number of rows in the display.

Field descriptions

The PhonsetDisplay view contains the following fields:

DisplayTypeName

Description The type of display the phonset 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 phonset.

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

RealTimeColumn view

Description

The RealTimeColumn view lists the real-time display definitions and their column definitions.

Note: In Symposium Express Call Center, only three real-time display definitions are available: agent, skillset, and call center summary.

Field descriptions

The RealTimeColumn view contains the following fields:

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.
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 was 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

Description

The RealTimeStatCollection view lists the types of real-time statistics that Symposium Express Call Center collects; it indicates whether each type of statistic is selected, and the viewing modes configured for that statistic.

Note: For Symposium Express Call Center, only agent, skillset, and call center summary statistics are collected.

Moving window mode

In moving window mode, statistics shown represent the last 10 minutes of system activity.

Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (one day). When the interval is over, data fields initialize to 0 (zero), and collection begins for the next interval.

Field descriptions

The RealTimeStatCollection view contains the following fields:

IntervalDuration	
Description	The interval duration for collecting real-time statistics.
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	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	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 moving window format.
Type	char
Length	1

MWApplication

Description	Shows whether application statistics are displayed using the moving window format.
Type	char
Length	1

MWIVR

Description	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	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

Description

The RealTimeTemplate view lists the real-time display definitions and their general properties.

Field descriptions

The RealTimeTemplate view contains the following fields:

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

ViewMode

Description	The view mode defined for the real-time display definition.
Valid values	Moving Window Interval To Date
Type	varchar
Length	80

Route view

Description

The Route view lists the routes and their properties.

Field descriptions

Route Properties reports contain the following fields:

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.
-------------	------------------------

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 route was added. Symposium Express Call Center does not support threshold classes.
Type	int
Length	4

Script view

Description

The Script view lists the scripts and their properties.

Field descriptions

The Script view contains the following fields:

Comment	
Description	Additional information about the script.
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.
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 script.
Valid values	Activated Deactivated Edited
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.
Possible values	Local Master Network Master Primary Secondary
Type	varchar
Length	80

ScriptVariableProperties view

Description

The ScriptVariableProperties view lists the script variables and their properties.

Field descriptions

Script Variable Properties reports contain the following fields:

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	The comments defined, if any.
Type	varchar
Length	127
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.
Type	varchar
Length	80

ScriptVariables view

Description

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 *Nortel Networks Symposium Express Call Center Scripting Guide*.

Field descriptions

The ScriptVariables view contains the following fields:

Script

Description	The name of a script that uses this variable.
Type	varchar
Length	32

ScriptStatus

Description	The status of the script that uses this variable.
Valid values	Edited Validated Activated
Type	varchar
Length	80

Type

Description	The type of script.
Valid values	Local Master Network Master Primary Secondary Symposium Express Call Center does not support primary and secondary scripts.
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.
Type	varchar
Length	80

Skillset view

Description

The Skillset view lists all of the skillsets and their general properties.

Field descriptions

The Skillset view contains the following fields:

ActivityCode	
Description	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
Comment	
Description	The comments defined, if any.
Type	varchar
Length	127

DN

Description	The ACD-DN number for which calls will be pegged to this skillset.
Type	varchar
Length	7

IdleAgentsPriority

Description	The agent idle time preference defined on the Global Settings property page.
Type	smallint
Length	2

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

NightServiceType

Description	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.
Type	varchar
Length	30

SkillsetID

Description	A unique identifier for the skillset, which is assigned by the server when the skillset was added.
Type	varchar
Length	30

UseBestNode

Description	Not supported in this version.
-------------	--------------------------------

UseRoundRobin

Description	Networking option only.
Type	char
Length	1
Valid values	<ul style="list-style-type: none"> ■ 0 (round robin) ■ 1 (sequential)

SkillsetByAgent view

Description

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

The SkillsetByAgent view contains the following fields:

Priority	
Description	The agent's priority for this skillset.
Range	1 to 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

Supervisor view

Description

The Supervisor view lists all Symposium Express Call Center supervisors and their general properties.

Field descriptions

The Supervisor view contains the following fields:

Comment

Description The comments defined on the User Property Sheet, if any.

Type varchar

Length 127

Department

Description The department to which the supervisor belongs, as defined on the User Property Sheet for the supervisor.

Type varchar

Length 64

GivenName

Description The given or first name of the supervisor, as defined on the User Property Sheet for the supervisor.

Type varchar

Length 64

PCLoginName

Description	The supervisor's desktop user ID, as defined on the Desktop property page.
-------------	--

Type	varchar
------	---------

Size	40
------	----

SurName

Description	The family or surname of the supervisor, as defined on the User Property Sheet for the supervisor.
-------------	--

Type	varchar
------	---------

Length	64
--------	----

SwitchID

Description	The switch ID of the phoneset at which the supervisor is logged on, as received from the switch.
-------------	--

Type	int
------	-----

Length	4
--------	---

SwitchPortAddress

Description	The switch port address of the phoneset at which the supervisor is logged on, as received from the switch.
-------------	--

Type	varchar
------	---------

Length	30
--------	----

SwitchPortName

Description	The switch port name of the phoneset at which the supervisor is logged on, as received from the switch.
-------------	---

Type	varchar
------	---------

Length	30
--------	----

TelsetLoginID

Description	The numeric ID the supervisor uses to log on to the phoneset, as defined on the User Property sheet.
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 was added.
Type	int
Size	4

TemplateName

Description	The name of the access class to which the supervisor belongs.
Type	nvarchar
Size	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 was added.
Type	int
Size	4

ThresholdTemplateName

Description	The name of the threshold class to which the supervisor belongs.
Type	nvarchar
Size	30

Title

Description	The supervisor's title, as defined on the User Property Sheet 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

Description

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, then the view contains three records for that agent.

Field descriptions

The SupervisorAgentAssignment view contains the following fields:

AgentGivenName

Description	The first or given name of an assigned agent, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

AgentSurName

Description	The family or surname of the agent, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

AgentTelsetLoginID

Description	The numeric ID that the agent uses to log on to the phoneset, as defined on the User Property sheet.
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 User Property Sheet for the supervisor.
Type	varchar
Length	64

SupervisorSurname

Description	The surname or family name of the supervisor, as defined on the User Property Sheet for the supervisor.
Type	varchar
Length	64

SupervisorTelsetLoginID

Description	The numeric ID the supervisor uses to log on at the phoneset, as defined on the User Property Sheet 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. Only reporting supervisors are supported on Symposium Express Call Center.
Type	char
Length	1
Values	P (Reporting) S (Associated)

SupervisorByAssignment view

Description

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

Field descriptions

The SupervisorByAssignment view contains the following fields:

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.
-------------	---

Type	varchar
------	---------

Length	64
--------	----

AssignType

Description	The assignment type. Only reporting assignments are supported on Symposium Express Call Center.
Type	varchar
Length	80

Comment

Description	The comments defined, 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
Length	16

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 User Property Sheet 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 User Property Sheet for the supervisor.
Type	varchar
Length	64

Type

Description	The assignment type. Only reporting supervisors are supported on Symposium Express Call Center.
Valid values	Reporting Associated
Type	varchar
Length	80

SwitchPort view

Description

This view lists phoneset ports and their switch configuration information.

Field description

The SwitchPort view contains the following fields:

Acquire

Description	Shows whether there is a request to acquire or deacquire the route.
-------------	---

Type	char
------	------

Length	1
--------	---

Name

Description	The switch port name of the phoneset at which the agent is logged on, as received from the switch.
-------------	--

Type	varchar
------	---------

Length	30
--------	----

PortAddress

Description	The switch port address of the phoneset at which the agent is logged on, as received from the switch.
-------------	---

Type	varchar
------	---------

Length	30
--------	----

PositionID

Description	A unique identifier for the agent's position ID, as received from the switch.
Type	int
Length	4

Status

Description	The status of the phoneset.
Type	varchar
Length	80

SwitchID

Description	The switch ID of the phoneset at which the agent is logged on, received from the switch.
Type	int
Length	4

Type

Description	The phoneset type.
Type	varchar
Length	80

UserTemplate view

Description

The UserTemplate view lists the agent call presentation classes and their properties.

Field descriptions

The UserTemplate view contains the following fields:

AlternateCallAnswer

Description	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	Shows whether the call force option is enabled for the call presentation class to which this agent belongs.
-------------	---

Type	char
------	------

Length	1
--------	---

CallForceDelayTimer

Description	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
--------	---

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	Not supported in this version.
-------------	--------------------------------

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 was added.
Type	int
Length	4

UnionBreakTimer

Description	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

Views view

Description

This view lists all database views available in the Symposium Express Call Center database.

Field descriptions

The Views view contains the following fields:

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.
Type	varchar
Length	30

Appendix C

Agent state tracking

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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 Express Call Center 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.

Real-time status

Introduction

This section shows how agent state is reported on real-time displays.

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
no call present	no call present	Idle			
no call present	incoming DN call active	Busy	Active		
no call present	incoming DN call on hold	Busy	On hold		
no call present	outgoing DN call active	Busy	Active		
no call present	outgoing DN call on hold	Busy	On hold		
no call present	incoming DN call ringing	Idle			
no call present	DN key pressed	Busy			
call ringing	no call present	Call present			
call ringing	incoming DN call ringing	Call present			

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
call active	no call present	Active			
call on hold	no call present	On hold			
call active	incoming DN call on hold	Active	On Hold		
call on hold	incoming DN call active	On hold	Active		
call on hold	incoming DN call on hold	On hold	On hold		
call active	outgoing DN call on hold	Active		On hold	
call on hold	outgoing DN call active	On hold		Active	
call on hold	outgoing DN call on hold	On hold		On hold	
ACD/NACD call ringing	no call present	Busy			
ACD/NACD call active	no call present	ACD/NACD Active			
ACD/NACD call on hold	no call present	ACD/NACD on hold			

If the agent key status is		Agent status displays as			
Incalls key	DN key	Incalls Status	DN In Status	DN Out Status	Walk-away Status
Not ready	no call present	not ready			
Not ready	Incoming DN call active	Not ready	Active		
Not ready	Incoming DN call on hold	Not ready	On hold		
Not ready	Outgoing DN call active	Not ready		Active	
Not ready	Outgoing DN call on hold	Not ready		On hold	
Call on hold; walkaway	no call present	On hold			Yes

Appendix D

Entity Relationship Diagrams

In this appendix

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Overview of entity relationships

The diagrams in this section show the relationships between the Symposium Express Call Center Database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

IDEF1X notation conventions

Overview

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. By using this modeling language, you can produce a graphical information model that represents the structure and semantics of information with a system.

History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the United States 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, and 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.

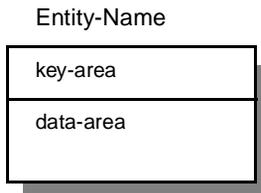
Entities are classified as independent or dependent entities, depending on how they acquire their keys.

Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

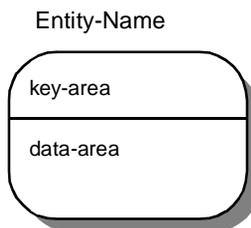
Independent entity

An independent entity is an entity that does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.



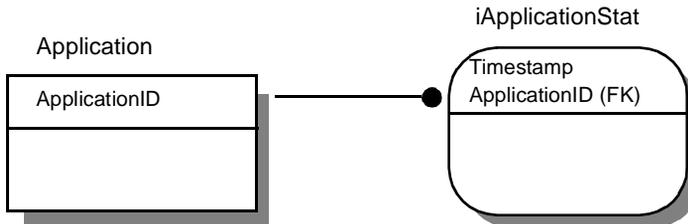
Dependent entity

Dependent entities depend on one or more other entities for their identification. Dependent entities are represented by boxes with rounded corners.



Primary key

To use an entity, you must be able to identify instances uniquely; that is, you must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.



In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

Attribute notation

The following terms are used to describe attributes:

Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

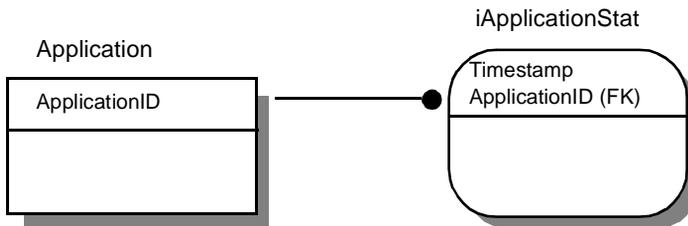
Non-primary key attribute

A non-primary key attribute is an attribute that is not part of the primary key of the entity.

Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

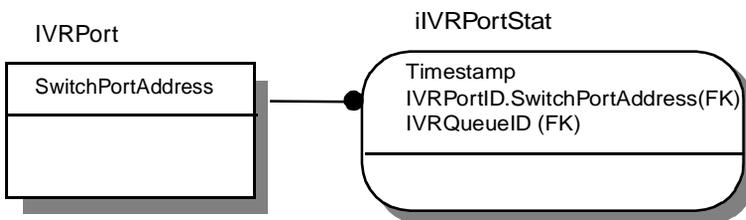


Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute; its definition is based on the definition of the original foreign key or keys. The original foreign keys, therefore, are classified as base attributes. Role names take the following format:

role-name.attribute (FK)

In the following illustration, **IVRPortID.SwitchPortAddress (FK)** is a role name:

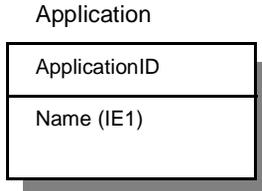


Inversion entry

An inversion entry is a non-unique access identifier of the entity; it is an attribute or group of attributes that is frequently used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, you may not find exactly one instance. Inversion entries are shown as

attribute (IEn)

In the following illustration, **Name** is an inversion entry.



Relationship notation

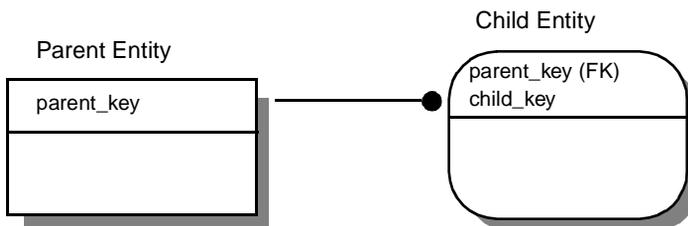
The following terms are used to describe the relationships between entities:

Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model 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 must connect exactly two entities.

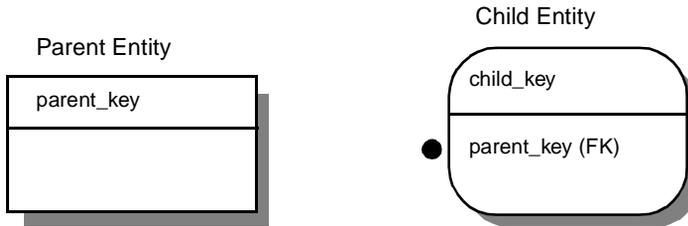
Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.



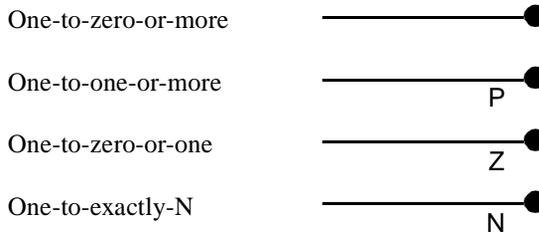
Non-identifying relationship

In a non-identifying relationship, primary key attributes of the parent entity become non-primary key attributes of the child entity.



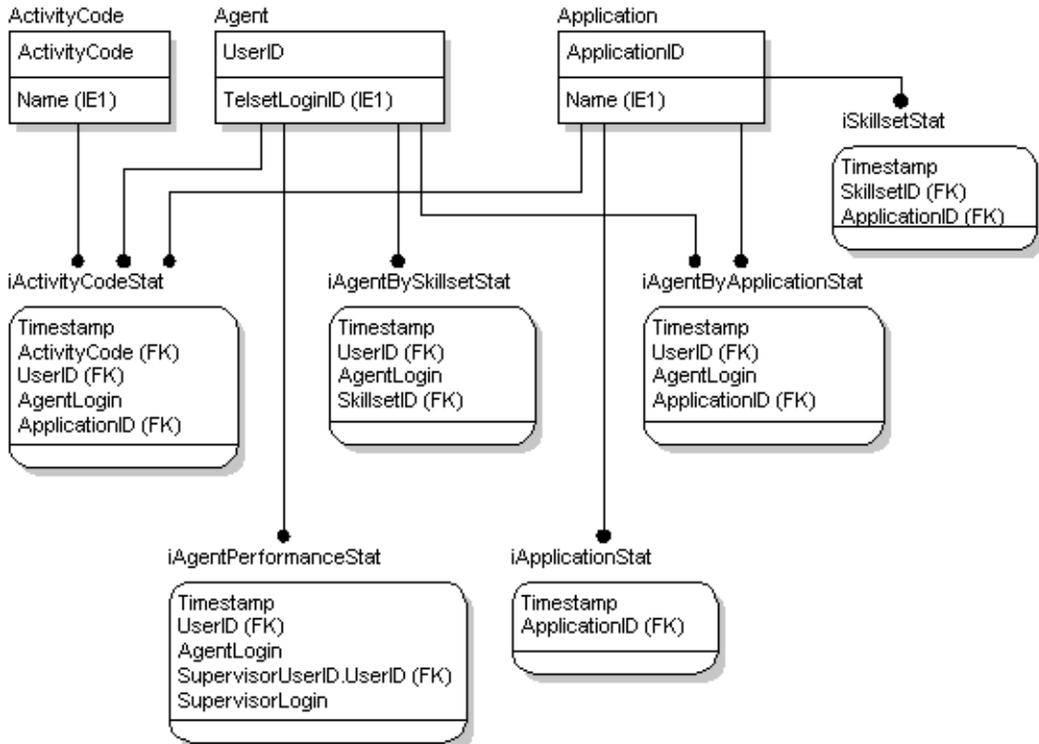
Cardinality notation

The following notation shows the number of child attributes involved in the relationship.

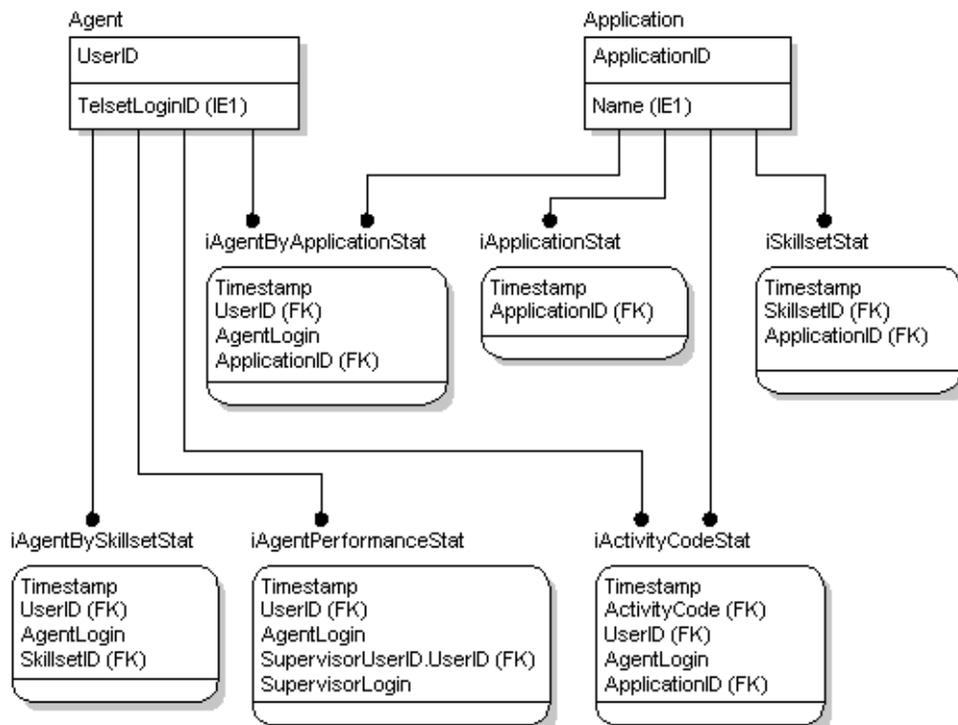


Statistics entity relationships

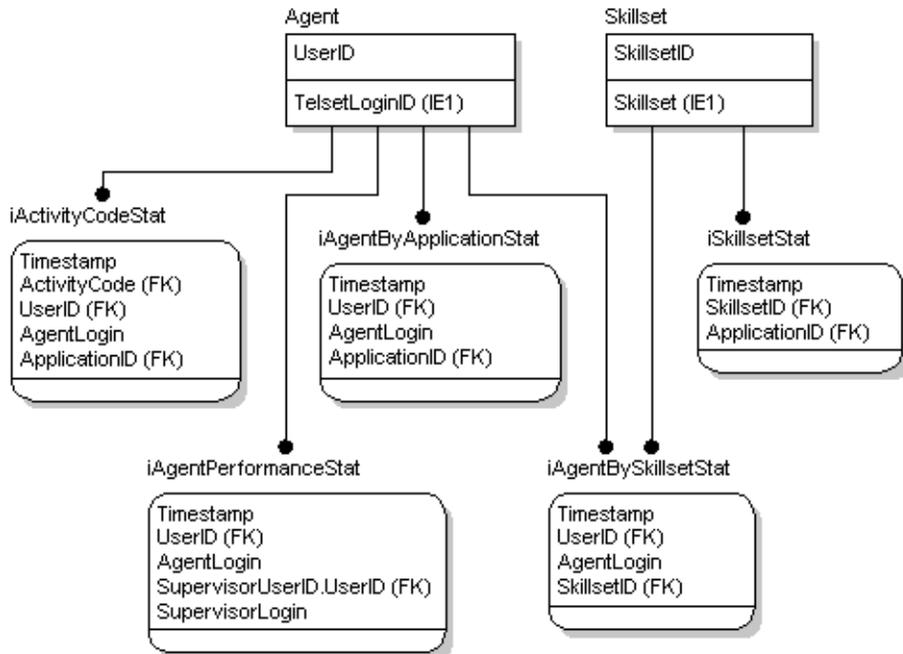
Activity code statistics



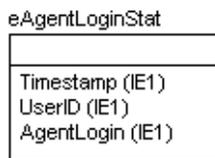
Agent by application statistics



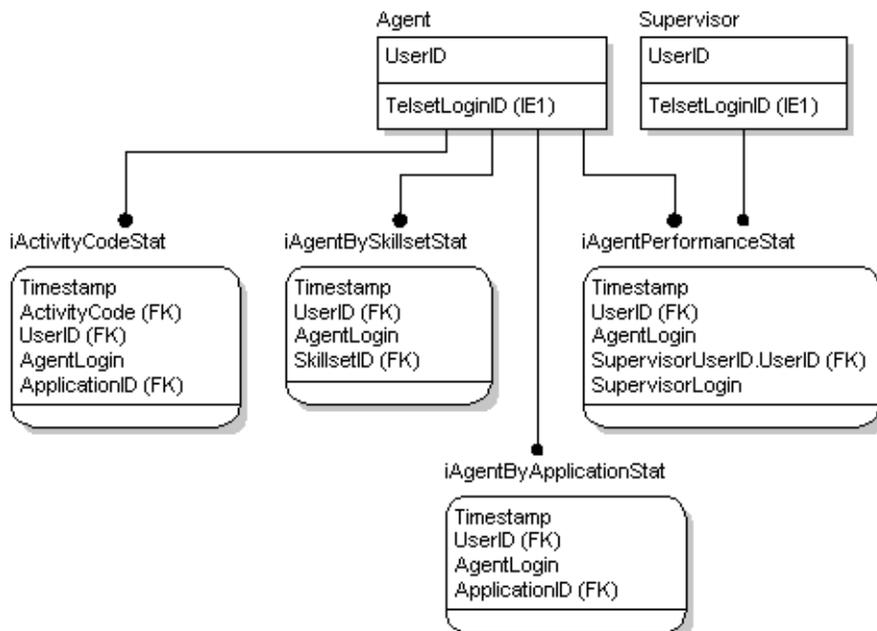
Agent by skillset statistics



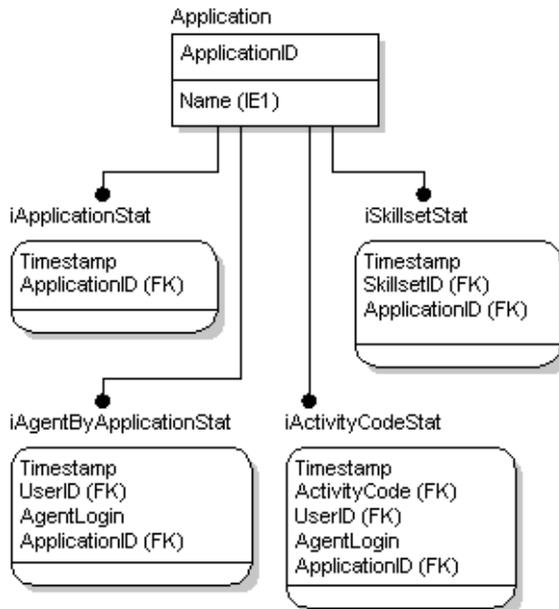
Agent login statistics



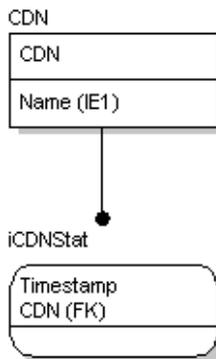
Agent performance statistics



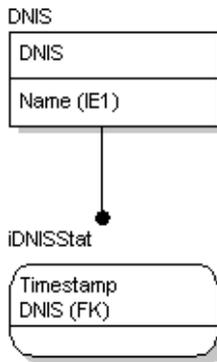
Application statistics



CDN statistics



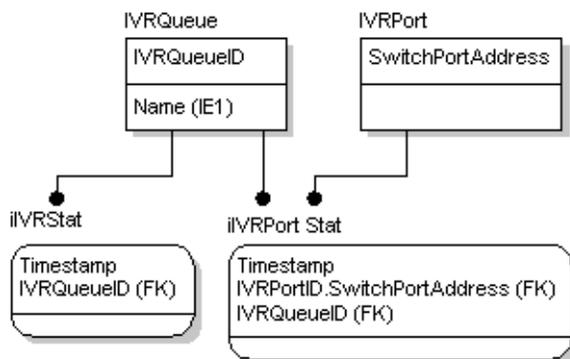
DNIS statistics



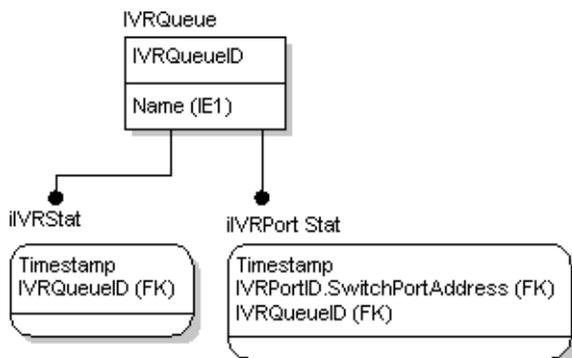
IVR port logon statistics



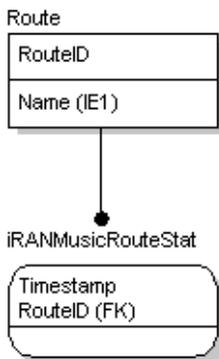
IVR port statistics



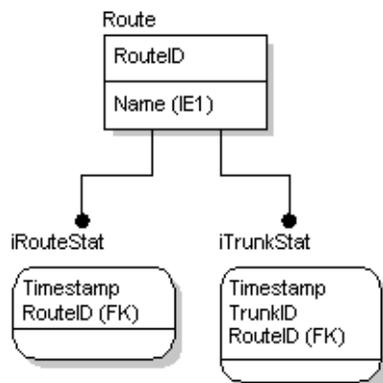
IVR statistics



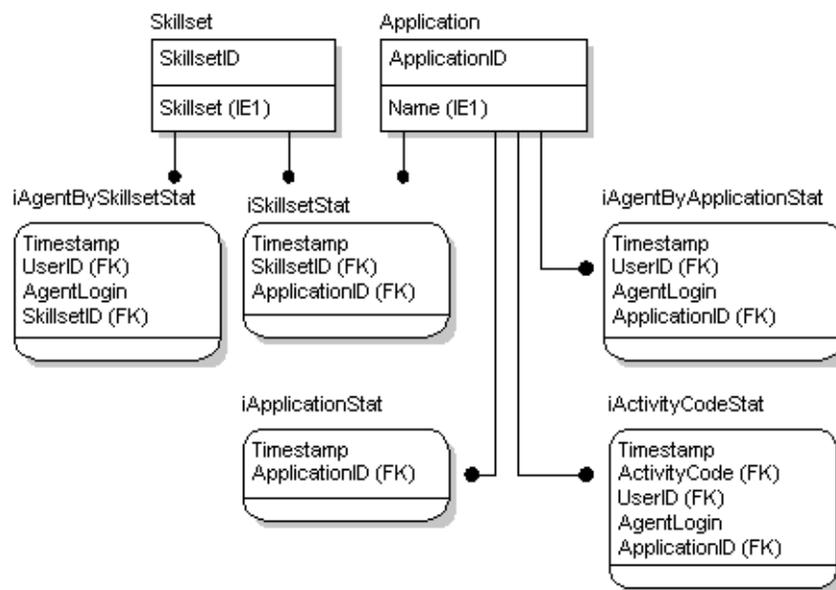
RAN/music route statistics



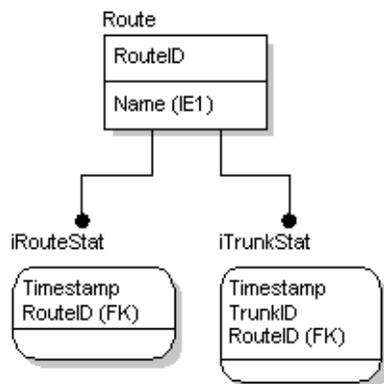
Route statistics



Skillset statistics



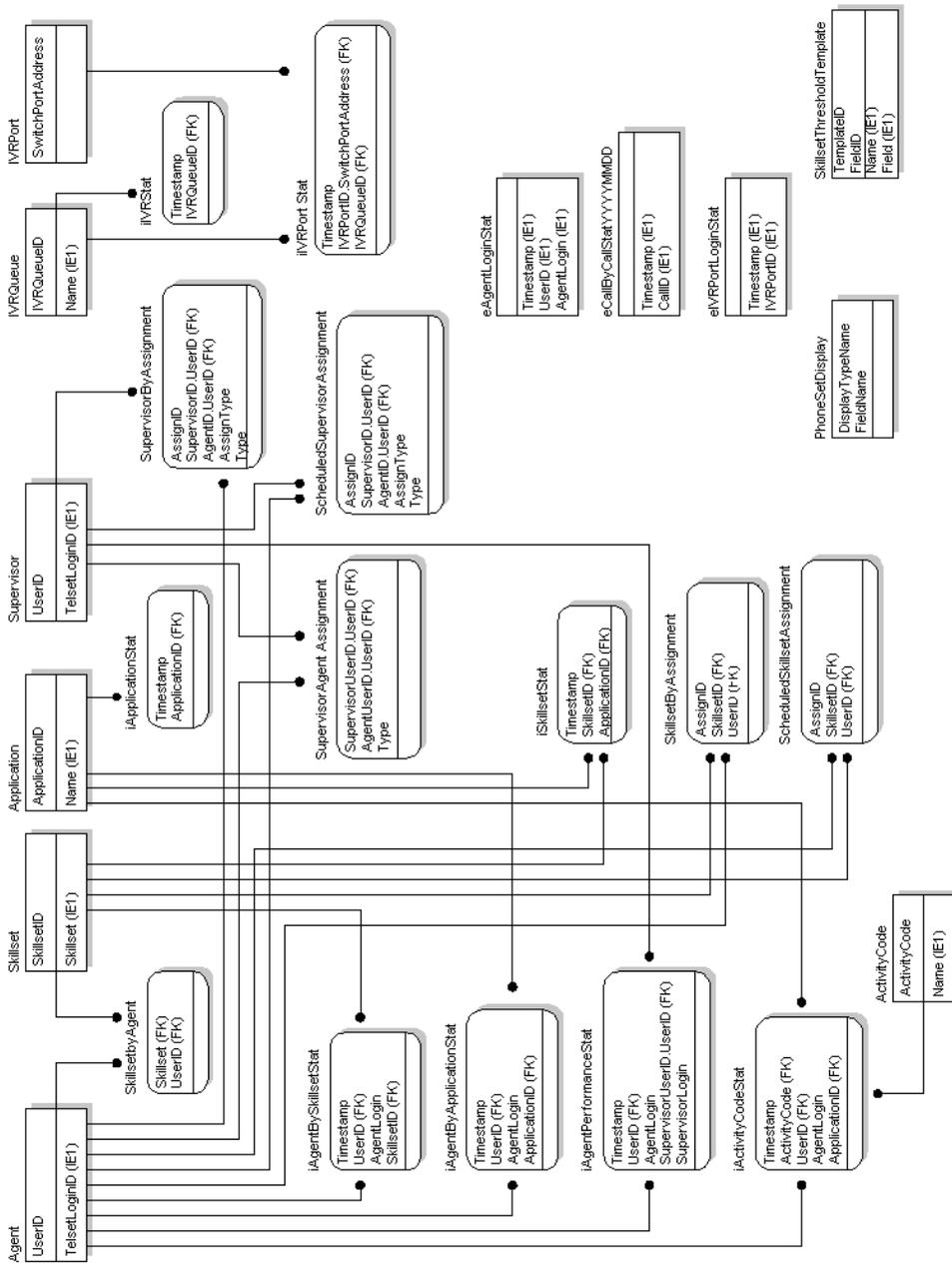
Trunk statistics

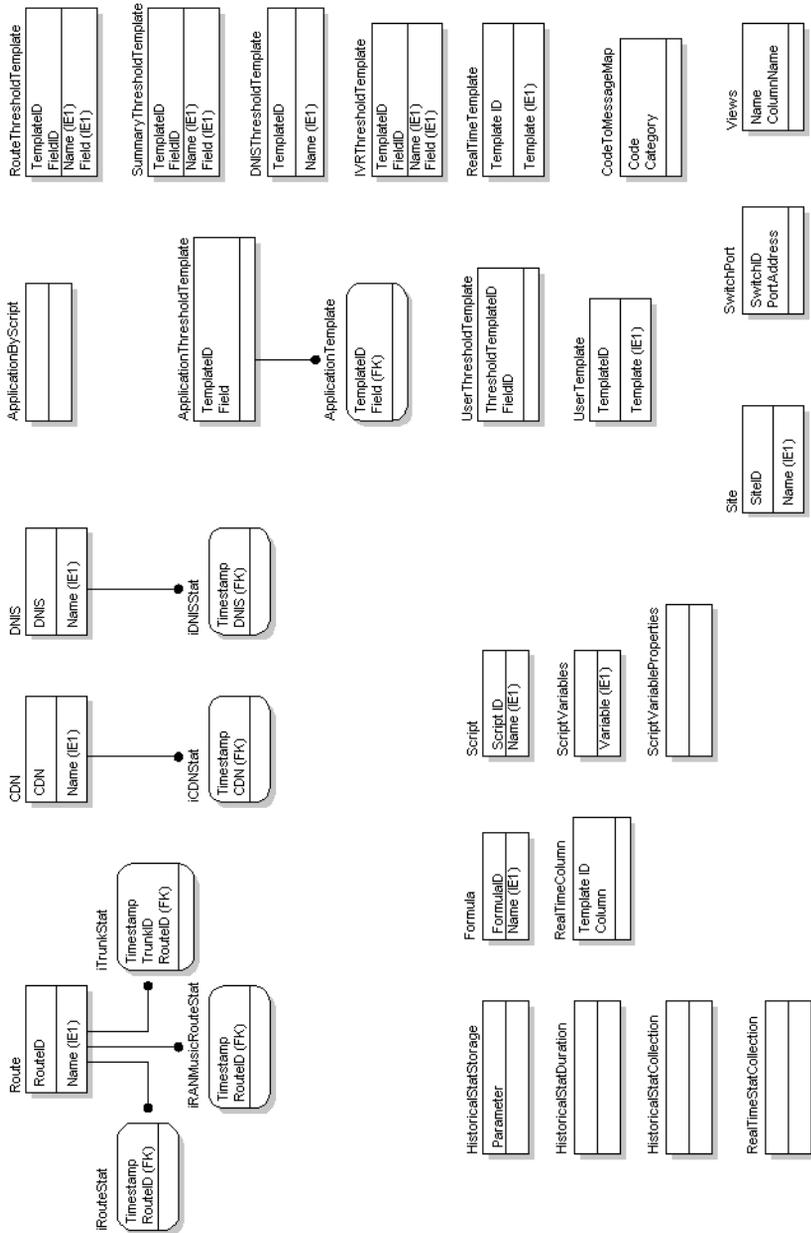


Symposium Database Entity Relationships

Introduction

The following pages show all relationships within the database.





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.

ACD call

See Automatic call distribution call.

ACD-DN

See Automatic call distribution directory number.

ACD routing table

See Automatic call distribution routing table.

acquired resource

A resource configured on the switch that is under the control of the Symposium Express Call Center server. Resources must be configured with matching values on both the switch and the Symposium Express 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. For example, the activity code 720 may 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.

agent

A user who is responsible for handling customer calls.

agent logon ID

A unique identification number assigned to a particular agent. The agent uses this number when logging on. The agent ID is not associated with any particular phoneset.

agent to skillset assignment

A matrix that, when you run it, sets the priority of one or more agents for a skillset.

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

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 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 Express Call Center will be queued to ACD groups and handled by available 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 presentation class

A collection of preferences that determines how calls are presented to an agent. A call presentation class specifies whether a break time between calls is allowed, whether calls can be presented to an agent whose secondary DN is active, whether an agent can put DN calls on hold for incoming ACD calls, and whether an agent phoneset displays that the agent is reserved for a network call.

call priority

A numerical value assigned in a script that defines the relative importance of a call. If two calls are in the queue when an agent becomes available, and one call is queued with a higher priority than the other, the agent receives the higher priority call first. *See also* skillset priority.

call source

The site from which an incoming network call originates. *See also* call destination.

call treatment

The way Symposium Express Call Center handles 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.

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 Express Call Center that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

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 Express Call Center. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Express Call Center.

Customer local area network

The LAN to which your corporate services and resources connect. Symposium Express Call Center and the client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

customer administrator

A user who is responsible for maintaining Symposium Express Call Center.

D**DBMS**

Database Management System

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.

desktop user

A configured user who can log on to Symposium Express Call Center 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.

Dialed Number Identification Service

An optional service that allows Symposium Express Call Center 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 appears 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.

DN

See directory number.

DN call

See directory number call.

DNIS

See Dialed Number Identification Service.

driver

A program that controls a device. Each device, whether it is a printer, disk drive, or keyboard, must have a driver program. A driver acts like a translator between the device and the programs that use the device.

dynamic host configuration protocol

A protocol for dynamically assigning IP addresses to devices on a network.

dynamic link library

A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions and a program accesses the functions by creating either a static or dynamic link to the DLL. Several applications can use a DLL at the same time.

E**ELAN**

See embedded local area network.

embedded local area network

A dedicated Ethernet TCP/IP LAN that connects 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.

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.

I**Incalls key**

The key on an agent phoneset to which incoming ACD and Symposium Express Call Center calls are presented.

Interactive voice response

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

Interactive voice response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

Interactive voice response event

A voice port logon or logoff. An IVR event is pegged in the database when a call acquires or de-acquires a voice port.

Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use the TCP/IP protocol to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be 0 to 255. For example, 1.160.10.240 could be an IP address.

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.

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.

M**M1**

Meridian 1 switch

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.

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 interface card

An expansion board that enables a PC to be connected to a local area network (LAN).

Network Skill-Based Routing

An optional feature with Symposium Express Call Center 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).

NPA

See Number Plan Area.

NSBR

See Network Skill-Based Routing.

Number Plan Area

Area code

O**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.

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 Express Call Center 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.

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.

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.

recorded announcement route

A resource installed on the switch that offers a recorded announcement to callers.

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.

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**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.

second-level threshold

The value used in display thresholds that represents the highest value of the normal range for a given statistic.

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 Express Call Center server is used to configure the operations of the call center. *See also* client.

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.

site

1. A system using Symposium Express Call Center that can be accessed using SMI.
2. A system using Symposium Express Call Center 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 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.

supervisor

A user who manages a group of agents. *See also* reporting supervisor.

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 Express Call Center. *See also* acquired resource.

Symposium Express Call Center call

A call to a CDN that is controlled by Symposium Express Call Center. The call is presented to the Incalls key on an agent's phoneset.

T**target site**

See destination site.

TCP/IP

See Transmission Control Protocol/Internet Protocol.

telephony

The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by telephone equipment.

threshold

A value for a statistic at which system handling of the statistic changes.

threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. *See also* display threshold, pegging threshold.

Transmission Control Protocol/Internet Protocol

The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

treatment

See 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**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**voice port**

A connection from a telephony port on the switch to a port on the IVR system.

Voice Services

A Voice Services card installed in the Meridian 1 switch, which provides front-end voice processing capability to Symposium Express Call Center. Customer-entered data in the form of digits entered through phoneset keys can be collected and used in call treatments. These treatments include recorded announcements, menu options, and screen pops.

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.

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