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# **Nortel Networks Symposium Express Call Center**

Reports and Displays Guide

Product release 3.0

Standard 2.0

September 2002

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**NORTEL**  
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# Nortel Networks Symposium Express Call Center Reports and Displays Guide

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# Publication history

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**June 2001**

This document is the first standard release of the *Nortel Networks Symposium Express Call Center Reports and Displays Guide* for Release 3.0.



# Contents

<b>1</b>	<b>Getting started</b>	<b>13</b>
	Introduction . . . . .	14
	Overview of reports and displays . . . . .	16
	Skills you need . . . . .	17
	Logging on to the system . . . . .	19
<b>2</b>	<b>Working with reports</b>	<b>21</b>
	Overview . . . . .	22
	<b>Section A: Creating user-defined reports</b>	<b>25</b>
	Overview of user-defined reports . . . . .	26
	Creating user-defined reports . . . . .	28
	<b>Section B: Creating user-created reports</b>	<b>35</b>
	Overview of user-created reports . . . . .	36
	Running the Database View Definitions report . . . . .	38
	Verifying the server connection . . . . .	39
	Creating a new report in Crystal Reports . . . . .	42
	Using database aliases in Crystal Reports . . . . .	48
	Creating a new report in another application . . . . .	52
	Importing a report created in Crystal Reports . . . . .	54
	Adding customized formulas in Crystal Reports . . . . .	56
	<b>Section C: Managing reports</b>	<b>59</b>
	Changing properties of reports . . . . .	60
	Changing the site name . . . . .	70
	Starting the Report Listener . . . . .	72
	Configuring a default printer . . . . .	74
	Other procedures for reports . . . . .	75
	<b>Section D: Using reports</b>	<b>77</b>
	Overview of using reports . . . . .	78
	Activating reports . . . . .	79
	Deactivating reports . . . . .	80
	Previewing and printing standard and ad hoc reports . . . . .	81
	Printing the configuration report . . . . .	84

<b>3</b>	<b>Frequently asked questions</b>	<b>87</b>
	Pegging questions . . . . .	88
	General questions . . . . .	93
	Question about reporting . . . . .	94
	Questions about custom reports . . . . .	97
<b>4</b>	<b>Working with real-time displays</b>	<b>99</b>
	Overview . . . . .	100
	Customizing real-time displays . . . . .	103
	Viewing real-time displays . . . . .	107
<b>5</b>	<b>Standard reports</b>	<b>111</b>
	Overview . . . . .	112
	<b>Section A: Activity code reports</b>	<b>119</b>
	Activity Code By Agent . . . . .	120
	Activity Code By Application . . . . .	123
	Not Ready Reason Codes By Agent . . . . .	126
	<b>Section B: Agent reports</b>	<b>129</b>
	Agent Average Calls per Hour . . . . .	130
	Agent Average Calls per Hour, Bottom 5 . . . . .	133
	Agent Average Calls per Hour, Top 5 . . . . .	134
	Agent By Activity Code . . . . .	135
	Agent By Application Performance . . . . .	138
	Agent By Skillset Performance . . . . .	141
	Agent DN Performance . . . . .	144
	Agent DN Performance Calls Answered, Bottom 5 . . . . .	148
	Agent DN Performance Calls Answered, Top 5 . . . . .	150
	Agent Login/Logout . . . . .	152
	Agent Network/NACD Activity . . . . .	154
	Agent Performance . . . . .	157
	Agent Performance By Supervisor . . . . .	161
	Agent Performance Calls Answered, Bottom 5 . . . . .	166
	Agent Performance Calls Answered, Top 5 . . . . .	171
	Agent Short Calls . . . . .	172
	Agent Transferred/Conferenced Activity . . . . .	176
	Estimated Revenue Per Agent . . . . .	180
	<b>Section C: Application reports</b>	<b>185</b>
	Application By Activity Code . . . . .	186
	Application By Skillset . . . . .	189

Application Call Treatment . . . . .	192
Application Delay Before Abandon . . . . .	198
Application Delay Before Answer . . . . .	201
Application Performance . . . . .	204
Crosstab - Application Performance. . . . .	207
<b>Section D: Configuration reports</b>	<b>211</b>
Configuration report . . . . .	212
Activity Code Properties. . . . .	217
Agent By Supervisor Properties . . . . .	219
Agent Properties . . . . .	221
Agent Skillset Properties . . . . .	225
Application Script Properties . . . . .	228
Application Template Properties . . . . .	230
CDN Properties. . . . .	232
Database View Definitions. . . . .	235
DNIS Properties . . . . .	238
Formula Properties . . . . .	241
Historical and Real Time Statistics Properties . . . . .	243
IVR Queue and Port Properties . . . . .	248
Logged in Agent Position ID . . . . .	251
Real Time Template Properties . . . . .	253
Route Properties . . . . .	256
Script Variable By Script . . . . .	259
Script Variable Properties. . . . .	261
Skillset Properties . . . . .	264
Supervisor Properties . . . . .	267
Telephone Display Properties. . . . .	270
User Access Privilege . . . . .	272
<b>Section E: IVR reports</b>	<b>275</b>
IVR Port First Login/Last Logout . . . . .	276
IVR Port Statistics . . . . .	278
IVR Queue Statistics. . . . .	281
<b>Section F: Resource reports</b>	<b>285</b>
CDN Statistics. . . . .	286
Crosstab - CDN Statistics. . . . .	289
Crosstab - DNIS Statistics . . . . .	292
Crosstab - Route Performance . . . . .	295
Crosstab - Trunk Performance . . . . .	298
DNIS Statistics . . . . .	301
Music/RAN Route Statistics . . . . .	305
Route Performance . . . . .	308

Trunk Performance . . . . . 311

**Section G: Skillset reports 315**

Crosstab - Skillset Performance . . . . . 316

Skillset By Application . . . . . 320

Skillset Performance . . . . . 323

**A Real-time displays 327**

Overview . . . . . 328

Agent real-time display . . . . . 329

Call center summary real-time display . . . . . 332

Skillset real-time display . . . . . 334

**B Data dictionary 337**

Overview . . . . . 338

**Section A: Summarized historical statistics 343**

Overview of summarized historical statistics . . . . . 344

ActivityCodeStat views . . . . . 347

AgentByApplicationStat views . . . . . 352

AgentBySkillsetStat views . . . . . 357

AgentPerformance views . . . . . 362

ApplicationStat views . . . . . 377

CDNStat views . . . . . 394

DNISStat views . . . . . 397

IVRPortStat views . . . . . 404

IVRStat views . . . . . 409

NetworkInCallStat views . . . . . 414

NetworkOutStat views . . . . . 421

RANMusicRouteStat views . . . . . 428

RouteStat views . . . . . 431

SkillsetStat views . . . . . 434

TrunkStat views . . . . . 440

**Section B: Event statistics 445**

Overview of event statistics . . . . . 446

eAgentLoginStat view . . . . . 447

eIVRPortLoginStat view . . . . . 450

**Section C: Configuration data 453**

Overview of configuration data . . . . . 455

ActivityCode view . . . . . 456

Agent view . . . . .	457
Application view . . . . .	461
ApplicationByScript view . . . . .	463
CDN view . . . . .	466
CodeToMessage view . . . . .	468
DNIS view . . . . .	469
DNISThresholdTemplate view . . . . .	470
Formula view . . . . .	471
HistoricalStatCollection view . . . . .	473
HistoricalStatDuration view . . . . .	477
HistoricalStatStorage view . . . . .	480
IVRPort view . . . . .	481
IVRQueue view . . . . .	483
NCCConfig view . . . . .	485
NCCNetworkSkillset view . . . . .	486
NCCRanking view . . . . .	489
NCCRemoteApplication view . . . . .	491
NCCSite view . . . . .	493
NetworkConfig view . . . . .	495
NetworkRankingAssignment view . . . . .	496
NetworkSkillsetStatus view . . . . .	499
PhonesetDisplay view . . . . .	501
RealTimeColumn view . . . . .	503
RealTimeStatCollection view . . . . .	505
RealTimeTemplate view . . . . .	510
Route view . . . . .	512
Script view . . . . .	514
ScriptVariableProperties view . . . . .	517
ScriptVariables view . . . . .	519
Skillset view . . . . .	521
SkillsetByAgent view . . . . .	524
Supervisor view . . . . .	526
SupervisorAgentAssignment view . . . . .	530
SupervisorByAssignment view . . . . .	533
SwitchPort view . . . . .	536
UserTemplate view . . . . .	538
Views view . . . . .	541

<b>C Agent state tracking</b>	<b>543</b>
Overview . . . . .	544
Pegging of agent state . . . . .	545
Real-time status . . . . .	549

<b>D</b>	<b>Entity relationship diagrams</b>	<b>553</b>
	Overview of entity relationships . . . . .	554
	IDEF1X notation conventions . . . . .	555
	Statistics entity relationships . . . . .	561
	Symposium database entity relationships . . . . .	569
	<b>Glossary</b>	<b>573</b>
	<b>Index</b>	<b>587</b>

# Chapter 1

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## Getting started

### In this chapter

Introduction	14
Overview of reports and displays	16
Skills you need	17
Logging on to the system	19

# Introduction

## Welcome

Nortel Networks is pleased to announce 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

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 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

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

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 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 19.

# Skills you need

## Introduction

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

## Skills you need to use standard reports

Symposium 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 Symposium Express Call Center, you must log on to the system.

## Assumptions

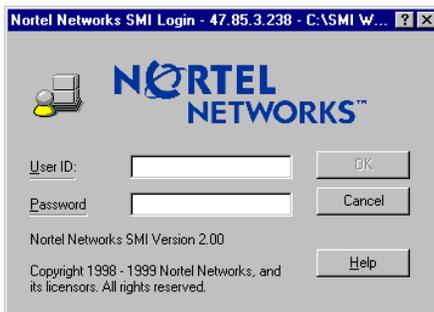
This procedure assumes the following:

- 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.

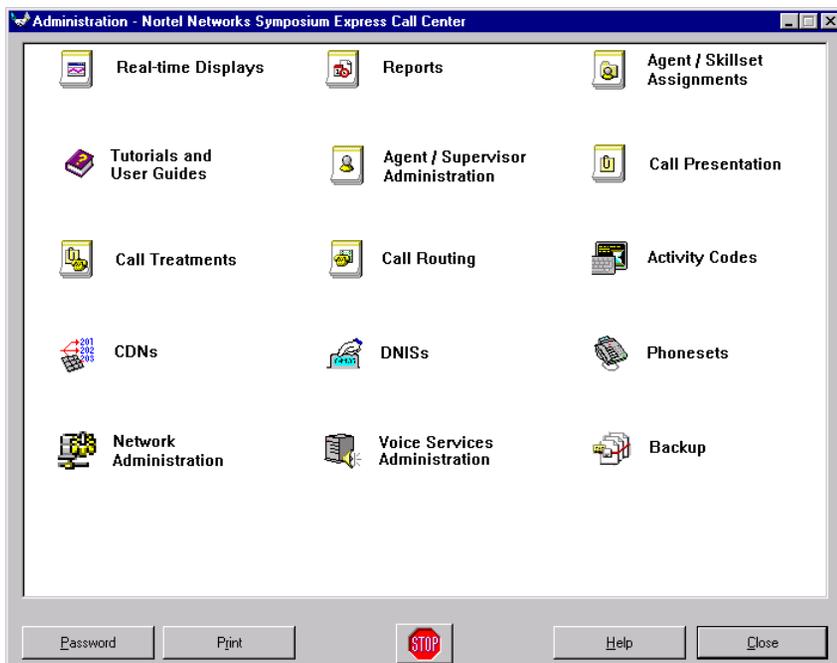
If you are a customer administrator, type **custadmin** in the User ID box. In the Password box, type the password provided by your Nortel Networks representative.

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

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## Working with reports

### In this chapter

Overview	22
Section A: Creating user-defined reports	25
Section B: Creating user-created reports	35
Section C: Managing reports	59
Section D: Using reports	77

# 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

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 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**

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:

<b>Statistic</b>	<b>Storage duration</b>
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

## In this section

Overview of user-defined reports	26
Creating user-defined reports	28

# 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 on to 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

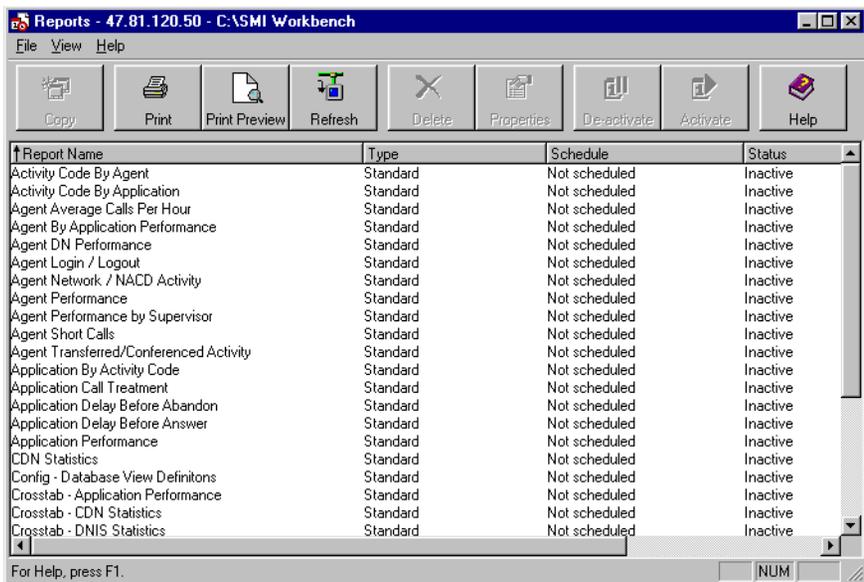
## Introduction

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.

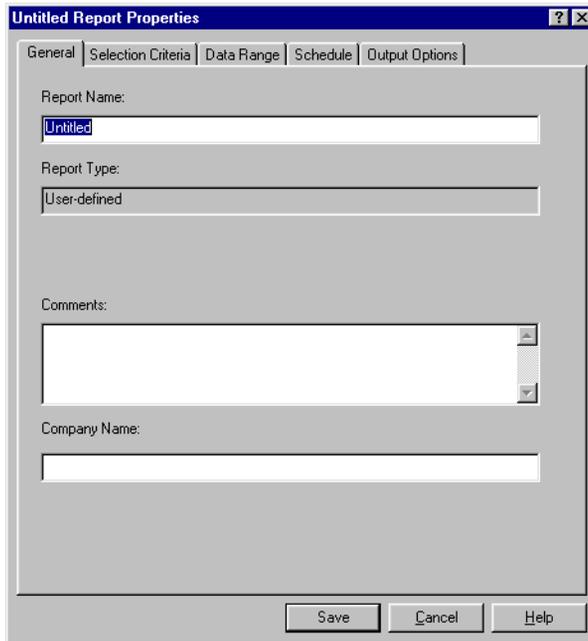
**Result:** The Reports window appears.



- 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 a tabbed interface with the following tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "General" tab is currently active. It contains the following fields and controls:

- Report Name:** A text input field containing the text "Untitled".
- Report Type:** A text input field containing the text "User-defined".
- Comments:** A large text area with a vertical scrollbar, currently empty.
- Company Name:** A text input field, currently empty.

At the bottom of the dialog, there 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.

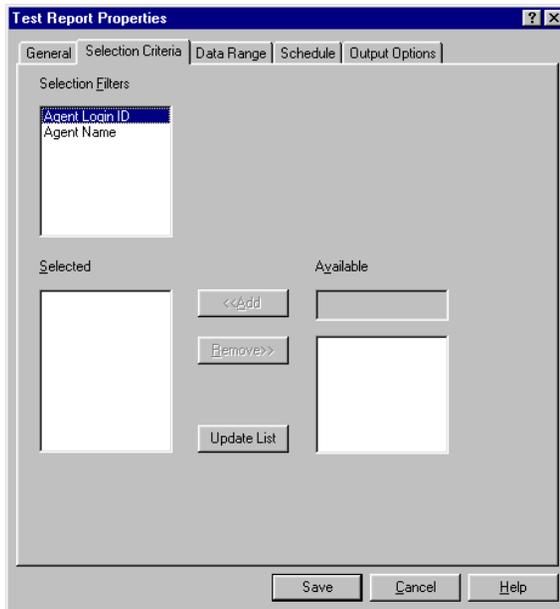
- 5 Go to the following procedure.

## 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.

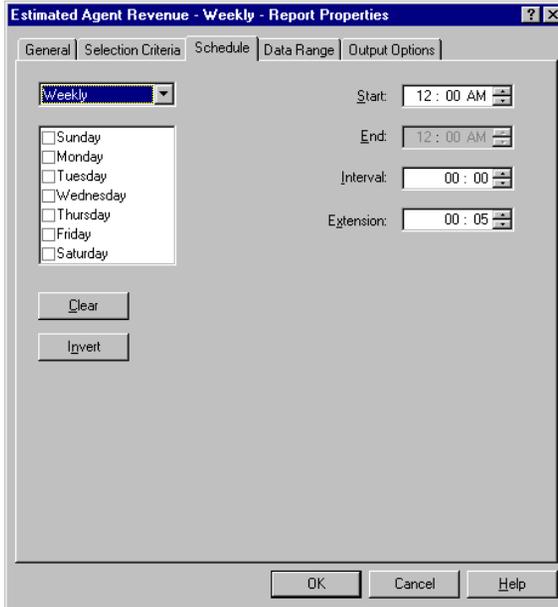
**Note:**

- 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.

**test Report Properties**

General | Selection Criteria | **Data Range** | Schedule | Output Options

Data will be extracted for the following period.

Collection Frequency: 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

Include intervals between 12:00 AM and 11:45 PM

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 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 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 the following elements:

- A header: "Please select the output for the scheduled report generation:"
- A "Printing" section with a radio button selected for "Print report with following options:". Below this are two dropdown menus: "Printer:" set to "HP LaserJet 5Si/5Si MX PS" and "Paper size:" set to "Letter 8 1/2 x 11 in".
- An "Exporting" section with a radio button selected for "Export report to the following format:". Below this is a dropdown menu for format, a "Separator..." button, and a text field for "Specify full path and file name:" with a "Browse..." button.
- Two options for file saving:
  - "Overwrite previously saved files. Each report will be saved with the same filename."
  - "Save file under different name each time. Date and time will be appended to the filename."
- At the bottom are "OK", "Cancel", and "Help" buttons.

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

### In this section

Overview of user-created reports	36
Running the Database View Definitions report	38
Verifying the server connection	39
Creating a new report in Crystal Reports	42
Using database aliases in Crystal Reports	48
Creating a new report in another application	52
Importing a report created in Crystal Reports	54
Adding customized formulas in Crystal Reports	56

# 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

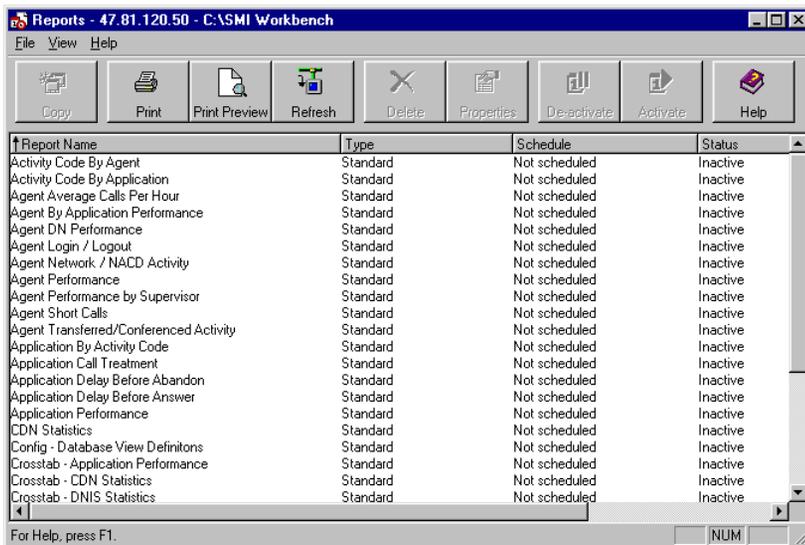
## Introduction

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

**Result:** The print preview window appears.

# Verifying the server connection

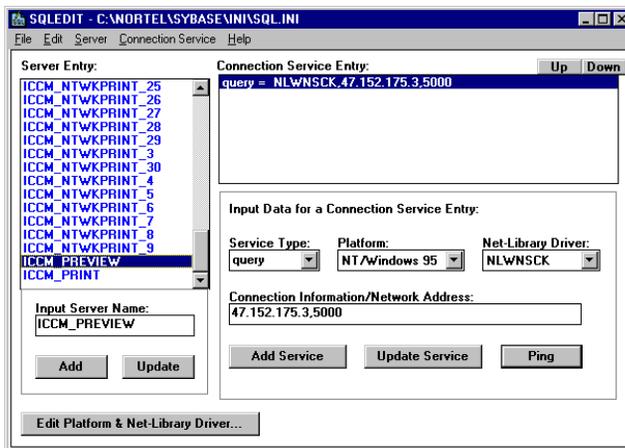
## Introduction

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 → SQLEDT.

**Result:** The SQLEDT 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

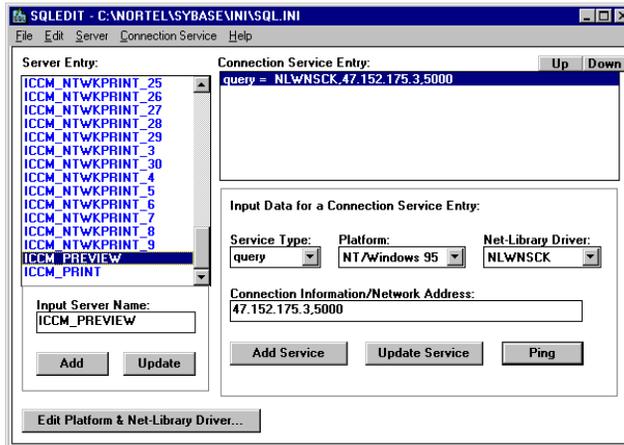
**ICCM\_Server,5000**

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

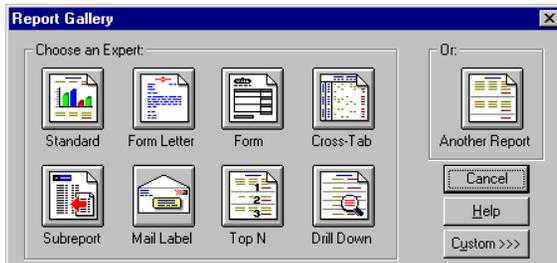
- 1 On the desktop, open Crystal Reports Designer.

**Result:** The Crystal Reports Welcome dialog box appears.



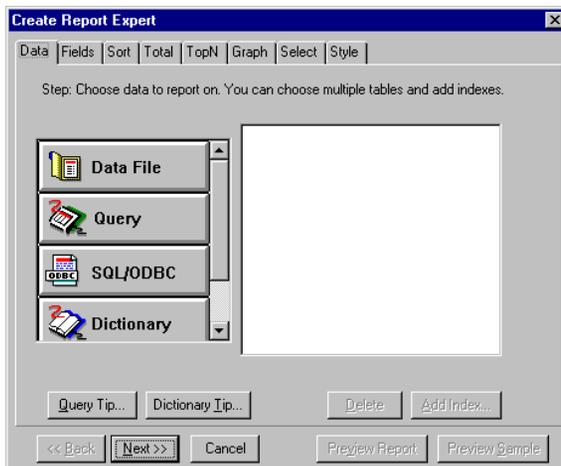
- 2 Click New Report.

**Result:** The Report Gallery window appears.



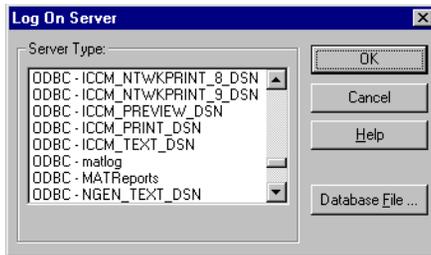
- 3 Click Standard.

**Result:** The Create Report Expert window appears.



- 4 Click SQL/ODBC.

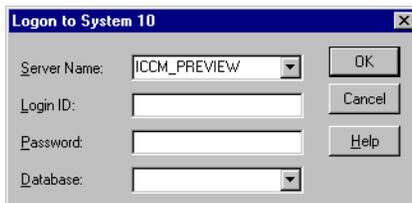
**Result:** The Log On Server dialog box appears.



- 5 In the Server Type box, select ODBC\_ICCM\_PREVIEW\_DSN.

- 6 Click OK.

**Result:** The Logon to System 10 dialog box appears.



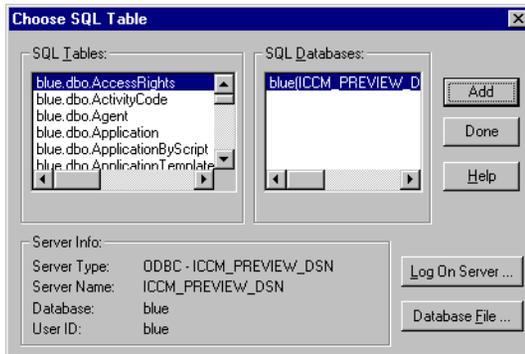
- 7 Enter your logon ID and password.

**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.



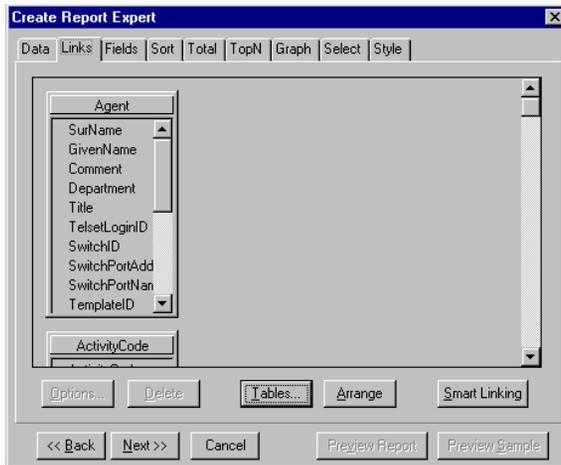
- 10 Go to the following procedure.

## 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.

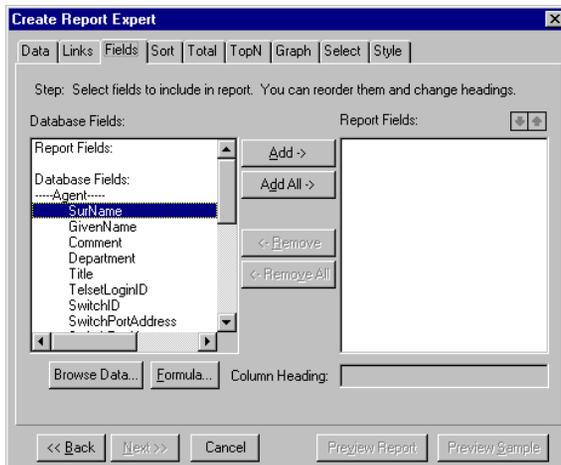
- 4 Click Done.

**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.

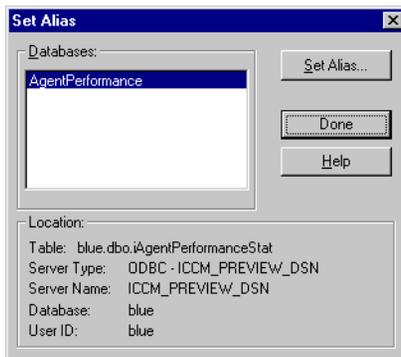
## Example

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.

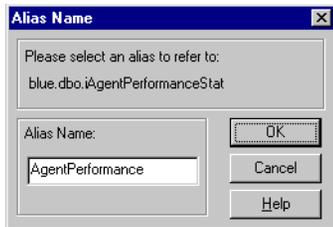
**Result:** The Set Alias dialog box appears.



- 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.



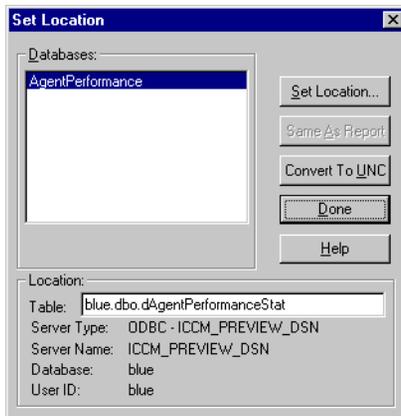
- 5 In the Alias Name box, type the name of the alias.  
**Example:** Use the alias name AgentPerformance to refer to blue.dbo.dAgentPerformanceStat.
- 6 Click OK.
- 7 Repeat steps 2 to 6 until alias names are defined for each desired view.
- 8 In the Set Alias dialog box, click Done.
- 9 Choose File → 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.

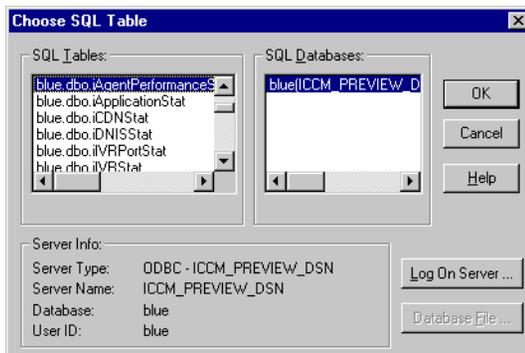
- 1 Open the report for which you want to change a database alias.
- 2 From the Crystal Reports menu, choose Database → Set Location.

**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.

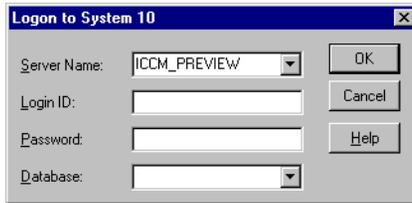
**Example:** In Microsoft Query, choose File → New. Then, select <New Data Source>.

**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 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.

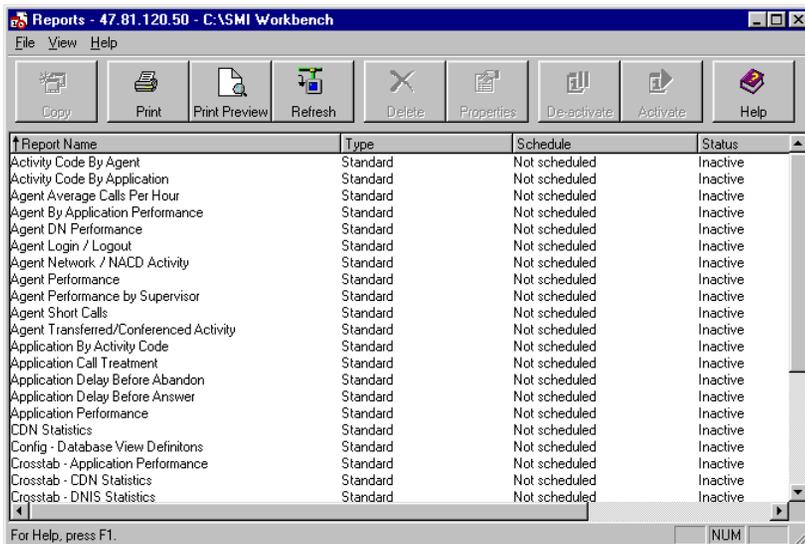
## Restriction

You cannot import reports created in other applications.

## To import a user-created Crystal Report

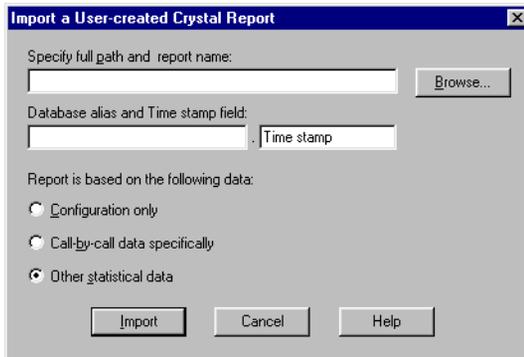
- 1 In the Administration window, double-click Reports.

**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:** 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 31, “To define the data collection period” on page 32, and “To define output options” on page 33.

# 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 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 70.

---

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.”)

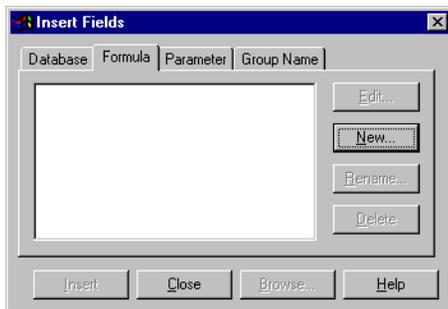
## To customize a report

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

**Result:** The Insert Fields property sheet appears.

- Click the Formula tab.

**Result:** The Formula property page appears.



- Click New.

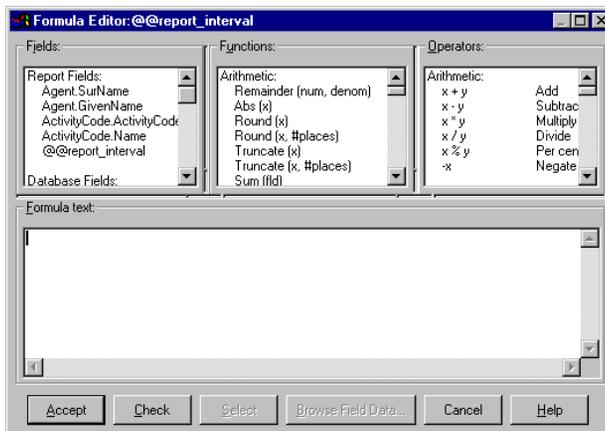
**Result:** The Formula Name dialog box appears.



- Enter the name of the formula (for example, @report\_interval).

- 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	60
Changing the site name	70
Starting the Report Listener	72
Configuring a default printer	74
Other procedures for reports	75

# 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.

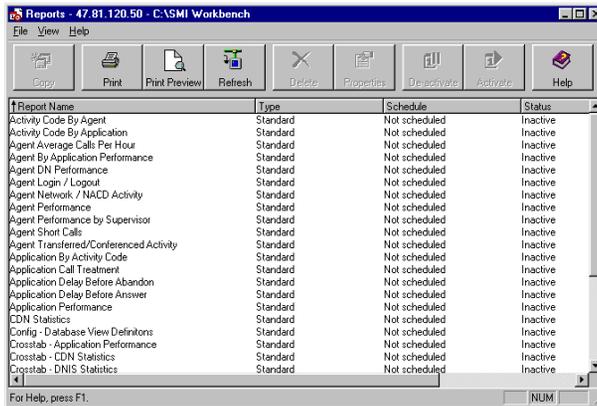
## Before you begin

You cannot change an active report. To deactivate a report, see “Deactivating reports” on page 80.

## To change report properties

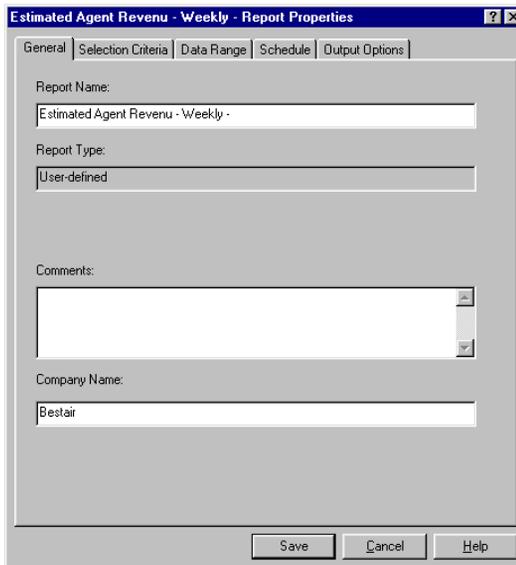
- 1 In the Administration window, double-click Reports.

**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?

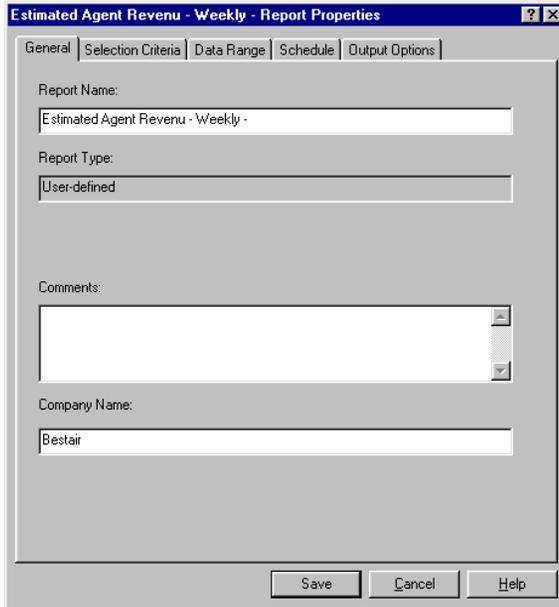
<b>IF you want to</b>	<b>THEN</b>
change the report name, comments, or company name	go to the following procedure.
change the selection criteria	go to “To change the selection criteria” on page 64.
change the report schedule	go to “To change the report schedule” on page 65.
change the data collection period	go to “To change the data range” on page 67.
change the output options	go to “To change output options” on page 68.
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 input fields: "Report Name" (containing "Estimated Agent Revenue - Weekly -"), "Report Type" (containing "User-defined"), "Comments" (empty), and "Company Name" (containing "Bestair"). At the bottom, there 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 61.

## 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 "? X" icon in the top right corner. The dialog has five tabs: "General", "Selection Criteria", "Data Range", "Schedule", and "Output Options". The "Selection Criteria" tab is active. It contains a "Selection Filters" list on the left with the following items: "Activity Code" (highlighted), "Activity Name", "Agent Login ID", and "Agent Name". To the right of this list is a "Per Unit \$" field with the value "0.00". Below the filters list are two empty boxes labeled "Selected" and "Available". Between these boxes are three buttons: "<<Add", "Remove>>", and "Update List". At the bottom of the dialog are three buttons: "Save", "Cancel", and "Help".

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

**Notes:**

- 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 61.

## 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 showing "Weekly". Below it is a list of days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The "Saturday" checkbox is checked. To the right of the day list are four input fields: "Start:" with "12:00 AM", "End:" with "12:00 AM", "Interval:" with "00:00", and "Extension:" with "00:05". There are "Clear" and "Invert" buttons below the day list. At the bottom of the dialog are "OK", "Cancel", and "Help" buttons.

- 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 61.

## 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:

- Text: "Data will be extracted for the following period:"
- Collection Frequency: A dropdown menu set to "Daily".
- Text: "Period is defined relative to the scheduled report generation:"
- Start date and time: A text box containing "3", followed by "days ago, at", and a time dropdown set to "12:00 AM".
- End date and time: A text box containing "2", followed by "days ago, at", and a time dropdown set to "12:00 AM".
- Interval Filtering: A checkbox that is currently unchecked.
- Radio buttons for interval filtering:
  - Include intervals between: 12:00 AM and 11:45 PM
  - Previous interval (applies only to current day)
- Text: "If the report is scheduled to run now, data will be extracted for the following period:"
- Start date: A text box containing "Saturday, 5/5/01".
- End date: A text box containing "Sunday, 5/6/01".
- Buttons: "Save", "Cancel", and "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.

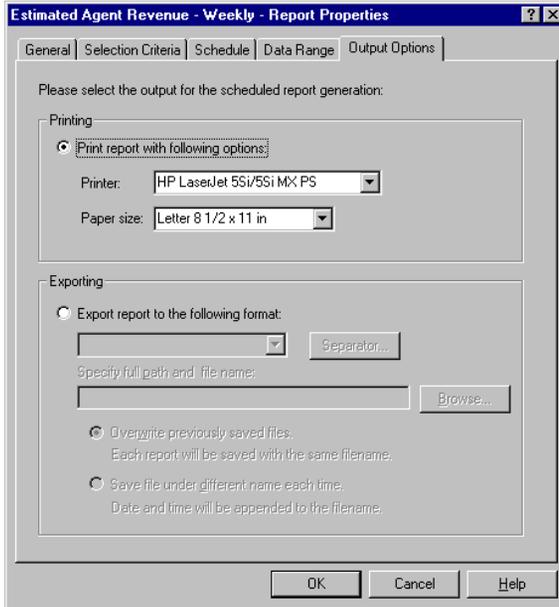
**Note:** This is only enabled if you choose Interval as the Collection Frequency.

- 3 Return to step 3 of "To change report properties" on page 61.

## 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 61.

# Changing the site name

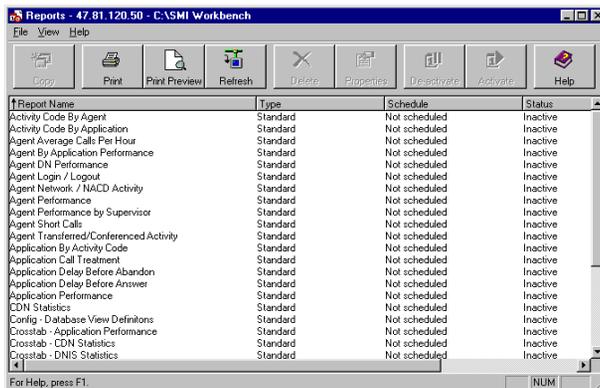
## Introduction

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.



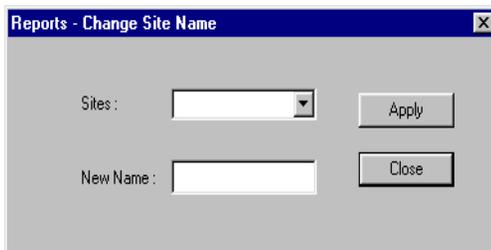
The screenshot shows the 'Reports - 47.81.120.50 - C:\SMI Workbench' window. The window title bar includes 'File View Help' and a menu bar. Below the menu bar is a toolbar with icons for Copy, Print, Print Preview, Refresh, Delete, Properties, De-schedule, Activate, and Help. The main area contains a table with the following columns: Report Name, Type, Schedule, and Status.

Report Name	Type	Schedule	Status
Activity Code By Agent	Standard	Not scheduled	Inactive
Activity Code By Application	Standard	Not scheduled	Inactive
Agent Average Calls Per Hour	Standard	Not scheduled	Inactive
Agent By Application Performance	Standard	Not scheduled	Inactive
Agent DN Performance	Standard	Not scheduled	Inactive
Agent Login / Logout	Standard	Not scheduled	Inactive
Agent Network / NACD Activity	Standard	Not scheduled	Inactive
Agent Performance	Standard	Not scheduled	Inactive
Agent Performance by Supervisor	Standard	Not scheduled	Inactive
Agent Short Calls	Standard	Not scheduled	Inactive
Agent Transferred/Conference Activity	Standard	Not scheduled	Inactive
Application By Activity Code	Standard	Not scheduled	Inactive
Application Call Treatment	Standard	Not scheduled	Inactive
Application Delay Before Abandon	Standard	Not scheduled	Inactive
Application Delay Before Answer	Standard	Not scheduled	Inactive
Application Performance	Standard	Not scheduled	Inactive
CDN Statistics	Standard	Not scheduled	Inactive
Config - Database View Definitions	Standard	Not scheduled	Inactive
Crosstab - Application Performance	Standard	Not scheduled	Inactive
Crosstab - CDN Statistics	Standard	Not scheduled	Inactive
Crosstab - DNIS Statistics	Standard	Not scheduled	Inactive

At the bottom of the window, there is a status bar that says 'For Help, press F1.' and a 'NUM' button.

- 2 Choose File → Change Site Name.

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



The screenshot shows the 'Reports - Change Site Name' dialog box. It has a title bar with a close button. The dialog contains two input fields: 'Sites:' with a dropdown arrow and 'New Name:' with a text box. To the right of the 'Sites:' field is an 'Apply' button, and to the right of the 'New Name:' field is a 'Close' button.

- 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.)

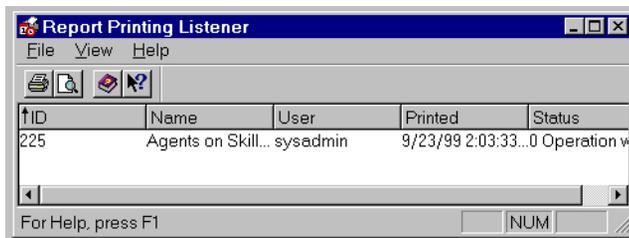
## To start the Report Listener

- 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 80.

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

### **In this section**

Overview of using reports	78
Activating reports	79
Deactivating reports	80
Previewing and printing standard and ad hoc reports	81
Printing the configuration report	84

# 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.

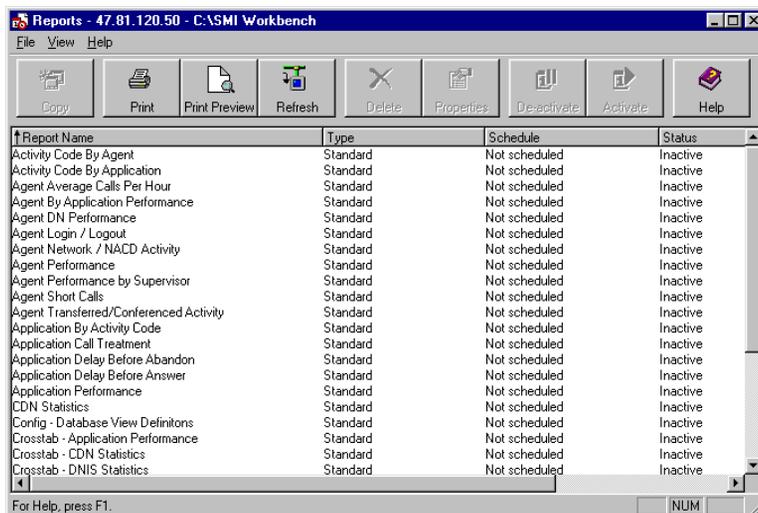
## Before you begin

Schedule the report. See “To change the report schedule” on page 65.

## 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

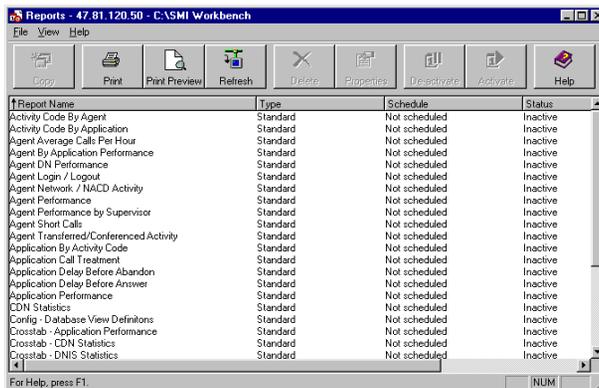
## Introduction

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

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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

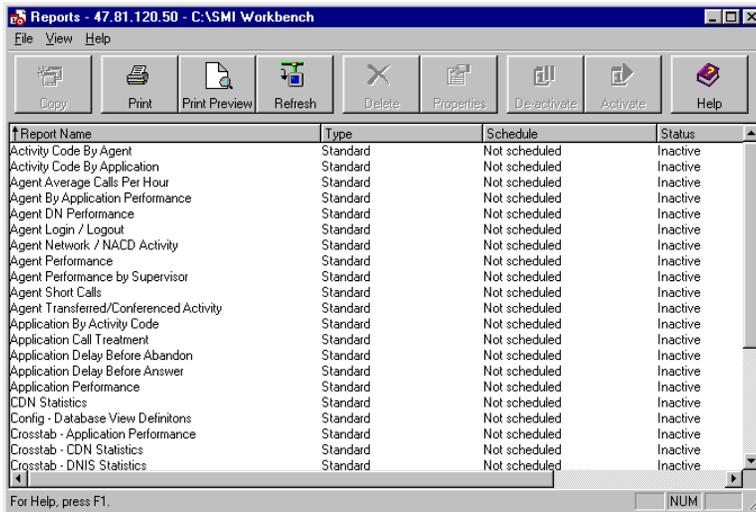
---

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

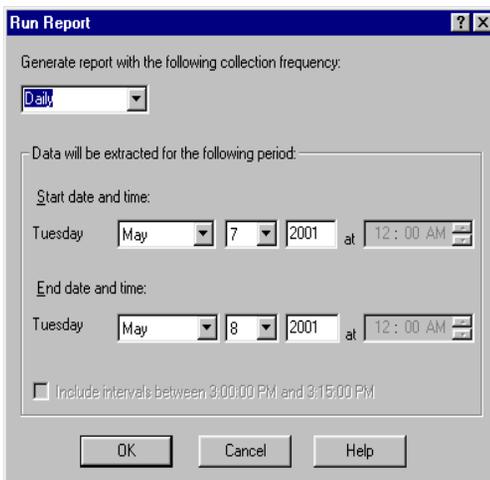
- 1 From the Administration window, double-click Reports.

**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"> <li>a. click the Printer icon.</li> <li>b. set the Print options.</li> <li>c. click OK.</li> <li>d. click the Close box.</li> </ul>
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	<ol style="list-style-type: none"> <li>a. click the Printer icon.</li> <li>b. set the print options.</li> <li>c. click OK.</li> <li>d. go to step 7.</li> </ol>
-------------------------------	---

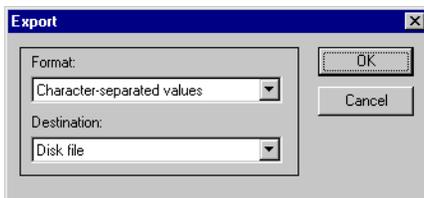
---

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

Pegging questions	88
General questions	93
Question about reporting	94
Questions about custom reports	97

# Pegging questions

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

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

## How are ACD statistics sent to the server?

Symposium 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.

$$\begin{aligned}
 &\text{WaitingTime} + \text{DNInCallsTalkTime or DnIntInCallsTalkTime} + \text{TalkTime} \\
 &= 10 + 80 + 60 \\
 &= 120 \text{ seconds}
 \end{aligned}$$

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. 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?

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

Overview	100
Customizing real-time displays	103
Viewing real-time displays	107

# 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 107.

## 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

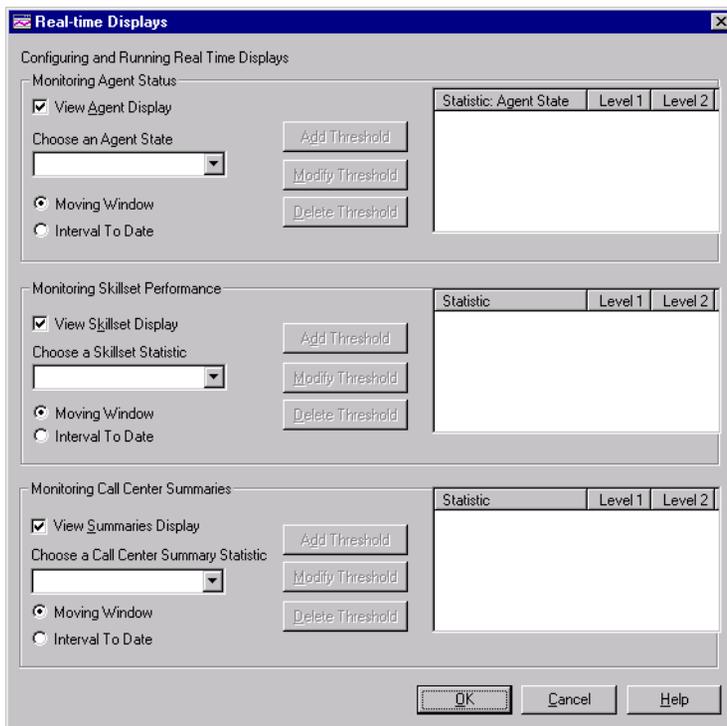
Follow this procedure to set the view mode and define thresholds for real-time displays.

**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	<p>a. select either Moving Window or Interval to date.</p> <p>b. go to step 3.</p>
add thresholds	go to the following procedure.
delete thresholds	go to “To delete thresholds” on page 105.
change the threshold colors	go to “To change threshold colors” on page 105.
open the displays	go to step 3.

## 3 Click OK.

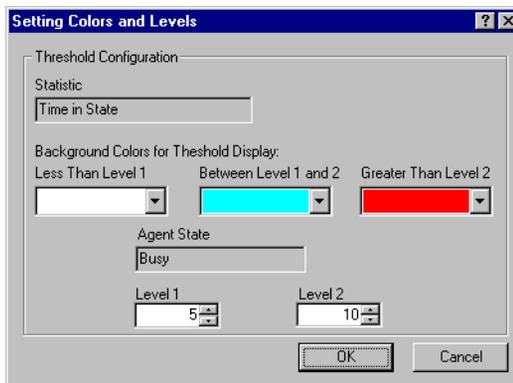
## 4 To return to the Administration window, choose File → Close.

## 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 103.

## 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 103.

## 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 103.

# Viewing real-time displays

## Introduction

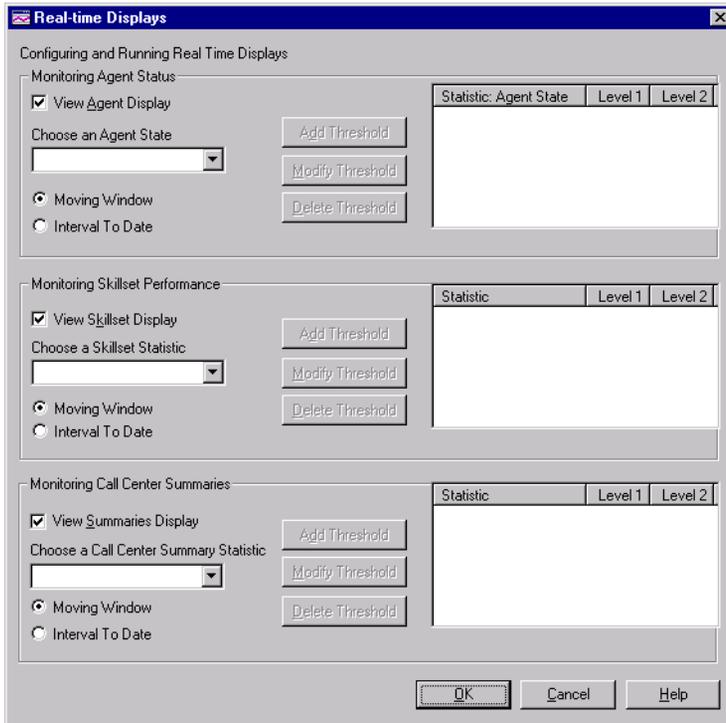
Follow this procedure to view a real-time display. When you view a real-time display, you can sort the display on any column. You can also filter agent displays to show only logged-on agents, or both logged-on and logged-off agents.

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

Overview	112
Section A: Activity code reports	119
Section B: Agent reports	129
Section C: Application reports	185
Section D: Configuration reports	211
Section E: IVR reports	275
Section F: Resource reports	285
Section G: Skillset reports	315

# Overview

## Introduction

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 54).

### **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 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.

## Reports available to Symposium Express Call Center users

There are four different types of users in Symposium Express Call Center:

- Sysadmin
- Custadmin
- Senior Supervisor
- Supervisor

The following table indicates with a check mark the reports that are available to each type of user:

Report Name	Sysadmin/ Custadmin/ Senior Supervisor	Supervisor
Activity Code By Agent	✓	✓
Activity Code By Application	✓	✓
Agent Average Calls Per Hour	✓	✓
Agent Average Calls Per Hour, Bottom 5	✓	
Agent Average Calls Per Hour, Top 5	✓	
Agent by Activity Code	✓	
Agent By Application Performance	✓	✓

<b>Report Name</b>	<b>Sysadmin/ Custadmin/ Senior Supervisor</b>	<b>Supervisor</b>
Agent By Skillset Performance	✓	
Agent DN Performance	✓	✓
Agent DN Performance Calls Answered, Bottom 5	✓	
Agent DN Performance Calls Answered, Top 5	✓	
Agent Login/Logout	✓	✓
Agent Network/NACD Activity	✓	✓
Agent Performance	✓	✓
Agent Performance by Supervisor	✓	✓
Agent Performance Calls Answered, Bottom 5	✓	
Agent Performance Calls Answered, Top 5	✓	
Agent Short Calls	✓	✓
Agent Transferred/Conferenced Activity	✓	✓
Application By Activity Code	✓	✓
Application By Skillset	✓	
Application Call Treatment	✓	✓
Application Delay Before Abandon	✓	✓
Application Delay Before Answer	✓	✓
Application Performance	✓	✓
CDN Statistics	✓	✓

<b>Report Name</b>	<b>Sysadmin/ Custadmin/ Senior Supervisor</b>	<b>Supervisor</b>
Config - Activity Code Properties	✓	
Config - Agent By Supervisor Properties	✓	
Config - Agent Properties	✓	
Config - Agent Skillset Properties	✓	
Config - Application Script Properties	✓	
Config - Application Template Properties	✓	
Config - CDN Properties	✓	
Config - Database View Definitions	✓	✓
Config - DNIS Properties	✓	
Config - Formula Properties	✓	
Config - Historical and Real Time Statistics Properties	✓	
Config - IVR Queue and Port Properties	✓	
Config - Logged in Agent Position ID	✓	
Config - Real Time Template Properties	✓	
Config - Route Properties	✓	
Config - Script Variable By Script	✓	
Config - Script Variable Properties	✓	
Config - Skillset Properties	✓	
Config - Supervisor Properties	✓	

<b>Report Name</b>	<b>Sysadmin/ Custadmin/ Senior Supervisor</b>	<b>Supervisor</b>
Config - Telephone Display Properties	✓	
Config - User Access Privilege	✓	
Crosstab - Application Performance	✓	✓
Crosstab - CDN Statistics	✓	✓
Crosstab - DNIS Statistics	✓	✓
Crosstab - Route Performance	✓	✓
Crosstab - Skillset Performance	✓	✓
Crosstab - Trunk Performance	✓	✓
DNIS Statistics	✓	✓
Estimated Revenue By Agent	✓	✓
IVR Port First Login/Last Logout	✓	
IVR Port Statistics	✓	
IVR Queue Statistics	✓	
Music/RAN Route Statistics	✓	✓
Not Ready Reason Codes By Agent	✓	
Route Performance	✓	
Skillset By Application	✓	
Skillset Performance	✓	✓
Trunk Performance	✓	✓



# Section A: Activity code reports

## In this section

Activity Code By Agent	120
Activity Code By Application	123
Not Ready Reason Codes By Agent	126

# 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 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:

<b>Report field</b>	<b>View field/Formula</b>
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.

<b>Activity Code By Agent</b>					
BestAir Airlines		Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999			
Site Name: TORONTO					
Table Names: iActivityCodeStat					
<u>Activity Code Name</u>	<u>Application Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>	
<b>GRAND TOTAL</b>					
		<b>01:19:46</b>	<b>00:02:34</b>	<b>145</b>	
<hr/>					
<b>Agent Name &amp; ID: Rose Stefanopolis - 6602</b>					
		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
			Agent:	00:13:59	00:01:24
<hr/>					
<b>Agent Name &amp; ID: James Jones - 6708</b>					
		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
			Agent:	00:13:31	00:00:37
<hr/>					
<b>Agent Name &amp; ID: Tom Wilson - 6761</b>					
		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
			Agent:	00:02:55	00:00:35
<hr/>					
<b>Agent Name &amp; ID: Lori Vandenberg - 6763</b>					
		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

in-agt15.rpt

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Page: 1

# Activity Code By Application

## Description

The Activity Code By Application report allows you to monitor activity time for each application on your system. The Activity Code By Application report includes all activity time and occurrences for an application.

**Note:** Even if activity code names are not configured in 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:

<b>Report field</b>	<b>View field/Formula</b>
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		
<b>GRAND TOTAL</b>						
		<b>01:32:51</b>	<b>00:00:35</b>	<b>161</b>		
<b>Application: Booking_Script</b>						
Summary:		00:54.44	00:00.42	78		
<b>Activity Name &amp; ID: System_Default_Activity_Code - 0</b>						
Summary:		00:36.59	00:00.40	55		
4/9/99	15:15	6708 James Jones	00:00.45	00:00.23	2	
		6761 Tom Wilson	00:02.45	00:00.41	4	
		6763 Lori Vandenberg	00:05.17	00:00.53	6	
		6912 Ronnie Heintz	00:02.32	00:00.38	4	
		6840 Donna Royce	00:06.01	00:01.00	6	
		6913 Tajinder Singh	00:09.15	00:00.23	24	
		6841 Brandon Woo	00:03.12	00:00.48	4	
		6602 Rose Stefanopolis	00:07.12	00:01.26	5	
		Daily 4/9/99	00:36.59	00:00.40	55	
		Activity	00:36.59	00:00.40	55	
<b>Activity Name &amp; ID: Schedule_Inquiry - 436</b>						
Summary:		00:10.45	00:00.46	14		
4/9/99	15:15	6840 Donna Royce	00:00.14	00:00.14	1	
		6841 Brandon Woo	00:01.01	00:01.01	1	
		6763 Lori Vandenberg	00:06.53	00:00.46	9	
		6913 Tajinder Singh	00:00.08	00:00.08	1	
		6708 James Jones	00:00.41	00:00.41	1	
		6602 Rose Stefanopolis	00:01.48	00:01.48	1	
		Daily 4/9/99	00:10.45	00:00.46	14	
		Activity	00:10.45	00:00.46	14	
<b>Activity Name &amp; ID: Booking - 431</b>						
Summary:		00:07.00	00:00.47	9		
4/9/99	15:15	6602 Rose Stefanopolis	00:01.09	00:00.35	2	
		6912 Ronnie Heintz	00:00.29	00:00.29	1	
		6708 James Jones	00:01.02	00:00.31	2	
		6840 Donna Royce	00:00.13	00:00.13	1	
		6841 Brandon Woo	00:02.29	00:01.15	2	
		6761 Tom Wilson	00:01.38	00:01.38	1	
		Daily 4/9/99	00:07.00	00:00.47	9	
		Activity	00:07.00	00:00.47	9	
		Application	00:54.44	00:00.42	78	

ms-a008.rpt

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Page: 1

# 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

<b>Report field</b>	<b>View field/Formula</b>
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

<u>Not Ready Reason Code</u>	<u>Total Time</u>	<u>Average Time</u>	<u>Number of Occurrences</u>
<b>GRAND TOTAL</b>			
	<b>00:05:51</b>	<b>00:00:59</b>	<b>6</b>

<b>Agent Name &amp; ID: Rose Stefanopolis - 6602</b>			
Summary:		00:00:52	00:00:26
4/9/99			
15:15	Sick	00:00:52	00:00:26
Daily 4/9/99		00:00:52	00:00:26
Agent:		00:00:52	00:00:26

<b>Agent Name &amp; ID: Donna Royce - 6840</b>			
Summary:		00:02:55	00:01:28
4/9/99			
15:15	Sick	00:02:14	00:02:14
	Rest	00:00:41	00:00:41
Daily 4/9/99		00:02:55	00:01:28
Agent:		00:02:55	00:01:28

<b>Agent Name &amp; ID: Brandon Woo - 6841</b>			
Summary:		00:00:59	00:00:59
4/9/99			
15:15	Admin	00:00:59	00:00:59
Daily 4/9/99		00:00:59	00:00:59
Agent:		00:00:59	00:00:59

<b>Agent Name &amp; ID: Tajinder Singh - 6913</b>			
Summary:		00:01:05	00:01:05
4/9/99			
15:15	Rest	00:01:05	00:01:05
Daily 4/9/99		00:01:05	00:01:05
Agent:		00:01:05	00:01:05
<b>GRAND TOTAL</b>			
		<b>00:05:51</b>	<b>00:00:59</b>
			<b>6</b>

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## Section B: Agent reports

### In this section

Agent Average Calls per Hour	130
Agent Average Calls per Hour, Bottom 5	133
Agent Average Calls per Hour, Top 5	134
Agent By Activity Code	135
Agent By Application Performance	138
Agent By Skillset Performance	141
Agent DN Performance	144
Agent DN Performance Calls Answered, Bottom 5	148
Agent DN Performance Calls Answered, Top 5	150
Agent Login/Logout	152
Agent Network/NACD Activity	154
Agent Performance	157
Agent Performance By Supervisor	161
Agent Performance Calls Answered, Bottom 5	166
Agent Performance Calls Answered, Top 5	171
Agent Short Calls	172
Agent Transferred/Conferenced Activity	176
Estimated Revenue Per Agent	180
Rights required	182

# 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
<b>GRAND TOTAL</b>		
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

<b>GRAND TOTAL</b>		
24	00:50:01	00:00:04

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Page: 1

# Agent Average Calls per Hour, Bottom 5

## Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium 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 130), 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 130), 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

<b>Report field</b>	<b>View field/Formula</b>
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
<b>GRAND TOTAL</b>				
		01:32:51	00:00:35	161

<b>Activity Name &amp; Code: System_Default_Activity_Code - 0</b>				
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

<b>Activity Name &amp; Code: Schedule_Inquiry - 430</b>				
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

<b>Activity Name &amp; Code: Booking - 431</b>				
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

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Page 1 of 2

# Agent By Application Performance

## Description

The Agent By Application Performance report shows summarized agent performance data for each application under review. The report details performance statistics, such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within an application.

## 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:

<b>Report field</b>	<b>View field/Formula</b>
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
<b>GRAND TOTAL</b>				
	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
--	----	----------	----------	----------

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Page: 1

# Agent By Skillset Performance

## Description

The Agent By Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within a skillset. It helps managers identify agents who have difficulty with a specific skill. The report also highlights agents who need additional training or reassignment to a different skillset.

## 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:

<b>Report field</b>	<b>View field/Formula</b>
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 06 April, 1999 - 14:30:00 06 April, 1999

Site Name: TORONTO

Table Name: iAgentBySkillsetStat

Agent Name and ID	Answered	Short Calls Answered	Post Call Pages Time	Talk Time	Average Talk Time	Skillset Work Time	
			<b>GRAND TOTAL</b>	<b>00:05:16</b>	<b>01:36:55</b>	<b>00:00:58</b>	<b>01:42:11</b>
<b>Skillset: Bookings</b>							
Summary:		<b>70</b>	<b>11</b>	<b>00:02:41</b>	<b>01:00:18</b>	<b>00:00:52</b>	<b>01:02:59</b>
4/8/99							
14:30	Brandon Wao - 6841	6	2	00:00:12	00:04:16	00:00:43	00:04:28
	Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45	00:07:50
	Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44	00:11:50
	Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52	00:03:37
	Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10	00:08:25
	Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59	00:12:14
	Ronnie Heinzl - 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		<b>70</b>	<b>11</b>	<b>00:02:41</b>	<b>01:00:18</b>	<b>00:00:52</b>	<b>01:02:59</b>
Skillset:		<b>70</b>	<b>11</b>	<b>00:02:41</b>	<b>01:00:18</b>	<b>00:00:52</b>	<b>01:02:59</b>
<b>Skillset: Vacations</b>							
Summary:		<b>8</b>	<b>4</b>	<b>00:00:41</b>	<b>00:06:40</b>	<b>00:00:50</b>	<b>00:07:21</b>
4/8/99							
14:30	Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34	00:00:39
	Jan 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		<b>8</b>	<b>4</b>	<b>00:00:41</b>	<b>00:06:40</b>	<b>00:00:50</b>	<b>00:07:21</b>
Skillset:		<b>8</b>	<b>4</b>	<b>00:00:41</b>	<b>00:06:40</b>	<b>00:00:50</b>	<b>00:07:21</b>
<b>Skillset: European_Vacations</b>							
Summary:		<b>23</b>	<b>3</b>	<b>00:01:54</b>	<b>00:23:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
4/8/99							
14:30	Jan 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		<b>23</b>	<b>3</b>	<b>00:01:54</b>	<b>00:23:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
Skillset:		<b>23</b>	<b>3</b>	<b>00:01:54</b>	<b>00:23:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
			<b>GRAND TOTAL</b>	<b>00:05:16</b>	<b>01:36:55</b>	<b>00:00:58</b>	<b>01:42:11</b>

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Page: 1

# 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:

<b>Report field</b>	<b>View field/Formula</b>
Total	$\text{DNOutIntCalls} + \text{DNOutExtCalls}$
Internal	$\text{DNOutIntCalls}$
Average Int Talk Time	$\frac{\text{DNOutIntCallsTalkTime}}{\text{DNOutIntCalls}}$
External	$\text{DNOutExtCalls}$
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: 03:15:00.00 April, 1999 - 13:00:00.00 April, 1999  
 Report Interval: 03:15:00.00 April, 1999 - 13:00:00.00 April, 1999  
 Site Name: TORONTO  
 Table Name: AgentPerformanceSat

DN Calls Successful	DN Calls			Incoming DN Calls			Outgoing DN Calls				
	Transfers	Total	Avg Int	Transfers	Total	Avg Int	Transfers	Total	Avg Int		
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 Kinnings - 7876

4899	DN Calls			Incoming DN Calls			Outgoing DN Calls				
	Transfers	Total	Avg Int	Transfers	Total	Avg Int	Transfers	Total	Avg Int		
0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Summary:											
13:30	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Daily 4899											
0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39
Agent											

Agent Name & ID: Tom Wilson - 6761  
 Supervisor Name & ID: Pat Wilson - 7874

4899	DN Calls			Incoming DN Calls			Outgoing DN Calls				
	Transfers	Total	Avg Int	Transfers	Total	Avg Int	Transfers	Total	Avg Int		
0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Summary:											
13:30	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Daily 4899											
0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00
Agent											

Agent Name & ID: Lori Vandenberg - 6763  
 Supervisor Name & ID: Pat Wilson - 7874

4899	DN Calls			Incoming DN Calls			Outgoing DN Calls				
	Transfers	Total	Avg Int	Transfers	Total	Avg Int	Transfers	Total	Avg Int		
2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Summary:											
13:30	2	0	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Daily 4899											
2	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00
Agent											

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Page: 1

# 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 144), 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 144), 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:

<b>Report field</b>	<b>View field/Formula</b>
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: eAgentLoginStat		Report Interval: 00:00:00 14 April, 1999 - 23:59:59 16 April, 1999	
Date	Time	Event Type	Logged In Time
<b>Agent Login &amp; Name: 1 - James Jones</b>			
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	11:33:34	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
	<b>Shift Duration: 52:52:02</b>		<b>Total Login: 49:41:05</b>
<b>Agent Login &amp; Name: 10 - Toni Morelli</b>			
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
<b>Shift Duration: 52:31:11</b>		<b>Total Login: 49:23:32</b>	<b>% Login: 94.00%</b>
<b>Agent Login &amp; Name: 11 - Jon Carlos</b>			
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
<b>Shift Duration: 52:53:43</b>		<b>Total Login: 49:26:42</b>	<b>% Login: 93.00%</b>
<b>Agent Login &amp; Name: 12 - Lori Vandenberg</b>			

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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

<b>Report field</b>	<b>View field/Formula</b>
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

Site Name: TORONTO

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

Table Name: iAgentPerformanceStat

Network Answered	Network Talk Time	Average Network Talk Time	NACD Answered	NACD Talk Time	Average NACD Talk Time	Instances Reserved for a Call	Reserved Time
<b>GRAND TOTAL</b>							
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

<b>Report field</b>	<b>View field/Formula</b>
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

Site Name: TORONT  
Table Name: AgentPerformanceStat

Logged In	Skilled In	Avg. Skilled In	Avg. NACD In	Not Ready In	Beak In	Ring In	Waiting In	Walk away In	Call Possession In	Short Call In	ACDV In	Skilled NACD In	DN Calls In	DN Contrs In	% To Due In	Rin	Rin	
Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	
06:24:48	04:56:05	00:02:12	00:00:27	00:16:10	00:41:00	00:11:16	00:20:17	00:00:00	074	135	11	9	19	19	12	82%	4	4
GRAND TOTAL																		
Agent Name & ID	Jan Carles - 6709	09:16:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	123	87	0	5	11	2	5	73%	1	1
4/6/99 13:30	05:16:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:00:00	123	87	0	5	11	2	5	73	1	1
Daily	05:16:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:00:00	123	87	0	5	11	2	5	73	1	1
Agent	05:16:43	03:51:11	00:02:39	00:00:00	00:16:06	00:13:09	00:00:00	00:00:00	123	87	0	5	11	2	5	73	1	1

In-agent  
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Page: 1

# 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
Confid 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:

<b>Report field</b>	<b>View field/Formula</b>
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time	BreakTime
Resvd Time	ReservedTime
(NSBR and NACD options only)	
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:

<b>Report field</b>	<b>View field/Formula</b>
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

<b>Report field</b>	<b>View field/Formula</b>
Total Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

### Time summary statistics

<b>Report field</b>	<b>View field/Formula</b>
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: 10:15:00 07 May, 1999 - 10:20:00 07 May, 1999  
 Site Name: TORONTO  
 Table Name: d:\agent Performance\SA

										Time Summaries										
					Call Totals					to O					to I					
Resv	Shor	ACD	Rep	Time	Call	Miss	ACD	Rep	Time	Call	Miss	ACD	Rep	Time	Call	Miss	ACD	Rep	Time	
Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	Skills	
Miss	Call	Transf	Call	Miss	Call	Transf	Call	Miss	Call	Transf	Call	Miss	Call	Transf	Call	Miss	Call	Transf	Call	
202	4	3	0	3	11	0	1	216	5	3	07:15:00	00:20:47	00:20:00	00:20:10	00:20:00	00:12:00	00:20:10	00:20:00	00:20:10	
GRAND TOTAL										01:37:30	00:20:24	00:20:00	00:10:05	00:20:00	00:20:00	00:20:10	00:20:00	00:20:10	00:20:00	00:20:10
Averages :																				

Agent Name & ID: Tom Wilson - 6761  
 Supervisor Name & ID: Chris Korhonen - 7970

10	0	0	0	3	0	0	13	1	0	06:15:00	00:20:01	00:20:00	00:20:01	00:20:00	00:11:23	00:20:01	00:20:00	00:11:23	00:20:01
Averages :																			

Agent Name & ID: Tom Wilson - 6761  
 Supervisor Name & ID: Chris Korhonen - 7970

10	0	0	0	3	0	0	13	1	0	06:15:00	00:20:01	00:20:00	00:20:01	00:20:00	00:11:23	00:20:01	00:20:00	00:11:23	00:20:01
Averages :																			

Agent Name & ID: James Jones - 6708  
 Supervisor Name & ID: Chris Korhonen - 7970

192	4	3	0	3	11	0	1	203	4	3	07:00:00	00:20:46	00:20:00	00:20:04	00:20:00	00:10:10	00:20:04	00:20:00	00:20:04
Averages :																			

Agent Name & ID: James Jones - 6708  
 Supervisor Name & ID: Chris Korhonen - 7970

192	4	3	0	3	11	0	1	203	4	3	07:00:00	00:20:46	00:20:00	00:20:04	00:20:00	00:10:10	00:20:04	00:20:00	00:20:04
Averages :																			

Agent Name & ID: James Jones - 6708  
 Supervisor Name & ID: Chris Korhonen - 7970

202	4	3	0	3	14	0	1	216	5	3	07:15:00	00:20:47	00:20:00	00:20:10	00:20:00	00:12:00	00:20:10	00:20:00	00:20:10
GRAND TOTAL										01:37:30	00:20:24	00:20:00	00:10:05	00:20:00	00:20:10	00:20:00	00:20:10	00:20:00	00:20:10
Averages :																			

# 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 166), 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:

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

---

<b>Report field</b>	<b>View field/Formula</b>
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: 13:15:00:06/April, 1999 - 13:20:00:06/April, 1999  
 Rep: Air Airline  
 Site Name: TORONTO  
 Table Name: AgentPerformanceStd

Short Calls Answered	Skilled Answered	Skilled Confereced	Skilled Transfers	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to O us to Transfer	Total Answered	Total Confereced	Total Transfers
9	135	20	10	4	0	11	4	146	19	12
GRAND TOTAL										

Supervisor Name & ID: Chris Korings - 7870

Summary:

5	87	2	4	1	0	0	1	87	2	5
---	----	---	---	---	---	---	---	----	---	---

Agent Name & ID: Jon Carlos - 8708

Summary:

5	87	2	4	1	0	0	1	87	2	5
---	----	---	---	---	---	---	---	----	---	---

4690

13:30

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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Page: 1

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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																		
Table Name: AgentPerformanceStat																		
Calls Transferred / Conferenced by Agent						Calls Transferred / Conferenced To						Consultation						
Skilled	ACD	DN	NACD	Skilled	ACD	DN	NACD	Transf	Transf	Transf	Transf	Conf	Conf	Conf	Conf	Conf	Conf	
Transf	Transf	Transf	Transf	Transf	Transf	Transf	Transf	ACD	DN	SDN	SDN	ACD	DN	SDN	SDN	Time	Std	
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2	1	00:07:20	7	6
GRAND TOTAL																		
Agent Name & ID: Jon Carlos - 6709																		
Summary: 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2																		
4/6/99																		
13:30 4 0 0 0 2 0 0 0 1 1 3 0 0 1 1 0 00:06:38 5 2																		
Daily 4/6/99 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 Name & ID: Tom Wilson - 6761																		
Summary: 0 0 0 0 2 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2																		
4/6/99																		
13:30 0 0 0 0 2 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2																		
Daily 4/6/99 0 0 0 0 2 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2																		
Agent 0 0 0 0 2 0 0 1 0 0 0 0 0 1 1 0 00:00:32 0 2																		
Agent Name & ID: Lori Vandenberg - 6763																		
Summary: 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:10 2 2																		
4/6/99																		
13:30 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:10 2 2																		
Daily 4/6/99 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:10 2 2																		
Agent 2 1 0 0 2 0 2 0 2 0 0 0 1 0 0 1 00:00:10 2 2																		
GRAND TOTAL																		
6	1	0	0	6	0	2	1	3	1	3	0	1	2	2	1	00:07:20	7	6

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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.

<b>Estimated Revenue Per Agent - Daily</b>			
BestAir Airlines		Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999	
Site Name: TORONTO			
Table Name: dActivityCodeStat			
<u>Total Activity Time</u>	<u>Total Occurrences</u>	<u>Total Estimated Revenue Generated</u>	
<b>GRAND TOTAL</b>			
<b>01:32:51</b>	<b>161</b>	<b>\$161.00</b>	
<b>Agent Name &amp; ID: Rose Stefanopolis - 6602</b>			
Summary:	00:13:59	10	\$10.00
<b>Activity Name &amp; ID: System_Default_Activity_Code - 0</b>			
Summary:	00:09:02	6	\$6.00
4/9/99	00:09:02	6	\$6.00
Activity:	00:09:02	6	\$6.00
<b>Activity Name &amp; ID: Schedule_Inquiry - 430</b>			
Summary:	00:03:48	2	\$2.00
4/9/99	00:03:48	2	\$2.00
Activity:	00:03:48	2	\$2.00
<b>Activity Name &amp; ID: Booking - 431</b>			
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
<small>o=ag113.rpt</small>			
Printed By: sysadmin 4/11/99 11:04:03 AM			Page: 1

## Rights required

Function	Minimum access level
Reports	Create and run any report

<b>Function</b>	<b>Minimum access level</b>
Reports—AgentPerformance	Create and run any report

---



## Section C: Application reports

### In this section

Application By Activity Code	186
Application By Skillset	189
Application Call Treatment	192
Application Delay Before Abandon	198
Application Delay Before Answer	201
Application Performance	204
Crosstab - Application Performance	207

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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: i:ActivityCodeStat						
Agent Login	Agent Name	Activity Time	Average Activity Time	Activity Occurrences		
<b>GRAND TOTAL</b>						
			01:32:51	00:00:35	161	
<b>Activity Name &amp; ID: System_Default_Activity_Code - 0</b>						
Summary:			01:02:18	00:00:31	121	
<b>Application: Booking_Script</b>						
Summary:			00:36:59	00:00:40	55	
4/9/99	15:15	6708 James Jones	00:00:45	00:00:23	2	
		6912 Ronnie Heintz	00:02:32	00:00:38	4	
		6763 Lori Vandenberg	00:05:17	00:00:53	6	
		6761 Tom Wilson	00:02:46	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	
<b>Application: Master_Script</b>						
Summary:			00:25:19	00:00:23	66	
4/9/99	15:15	6761 Tom Wilson	00:00:10	00:00:10	1	
		6912 Ronnie Heintz	00:09:51	00:00:28	21	
		6840 Donna Royce	00:06:52	00:00:14	29	
		6913 Tajinder Singh	00:05:31	00:00:30	11	
		6708 James Jones	00:00:15	00:00:15	1	
		6763 Lori Vandenberg	00:00:30	00:00:30	1	
		6841 Brandon Woo	00:00:20	00:00:20	1	
		6602 Rose Stefanopolis	00:01:50	00:01:50	1	
Daily 4/9/99			00:25:19	00:00:23	66	
Application			00:25:19	00:00:23	66	
Activity			01:02:18	00:00:31	121	
<b>Activity Name &amp; ID: Schedule_Inquiry - 430</b>						
Summary:			00:15:18	00:00:46	20	
<b>Application: Booking_Script</b>						
Summary:			00:10:45	00:00:46	14	
4/9/99	15:15	6913 Tajinder Singh	00:00:08	00:00:08	1	

199-2009.rpt

# 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
<b>GRAND TOTAL</b>							
		458	15	3.28%	01:43:55	00:00:14	00:00:42

<b>Skillset: Bookings</b>							
	Summary:	270	8	2.96%	01:02:09	00:00:14	00:00:42

<b>Application: Booking_Script</b>							
	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

<b>Application: Master_Script</b>							
	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

<b>Skillset: Default_Skillset</b>							
	Summary:	0	0	0.00%	00:00:00	00:00:00	00:00:00

<b>Application: Master_Script</b>							
	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

<b>Skillset: European_Vacations</b>							
	Summary:	135	3	2.22%	00:29:24	00:00:13	00:00:34

<b>Application: Master_Script</b>							
	Summary:	26	1	3.85	00:04:14	00:00:10	00:00:31

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Page 1 of 2

# Application Call Treatment

## Description

The Application Call Treatment report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application, and the number of calls that received the specified treatments. The report records the number of calls that the system answered, abandoned, offered, routed, and disconnected.

This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep a count of the number of callers who receive a specific treatment and service.

## 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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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										
Overflows	Defaulted	Missed Calls	Rebills	Disconnections	Charges	Adjustments	Abandoned	Host Locks		
Bestiar Airlines Site Name: TORONTC Table Name: ApplicationStat Report Interval: 17:30:00 03 April, 1999 - 17:44:59 03 April, 1999										
GRAND TOTAL										
Quantity	0	16	3	0	158	133	25	31		
Percentage (%)	0.00%	16.00%	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	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%		
4/3/99 13:45										
Quantity	0	5	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	00:00:05	00:00:11	00:00:00	00:00:05					
Daily 4/3/99 Total										
Avg calls (per int.)	0	5	0	0	6	5	1	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	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	$CallsAbandoned / CallsOffered \times 100$
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	$CallsAbandonedDelay / CallsAbandoned$

## Summaries

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



# Application Delay Before 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:

<b>Report field</b>	<b>View field/Formula</b>
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

## Summaries

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

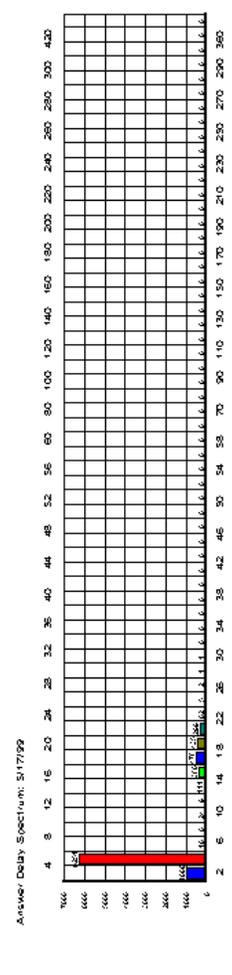
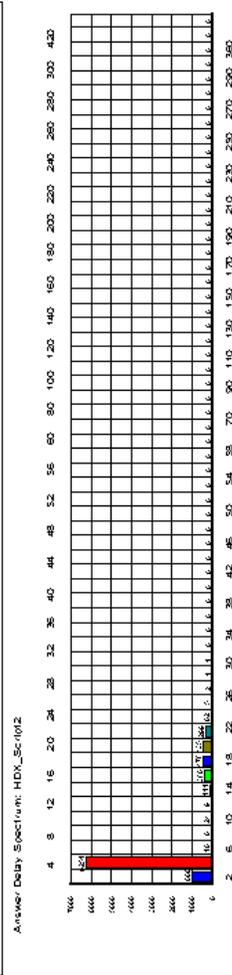
### Application Delay Before Answer

Report Interval: 00:00:00 17 May, 1999 - 00:00:00 17 May, 1999

BenW/Airlines  
Site Name: TORONTO  
Table Name: ApplicationStat

Skillsel Calls:	Answer Delay	Answer At Skillsel	Delay At Skillsel	Answers At Skillsel	Maximum Answer Delay	Average Answer Delay
Application: HDX_Script2	12:33:25	11:34:40	370	00:00:30	00:00:30	00:00:05

Summary: 9,092  
Answer/Delay Spectrum: HDX\_Scr1012



Skillsel	Answers	Answer Delay	At Skillsel	Delay At Skillsel	Maximum Answer Delay	Average Answer Delay
S17699	179	00:05:34	00:04:31	0	00:00:03	00:00:02
	177	00:05:35	00:04:42	0	00:00:07	00:00:02
	177	00:05:40	00:04:31	0	00:00:08	00:00:02

# 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	CallsAnsweredDelay / 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	Answered	Ans After	Abandoned	Aban After	Ans Delay	% Service
	Ans Delay		Delay				
<b>GRAND TOTAL</b>							
	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

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Page: 1

# 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

<b>Report field</b>	<b>View field/Formula</b>
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

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

## Crosstab - Application Performance

BestAir Airlines TORONTO  
 Site Name: ApplicationStat  
 Table Names: ApplicationStat

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

### Grand Totals

Calls Offered	393
Calls Answered	336
Calls Abandoned	57

	Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script	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
<b>Total</b>	<b>65</b>	<b>74</b>	<b>91</b>	<b>91</b>	<b>72</b>	<b>393</b>
	<b>54</b>	<b>61</b>	<b>76</b>	<b>83</b>	<b>62</b>	<b>336</b>
	<b>12</b>	<b>12</b>	<b>16</b>	<b>7</b>	<b>10</b>	<b>57</b>



## Section D: Configuration reports

### In this section

Configuration report	212
Activity Code Properties	217
Agent By Supervisor Properties	219
Agent Properties	221
Agent Skillset Properties	225
Application Script Properties	228
Application Template Properties	230
CDN Properties	232
Database View Definitions	235
DNIS Properties	238
Formula Properties	241
Historical and Real Time Statistics Properties	243
IVR Queue and Port Properties	248
Logged in Agent Position ID	251
Real Time Template Properties	253
Route Properties	256
Script Variable By Script	259
Script Variable Properties	261
Skillset Properties	264
Supervisor Properties	267
Telephone Display Properties	270
User Access Privilege	272

# 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:

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

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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:

<b>Report field</b>	<b>View field/Formula</b>
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
Skillsset_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

Assigned Agent Name	PhoneSet Login ID	Supervisor Type
<b>Supervisor Name &amp; ID: Pat Wilson - 7871</b>		
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
<b>Supervisor Name &amp; ID: Chris Konings - 7870</b>		
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
<b>Supervisor Name &amp; ID: Marta Mitchell - 7877</b>		
James Jones	6708	Reporting
<b>Supervisor Name &amp; ID: Cindy Wong - 7872</b>		
Bev Arthur	6622	Reporting
George Kurtz	6631	Reporting
Marie Beauvallet	6625	Reporting
Mark Schultz	6605	Reporting
Rose Stefanopolis	6602	Associated
Stella Conner	6623	Reporting
Tajinder Singh	6913	Reporting
Tom Wilson	6761	Associated

# Agent Properties

## Description

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

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phoneset at which the agent is logged 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

<b>Report field</b>	<b>View field/Formula</b>
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

<b>Report field</b>	<b>View field/Formula</b>
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 -- 8708

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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Page 1 of 3

# 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

---

<b>Report field</b>	<b>View field/Formula</b>
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

---

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Page: 1

# 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

# 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\_DM\_Application**

Service Level Threshold: 20  
 Call By Call: N  
 Threshold Class: Application\_Template

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

**Application Name: NACD\_DM\_Application**

Service Level Threshold: 20  
 Call By Call: N  
 Threshold Class: Application\_Template

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

config15.rpt

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Page: 1

# CDN Properties

## Description

The CDN Properties report lists the CDNs and their assigned names.

## Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Symposium Express Call Center. You can configure multiple CDNs in the switch and associate them with the Master script of 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**

<b>Report field</b>	<b>View field/Formula</b>
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

---

conf7.rpt

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Page: 1

# 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

<b>Field type</b>	<b>Description</b>	<b>Value range</b>	<b>Size</b>
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>
<b>AccessRights</b>	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	
<b>ActivityCode</b>	Name	varchar	30
	ActivityCode	varchar	32
<b>Agent</b>	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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Page 1 of 57

# 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

<b>Report field</b>	<b>View field/Formula</b>
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

---

conf10.rpt

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Page: 1

# Formula Properties

## Description

The Formula Properties report lists all of the customized formulas and their definitions as they appear in real-time displays. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

## Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

## View

- Formula

## Template

- config17.rpt

## Field descriptions

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

---

## Formula Properties

---

BestAir Airlines  
Site Name: TORONTO  
Table Name: Formula

---

**Formula Name: %\_Abandoned\_Aft\_Threshold**

Class: Application

Comment:

Definition: %2800104\*100/%2800103

**Formula Name: %\_Ntwk\_Answd\_within\_Srv\_Lvl**

Class: Network

Comment:

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

**Formula Name: %Calls\_Abandoned**

Class: Application

Comment:

Definition: %2800103\*100/(%2800103+%2800106)

**Formula Name: %Network\_Service\_Level**

Class: Network

Comment:

Definition: ((%2800406+%2800406)-(%2800409+%2800407))\*100/(%2800406+%2800408)

**Formula Name: %Service\_Level**

Class: Application

Comment:

Definition: ((%2800106+%2800103)-(%2800107+%2800104))\*100/(%2800106+%2800103)

---

conf1617.rpt

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Page: 1

# Historical and Real Time Statistics Properties

## Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics that you configured 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

<b>Report field</b>	<b>View field/Formula</b>
Network Out Call (Networking option only)	HistoricalStatCollection.NetworkOutCall

## Historical Duration fields

<b>Report field</b>	<b>View field/Formula</b>
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

<b>Report field</b>	<b>View field/Formula</b>
Parameter	HistoricalStatStorage.Parameter
System	HistoricalStatStorage.System
Purchased	HistoricalStatStorage.Purchased

<b>Report field</b>	<b>View field/Formula</b>
Configured	HistoricalStatStorage.Configured

## Real Time Properties fields

<b>Report field</b>	<b>View field/Formula</b>
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"> <li>■ skillset statistics (RealTimeStatCollection.MWSkillset)</li> <li>■ agent statistics (RealTimeStatCollection.MWAgent)</li> <li>■ call center summary (RealTimeStatCollection.MWNodalCall)</li> </ul>
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"> <li>■ skillset (RealTimeStatCollection.ITDSkillset)</li> <li>■ agent (RealTimeStatCollection.ITDAgent)</li> <li>■ call center summary (RealTimeStatCollection.ITDNodalCall)</li> </ul>
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

config1.rpt

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Page 1 of 2

# 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

<b>Report field</b>	<b>View field/Formula</b>
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:

---

config11.rpt

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Page: 1

# Logged in Agent Position ID

## Description

The Agent Position ID report lists agents and provides, for each one, logon ID and position ID, and (on the Meridian 1 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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Page 1 of 1

# Real Time Template Properties

## Description

The Real Time Template Properties report lists each real-time display definition and describes its properties.

## Where properties are defined

Real-time display definition properties are defined on the Real-time Display Properties property sheet.

## Views

- RealTimeTemplate
- RealTimeColumn
- Formula

## Template

- config21.rpt

## Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
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: k1etest

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 Skilset	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	-	-
Wk In Calls Ans	N/A	Number	-	-
Wk In Calls Wait	N/A	Number	-	-
Wk In Calls Ordered	N/A	Number	-	-
Calls Abandoned	Calls Abandoned	Number	-	-

Template Name: Standard\_BHilloc\_Display

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

Column Name	Formula Name	Format	Scale From	Scale To
Skilset	N/A	Text	-	-
Calls Ans	N/A	Number	-	-
Agent Wdy	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	-	-
Agent In Service	N/A	Number	-	-
Agent On AC D-DN Call	N/A	Number	-	-

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Page 1 of 2

# 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

<b>Report field</b>	<b>View field/Formula</b>
Route Number	Route.RouteID
Route Name	Route.RouteName
Threshold Class	RouteThresholdTemplate.Name
Field	RouteThresholdTemplate.Field
Level 1	RouteThresholdTemplate.Level1
Level 2	RouteThresholdTemplate.Level2

## Route Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: Route, RouteThresholdTemplate

### Route Name Route1

Route Number 1  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Short Call  
 Level 1: 10  
 Level 2:

### Route Name Route1

Route Number 1  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Service Level Threshold  
 Level 1: 20  
 Level 2:

### Route Name Route2

Route Number 2  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Short Call  
 Level 1: 10  
 Level 2:

### Route Name Route2

Route Number 2  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Service Level Threshold  
 Level 1: 20  
 Level 2:

### Route Name Route3

Route Number 3  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Short Call  
 Level 1: 10  
 Level 2:

### Route Name Route3

Route Number 3  
 Threshold Class Route\_Template

#### Threshold Properties

Field: Service Level Threshold  
 Level 1: 20  
 Level 2:

config9.rpt

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Page: 1

# Script Variable By Script

## Description

For each script, the Script Variable By Script report lists the script type and status, along with the names of the script variables used. For each variable, it provides the status and type.

## 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>
<b>Script : Load_script_local</b>			
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
<b>Script : Load_script_network</b>			
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
<b>Script : Master_Script</b>			
Status:	Activated		
Type:	Local Master		
	LastLoadTestDay	Activated	Day
	FirstLoadTestDay	Activated	Day

# 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

---

<b>Report field</b>	<b>View field/Formula</b>
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>
<b>Script Variable : Automated101</b>			
Status:		Activated	
Type:		Voice Segment	
Group:		Global Variable	
Class:		Set Of Values	
Comment:			
	IVR_SHIFT2_BCASTANNOUNCE	Activated	Secondary
<b>Script Variable : Flight101</b>			
Status:		Activated	
Type:		Voice Segment	
Group:		Global Variable	
Class:		Set Of Values	
Comment:			
	IVR_SHIFT1_BCASTANNOUNCE	Activated	Secondary
<b>Script Variable : INTRINSIC1_SHIFT2_EXPTIME</b>			
Status:		Activated	
Type:		Seconds	
Group:		Global Variable	
Class:		Item	
Comment:		Expected wait time for INTRINSIC1_SHIFT2	
	INTRINSIC1_SHIFT2	Activated	Secondary
<b>Script Variable : INTRINSIC2_SHIFT2_LEVEL2</b>			
Status:		Activated	
Type:		Integer	
Group:		Global Variable	
Class:		Item	
Comment:			
	INTRINSIC2_SHIFT1	Activated	Secondary
<b>Script Variable : INTRINSIC2_SHIFT2_LEVEL3</b>			
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

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

<b>Report field</b>	<b>View field/Formula</b>
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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Page 1 of 1

# 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

---

<b>Report field</b>	<b>View field/Formula</b>
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 - 6911
Reporting	Ronnie Heintz - 6912
Reporting	Dylan Marcus - 6844
Reporting	Donna Royce - 6840
Reporting	Tajinder Singh - 6913
Reporting	Lori Vandenberg - 6763
Reporting	Tom Wilson - 6761
Reporting	Brandon Woo - 6841
Associated	Steven Chung - 6851
Associated	Fred Gogolek - 6853

**Supervisor Name & ID: Chris Konings -- 7870**

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-9
Switch ID:	1.00
PC Login Name:	ckoning
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Steven Chung - 6851
Reporting	Terry Davidson - 8959
Reporting	Toni Di Angelo - 6766
Reporting	Fred Gogolek - 6853
Reporting	Bert Katerberg - 6789
Reporting	Brandon Woo - 6841
Associated	James Jones - 6708
Associated	Lori Vandenberg - 6763
Associated	Tom Wilson - 6761

**Supervisor Name & ID: Marta Mitchell -- 7877**

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-3
Switch ID:	1.00
PC Login Name:	mmitch
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	James Jones - 6708

**Supervisor Name & ID: Cindy Wong -- 7872**

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-5
Switch ID:	1.00
PC Login Name:	cwong
Comment:	
<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	Bev Arthur - 6822

C:\Reports\lhan\Conf\g4.rpt

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Page 1 of 2

# 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

---

config.rpt

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Page: 1

# User Access Privilege

## Description

The User Access Privilege report lists all of the access classes defined in the system. For each one, it lists all of the privileges assigned to that class, and all the desktop users belonging to that class.

## Views

- AccessRights
- NBManagedObject

## Template

- config42.rpt

## Rights required

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

## Field descriptions

Report field	View field/Formula
Group Name	AccessRights.GroupName
Comment	AccessRights.Comment
Item in System Window	AccessRights.ObjectName

---

<b>Report field</b>	<b>View field/Formula</b>
Level of Access	AccessRights.CreateDeleteAccess, AccessRights.CreatedDeleteAgentAccess, AccessRights.CreateDeleteAllAgentAccess, AccessRights.ReadAccess, AccessRights.ReadAgentAccess, AccessRights.ReadAllAgentAccess, AccessRights.WriteAccess, AccessRights.WriteAgentAccess, AccessRights.WriteAllAgentAccess
Name	AccessRights.GivenName, AccessRights.Surname
PC Login	AccessRights.PCLoginName

---

## User Access Privilege

BestAir Airlines  
 Site Name: TORONTO

Table Names: AccessRights

**Group Name: adminGroup**

Comment: Blue system administration group

Access Rights: <u>Item in System Window</u>	<u>Level of Access</u>
Server Settings	View
Applications	Edit
Skillsets	Create / delete
Reports - Agent Performance	Create and run any report
Agent / Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Backup Scheduler	Edit, create / delete
Agent / Supervisor Assignments	View and assign all agents
Script Variables	View
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	View
Phonesets	Create / delete
Call Routing	Create / delete
Emergency Activator	Create / delete
Configuration Printing	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	View
Call Presentation	Create / delete
Nodal Threshold Classes	Edit
Data Import	Edit, create / delete
Formulas	Create / delete
Voice Services Administration	Create / delete
Networking	Create / delete
Routes	Create / delete
VPS prompt & collect Digits	Create / delete
Serial Ports	Edit
Phoneset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Historical Statistics	Edit
DNISs	Create / delete
System Backup	Edit, create / delete
Call Treatments	Create / delete
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
SECC EWT & PIQ	Create / delete

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Page 1 of 6

## Section E: IVR reports

### In this section

IVR Port First Login/Last Logout	276
IVR Port Statistics	278
IVR Queue Statistics	281

# 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

	<u>Time</u>	<u>Port ID</u>
--	-------------	----------------

**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-ess.rpt

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Page: 1

# 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

<b>Report field</b>	<b>View field/Formula</b>
Answered	CallsAnswered
Conferenced	CallsConferenced
Transferred	CallsTransferred
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Talk Time	TalkTime
Waiting Time	WaitingTime

## Summaries

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

### IVR Port Statistics

BestAir Airlines

Site Name: TORONTO

Table Name: iVRPortStat

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

<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>
<b>GRAND TOTAL</b>						
958	0	0	24:15:00	00:00:00	04:09:59	20:05:01

<b>IVR Port Name &amp; ID: VP 12-0-2-0 - 12-0-2-0</b>						
Summary:	20	0	0	00:15:00	00:00:00	00:05:08 00:09:52

<b>IVR Queue Name &amp; ID: GIVE IVR queue 3650 - 3650</b>						
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

<b>IVR Port Name &amp; ID: VP 12-0-2-1 - 12-0-2-1</b>						
Summary:	19	0	0	00:15:00	00:00:00	00:05:19 00:09:41

<b>IVR Queue Name &amp; ID: GIVE IVR queue 3650 - 3650</b>						
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

<b>IVR Port Name &amp; ID: VP 12-0-2-2 - 12-0-2-2</b>						
Summary:	19	0	0	00:15:00	00:00:00	00:04:48 00:10:12

<b>IVR Queue Name &amp; ID: GIVE IVR queue 3650 - 3650</b>						
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

im-004.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

<b>Report field</b>	<b>View field/Formula</b>
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 Delay	Confer'd	Trans'd	Not Treated	Not Treated After Thresh	Not Treated Delay
<b>GRAND TOTAL</b>							
1,277	807	0	00:02:14	0	0	470	235 02:08:15

<b>Queue Name &amp; ID: GIVE IVR queue 3650 - 3650</b>							
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

<b>Queue Name &amp; ID: 3660 - 3660</b>							
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

<b>Queue Name &amp; ID: 3670 - 3670</b>							
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

<b>Queue Name &amp; ID: 3680 - 3680</b>							
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

<b>GRAND TOTAL</b>							
1,277	807	0	00:02:14	0	0	470	235 02:08:15

im-ws3.rpt

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Page: 1



# Section F: Resource reports

## In this section

CDN Statistics	286
Crosstab - CDN Statistics	289
Crosstab - DNIS Statistics	292
Crosstab - Route Performance	295
Crosstab - Trunk Performance	298
DNIS Statistics	301
Music/RAN Route Statistics	305
Route Performance	308
Trunk Performance	311

# 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 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:

<b>Report field</b>	<b>View field/Formula</b>
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

<u>Offered</u>	<u>Answered</u>	<u>Terminated</u>	<u>Percent Terminated</u>	<u>Abandoned</u>	<u>Percent Abandoned</u>
<b>GRAND TOTAL</b>					
<b>73,507</b>	<b>37,799</b>	<b>36,492</b>	<b>48.28%</b>	<b>215</b>	<b>0.29</b>

<b>CDN Name &amp; ID: 3750 - 3750</b>						
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	199	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	198	0	198	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

<b>CDN Name &amp; ID: 3751 - 3751</b>						
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	86	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	6	1.50

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Page: 1

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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

<b>Report field</b>	<b>View field/Formula</b>
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: CDNSat

#### Grand Totals

1,662,900  
 1,269,493  
 366,310  
 27,058

Calls Offered  
 Calls Answered  
 Calls Terminated  
 Calls Abandoned

	Sun	Mon	Tue	Wed	Thurs	Fri	Sat	Total
00:00	448	472	668	459	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	676	3,417
	460	478	485	0	332	343	263	2,361
	0	0	200	461	0	0	200	861
	0	0	0	0	0	5	214	219
00:30	460	472	672	442	334	348	676	3,394
	461	472	464	0	333	347	218	2,286
	0	0	200	436	0	0	196	834
	0	0	0	0	0	2	254	256
00:45	461	478	677	441	329	351	669	3,396
	463	477	485	0	328	346	219	2,308
	0	0	198	448	0	0	197	843
	0	0	0	0	0	3	259	262
01:00	468	471	670	464	331	346	674	3,424
	463	473	465	0	334	344	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

<b>Report field</b>	<b>View field/Formula</b>
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	160
Calls Abandoned	28

	Tue	Wed	Thurs	Fri	Total
Corporate_Gok 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_Ber 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
<b>Total</b>	<b>33</b>	<b>32</b>	<b>83</b>	<b>35</b>	<b>183</b>
	<b>24</b>	<b>28</b>	<b>71</b>	<b>27</b>	<b>160</b>
	<b>4</b>	<b>4</b>	<b>12</b>	<b>8</b>	<b>28</b>

# 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

<b>Report field</b>	<b>View field/Formula</b>
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 Name: fRouteStat

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	6 0	10 0	4 0	24 0
Route Total	2.00 0.00	2.00 0.00	6.00 0.00	10.00 0.00	4.00 0.00	24 0
B_Route2	15:45	3 0	2 0	6 0	1 0	14 0
Route Total	3.00 0.00	2.00 0.00	6.00 0.00	1.00 0.00	2.00 0.00	14 0
B_Route3	15:45	5 0	2 0	1 0	4 0	15 0
Route Total	5.00 0.00	2.00 0.00	1.00 0.00	4.00 0.00	3.00 0.00	15 0
Default_Route	15:45	0 1	0 0	2 2	3 3	6 6
Route Total	0.00 1.00	0.00 0.00	0.00 2.00	0.00 3.00	0.00 3.00	0 6
<b>Total</b>	<b>10</b> <b>1</b>	<b>6</b> <b>0</b>	<b>13</b> <b>2</b>	<b>15</b> <b>3</b>	<b>9</b> <b>0</b>	<b>53</b> <b>6</b>

# 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

<b>Report field</b>	<b>View field/Formula</b>
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: 08:15:00 05 April, 1999 - 09:30:00 09 April, 1999

BestAir, Airlines  
 Site Name: TORONTO  
 Table Name: ITrunkStat

#### Grand Totals

Calls Offered	468
Calls Answered	628
Calls Abandoned	24

	Mon	Tue	Wed	Thurs	Fri	Total
Route1						
9:30	45	66	47	47	1	22
	41	61	47	0	0	0
	1	6	0	0	0	7
Route Total	45	66	47	47	1	22
	41	61	47	0	0	0
	1	6	0	0	0	7
Route2						
9:30	34	23	60	60	4	46
	32	21	55	59	0	45
	2	2	5	1	0	10
Route Total	34	23	60	60	4	46
	32	21	55	59	0	45
	2	2	5	1	0	10
Route3						
9:30	22	48	13	13	2	35
	22	44	12	87	33	198
	0	4	1	0	0	2
Route Total	22	48	13	13	2	35
	22	44	12	87	33	198
	0	4	1	0	0	2
<b>Total</b>	<b>101</b>	<b>137</b>	<b>120</b>	<b>120</b>	<b>7</b>	<b>468</b>
	<b>95</b>	<b>126</b>	<b>114</b>	<b>193</b>	<b>100</b>	<b>628</b>
	<b>3</b>	<b>12</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>24</b>

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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

---

<b>Report field</b>	<b>View field/Formula</b>
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

Report Interval: 12:00:00 April, 1999 - 13:00:00 April, 1999  
 Site Name: TORONTO  
 Table Name: DNISSta

Office#	Answered	Answer	Avg Ans	Ans After	Dis-	Cher	MACD	IVR	Given	Adan	%	Talk						
		DEBX	DEBX	Transch	connects	Howse	Route	Stat	Trans	Defaul	Busk	Adan	After	Adn	After	Trans	Iness	Time
31	44	00:00:07	00:00:00	3	0	0	1	3	7	0	1	000:00:00	0	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 1 000:00:00 0 0.00 00:00:31

4/5/99	12:45	13:00	13:05	13:10	13:15	13:20	13:25	13:30	13:35	13:40	13:45	13:50	13:55	14:00	14:05	14:10	14:15	14:20	14:25	14:30	14:35	14:40	14:45	14:50	14:55	15:00	
15	3	00:00:05	00:00:01	1	0	0	0	0	0	1	2	0	0	000:00:00	0	0.00	00:00:10										
20	7	00:00:00	00:00:00	0	0	0	0	0	0	0	0	0	0	000:00:00	0	0.00	00:00:21										
35	10	00:00:02	00:00:00	1	0	0	0	1	3	0	1	000:00:00	0	0.00	00:00:31												
DNIS																											

DNIS Name & ID: Corporate\_Service - 5559010  
 Summary: 46 34 00:00:05 00:00:00 8 0 0 0 1 2 4 0 0 000:00:00 0 0.00 00:01:09

4/5/99	12:45	13:00	13:05	13:10	13:15	13:20	13:25	13:30	13:35	13:40	13:45	13:50	13:55	14:00	14:05	14:10	14:15	14:20	14:25	14:30	14:35	14:40	14:45	14:50	14:55	15:00	
18	14	00:00:04	00:00:00	3	0	0	0	1	1	1	0	0	0	000:00:00	0	0.00	00:00:24										
28	20	00:00:01	00:00:00	5	0	0	1	3	0	0	0	0	0	000:00:00	0	0.00	00:00:45										
46	34	00:00:05	00:00:00	8	0	0	1	2	4	0	0	0	0	000:00:00	0	0.00	00:01:09										
DNIS																											

GRAND TOTAL

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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:                      328                      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                      328                      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**

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Page: 1

# 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:

<b>Report field</b>	<b>View field/Formula</b>
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.

<b>Route Performance</b>			
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>
	<b>GRAND TOTAL</b>		
	<b>8</b>	<b>00:02:52</b>	<b>3</b>
<hr/>			
<b>Route Name &amp; ID: Route1 - 1</b>			
	Summary:	3	00:01:30
			2
<hr/>			
4/8/99	15:45	3	00:01:30
	Daily 4/8/99	3	00:01:30
	Route	3	00:01:30
<hr/>			
<b>Route Name &amp; ID: Route2 - 2</b>			
	Summary:	1	00:00:15
			1
<hr/>			
4/8/99	15:45	1	00:00:15
	Daily 4/8/99	1	00:00:15
	Route	1	00:00:15
<hr/>			
<b>Route Name &amp; ID: Route3 - 3</b>			
	Summary:	4	00:01:07
			0
<hr/>			
4/8/99	15:45	4	00:01:07
	Daily 4/8/99	4	00:01:07
	Route	4	00:01:07
<hr/>			
	<b>GRAND TOTAL</b>		
	<b>8</b>	<b>00:02:52</b>	<b>3</b>
<hr/>			
<small>hw-rc2.rpt</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:

<b>Report field</b>	<b>View field/Formula</b>
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
<b>GRAND TOTAL</b>							
	18.02%	00:16:13	00:00:00	00:01:32	0	347	12
<b>Trunk ID: 0 Route Name: Route1 Route ID: 1</b>							
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
<b>Trunk ID: 1 Route Name: Route2 Route ID: 2</b>							
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
<b>Trunk ID: 2 Route Name: Route3 Route ID: 3</b>							
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
<b>GRAND TOTAL</b>							
	18.02%	00:16:13	00:00:00	00:01:32	0	347	12

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Page: 1



## Section G: Skillset reports

### **In this section**

Crosstab - Skillset Performance	316
Skillset By Application	320
Skillset Performance	323

# 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

<b>Report field</b>	<b>View field/Formula</b>
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

Bookings	09:15	Mon	Tue	Wed	Thurs	Fri	Total
Booking_Script		236	231	227	251	261	266
		201	224	231	241	254	264
Master_Script		2	5	0	2	2	11
		14	6	5	11	12	48
Total		44	11	44	23	33	155
		12	8	39	21	32	112
Total		0	1	1	0	0	2
		2	3	2	2	1	8
Total		280	242	271	274	299	1,366
		213	232	270	262	286	1,263
Total		2	6	5	2	2	13
		16	9	13	13	13	56
Total		280	242	271	274	299	1,366
		213	232	270	262	286	1,263
Total		2	6	5	2	2	13
		16	9	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

<b>Report field</b>	<b>View field/Formula</b>
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
<b>GRAND TOTAL</b>							
		458	15	3.28%	01:43:55	00:00:14	00:00:42

<b>Application: Booking_Script</b>							
Summary:		231	5	2.16%	00:55:10	00:00:14	00:00:42

<b>Skillset: Bookings</b>							
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

<b>Application: Master_Script</b>							
Summary:		118	8	6.78%	00:23:35	00:00:12	00:00:31

<b>Skillset: Bookings</b>							
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

<b>Skillset: Default_Skillset</b>							
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

<b>Skillset: European_Vacations</b>							
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

<b>Skillset: Vacations</b>							
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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Page 1 of 2

# Skillset Performance

## Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, 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 Header: 09:15:00:07 April, 1999 - 09:00:00:07 April, 1999  
 Report Footer: InSkillUPK  
 Site Name: TORONTO  
 Table Name: Skillset304

Application Name	Skillset Answered	Skillset After Transl	Skillset % Ansd After Transl	Answer DSEI	Maximum Answer DSEI	Avg All Agent Busy Time P32 H05L	All Agent Status Time	Skillset Active No of Times Events
	226	36	14.00%	00:58:54	00:00:16	00:00:31	06:53:12	06:43:13
	GRAND TOTAL							

Skillset: Bookings

Summary:	141	25	18.00%	00:42:18	00:00:18	00:00:27	06:13:24	04:27:52	06:14:40	18
----------	-----	----	--------	----------	----------	----------	----------	----------	----------	----

4/7/99 09:15 Maste\_Sc101

Daily M7799 Skillset	Answered	After Transl	% Ansd After Transl	Answer DSEI	Maximum Answer DSEI	Avg All Agent Busy Time P32 H05L	All Agent Status Time	Skillset Active No of Times Events
141	25	18.00	00:42:18	00:00:18	00:00:27	00:13:24	04:27:52	06:14:40
141	25	18.00	00:42:18	00:00:18	00:00:27	00:13:24	04:27:52	06:14:40
141	25	18.00	00:42:18	00:00:18	00:00:27	00:13:24	04:27:52	06:14:40
141	25	18.00	00:42:18	00:00:18	00:00:27	00:13:24	04:27:52	06:14:40

Skillset: Vacations

Summary:	53	4	8.00%	00:12:22	00:00:14	00:00:21	06:17:04	02:11:32	06:14:12	9
----------	----	---	-------	----------	----------	----------	----------	----------	----------	---

4/7/99 09:15 Maste\_Sc101

Daily M7799 Skillset	Answered	After Transl	% Ansd After Transl	Answer DSEI	Maximum Answer DSEI	Avg All Agent Busy Time P32 H05L	All Agent Status Time	Skillset Active No of Times Events
53	4	8.00	00:12:22	00:00:14	00:00:21	00:17:04	02:11:32	06:14:12
53	4	8.00	00:12:22	00:00:14	00:00:21	00:17:04	02:11:32	06:14:12
53	4	8.00	00:12:22	00:00:14	00:00:21	00:17:04	02:11:32	06:14:12
53	4	8.00	00:12:22	00:00:14	00:00:21	00:17:04	02:11:32	06:14:12

Skillset: European\_Vacations

Summary:	26	1	4.00%	00:04:14	00:00:10	00:00:31	06:22:44	00:40:08	06:14:21	3
----------	----	---	-------	----------	----------	----------	----------	----------	----------	---

4/7/99 09:15 Maste\_Sc101

Daily M7799 Skillset	Answered	After Transl	% Ansd After Transl	Answer DSEI	Maximum Answer DSEI	Avg All Agent Busy Time P32 H05L	All Agent Status Time	Skillset Active No of Times Events
26	1	4.00	00:04:14	00:00:10	00:00:31	00:22:44	00:40:08	06:14:21
26	1	4.00	00:04:14	00:00:10	00:00:31	00:22:44	00:40:08	06:14:21
26	1	4.00	00:04:14	00:00:10	00:00:31	00:22:44	00:40:08	06:14:21
26	1	4.00	00:04:14	00:00:10	00:00:31	00:22:44	00:40:08	06:14:21

GRAND TOTAL

Summary:	226	36	14.00%	00:58:54	00:00:16	00:00:31	06:53:12	07:19:32	06:43:13	10
----------	-----	----	--------	----------	----------	----------	----------	----------	----------	----



# Appendix A

---

## Real-time displays

### In this appendix

Overview	328
Agent real-time display	329
Call center summary real-time display	332
Skillset real-time display	334

# Overview

## Introduction

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.
<b>Walkaway</b>	
Description	Shows whether the agent is in Walkaway state.
<b>DN In</b>	
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:

<b>Call Center</b>	
Description	A unique identifier for Symposium Express Call Center.
<b>Calls Offered</b>	
Description	The number of calls offered at this site.
<b>Calls Ans</b>	
Description	The number of calls answered at this site.
<b>Calls Waiting</b>	
Description	The number of calls that are currently waiting to be answered at this site.
<b>Calls Abandoned</b>	
Description	The number of calls abandoned at this site.
<b>Network Calls Offered</b>	
Description	The number of incoming network calls offered to this site.
<b>Ntwk In Calls Ans</b>	
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:

<b>Skillset</b>	
Description	The name of the skillset, as defined on the Skillset Properties property sheet.
Formula	$100 * (\text{Calls Answered} - \text{Calls Answered after Threshold (20 sec)}) / (\text{Calls Answered})$
<b>Avg Ans Delay</b>	
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.
<b>%Serv Lvl</b>	
Description	The percentage of answered calls answered within the period defined in the threshold class for this skillset.
<b>Calls Ans</b>	
Description	The number of calls answered for a skillset.
<b>Calls Waiting</b>	
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

### In this appendix

Overview	338
Section A: Summarized historical statistics	343
Section B: Event statistics	445
Section C: Configuration data	453

# 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 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 SQLEEDIT 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 344.

### **Event statistics**

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. 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 Symposium Express Call Center on a CDN and are presented to the Incalls key of a phoneset that is acquired by 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

## In this section

Overview of summarized historical statistics	344
ActivityCodeStat views	347
AgentByApplicationStat views	352
AgentBySkillsetStat views	357
AgentPerformance views	362
ApplicationStat views	377
CDNStat views	394
DNISStat views	397
IVRPortStat views	404
IVRStat views	409
NetworkInCallStat views	414
NetworkOutStat views	421
RANMusicRouteStat views	428
RouteStat views	431
SkillsetStat views	434
TrunkStat views	440

# 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 time stamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00, where MM is 00, 15, 30, or 45.

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

**Note:** Interval statistics are not available until after the interval ends. If you shut down the server 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 time stamp field of the daily records is in the format YYYY/MM/DD 00:00:00:00.

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

Daily views begin with the prefix d.

### Weekly views

After the end of the first day of the week (that is, at 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 time stamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

**Notes:**

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:

<b>ActivityCode</b>	
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

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5
<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4
<b>UserID</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
AgentByApplicationStat	Timestamp UserID ApplicationID

---

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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
- wAgentByApplicationStat
- 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
<b>NotReadyTime</b>	
Description	The total time an agent spends performing post-call processing. Normally, an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.
Type	int
Length	4
<b>Site</b>	
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
<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, which is assigned by the server.
Type	int
Length	4
<b>TalkTime</b>	
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

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5

---

<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4

---

<b>UserID</b>	
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 application statistics to other views to generate customized reports. For more information, see “View linkages” on page 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
ActivityCodeStat	Timestamp UserID ApplicationID

---

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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

---

---

<b>Site</b>	
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

---

<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, which is assigned by the server.
Type	int
Length	4

---

<b>Skillset</b>	
Description	The name of the skillset, as defined in the Agent/Skillset Assignment window.
Type	varchar
Length	30

---

<b>SkillsetID</b>	
Description	A unique number to identify a skillset, which is assigned by the server when the skillset is added.
Type	int
Length	4

---

<b>TalkTime</b>	
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
<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5
<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4
<b>UserID</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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

---

**CallsTransfertoACDDN**


---

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

---

**CallsTransfertoCDN**


---

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
<b>NotReadyTime</b>	
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
<b>ReservedForCall</b>	
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
<b>ReservedTime</b>	
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
<b>RingTime</b>	
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

---

---

<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4

---

<b>UserID</b>	
Description	A unique identifier for the agent, that is assigned by the server when the agent is added.
Type	binary
Length	16

---

<b>WaitingTime</b>	
Description	The total time an agent spends waiting for calls.
Type	int
Length	4

---

<b>WalkawayTime</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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.  <b>Note:</b> 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.  <b>Note:</b> 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"> <li>■ Disconnect</li> <li>■ Route</li> <li>■ Give RAN</li> <li>■ Give IVR</li> <li>■ Give Music</li> </ul>
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.  <b>Note:</b> 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

---

<b>Site</b>	
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

---

<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, that is assigned by the server.
Type	int
Length	4

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5

---

<b>TimeBeforeDefault</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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 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 may 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:

<b>CallsAbandoned</b>	
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 Route To script command is executed.
Type	int
Length	4

---

**CallsNACDOut**

---

Description	Not supported in this version.
-------------	--------------------------------

---

**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:

---

<b>CallsAnswered</b>	
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

---

---

<b>TalkTime</b>	
Description	The total time the IVR port is in use.
Type	int
Length	4

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5

---

<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4

---

<b>WaitingTime</b>	
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 346.

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:

---

<b>CallsAnswered</b>	
Description	The number of calls answered by this IVR queue.
Type	int
Length	4

---

---

**CallsAnsweredAftThreshold**

---

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

---

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5

---

<b>Timestamp</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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 344.

**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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data field is</b>
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 344.

**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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data field is</b>
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:

<b>RouteAccess</b>	
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
<b>RouteAccessTime</b>	
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
<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, which is assigned by the server.
Type	int
Length	4
<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5
<b>Timestamp</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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

---

---

<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, which is assigned by the server.
Type	int
Length	4

---

<b>Skillset</b>	
Description	The name of the skillset, as defined in the Agent/Skillset Assignment window.
Type	varchar
Length	30

---

<b>SkillsetID</b>	
Description	A unique identifier to identify a skillset, which is assigned by the server when the skillset is added.
Type	int
Length	4

---

<b>TotalStaffedTime</b>	
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

---

<b>Time</b>	
Description	The time when the data was pegged.

---

Type	int
Length	4
<b>Timestamp</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
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

---

---

<b>Route</b>	
Description	The name of the route.
Type	varchar
Length	30

---

<b>RouteID</b>	
Description	A number that uniquely identifies the route to which the trunk belongs, which is assigned by the server.
Type	int
Length	4

---

<b>Site</b>	
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

---

<b>SiteID</b>	
Description	A unique identifier for the Symposium Express Call Center site, which is assigned by the server.
Type	int
Length	4

---

<b>Time</b>	
Description	The time when the data was pegged.
Type	char
Length	5

---

---

<b>Timestamp</b>	
Description	The date and time when the data was pegged.
Type	smalldatetime
Length	4

---

<b>TrunkID</b>	
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 346.

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.

<b>IF you are generating a custom report using</b>	<b>THEN the linkage key data fields are</b>
RouteStat	Timestamp RouteID

---



## Section B: Event statistics

### In this section

Overview of event statistics	446
eAgentLoginStat view	447
eIVRPortLoginStat view	450

# Overview of event statistics

## Introduction

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. 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:

<b>Statistic</b>	<b>Storage duration</b>
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

### In this section

Overview of configuration data	455
ActivityCode view	456
Agent view	457
Application view	461
ApplicationByScript view	463
CDN view	466
CodeToMessage view	468
DNIS view	469
DNISThresholdTemplate view	470
Formula view	471
HistoricalStatCollection view	473
HistoricalStatDuration view	477
HistoricalStatStorage view	480
IVRPort view	481
IVRQueue view	483
NCCConfig view	485
NCCNetworkSkillset view	486
NCCR ranking view	489
NCCRemoteApplication view	491
NCCSite view	493
NetworkConfig view	495
NetworkRankingAssignment view	496
NetworkSkillsetStatus view	499

---

PhonasetDisplay view	501
RealTimeColumn view	503
RealTimeStatCollection view	505
RealTimeTemplate view	510
Route view	512
Script view	514
ScriptVariableProperties view	517
ScriptVariables view	519
Skillset view	521
SkillsetByAgent view	524
Supervisor view	526
SupervisorAgentAssignment view	530
SupervisorByAssignment view	533
SwitchPort view	536
UserTemplate view	538
Views view	541

# 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:

---

<b>ActivityCode</b>	
Description	The number assigned to the activity code.
Type	nvarchar
Length	32

---

<b>Name</b>	
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:

---

<b>Comment</b>	
Description	The comments defined on the User Property Sheet, if any.
Type	varchar
Length	127

---

<b>Department</b>	
Description	The department to which the agent belongs, as defined on the User Property Sheet for the agent.
Type	varchar
Length	64

---

<b>GivenName</b>	
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. 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. 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

---

---

<b>Type</b>	
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:

---

<b>Category</b>	
Description	A system-defined classification for the status code.
Type	varchar
Length	30

---

<b>Code</b>	
Description	The numeric status code value.
Type	int
Length	4

---

<b>Msg</b>	
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:

<b>Class</b>	
Description	The class to which the formula belongs.
Type	varchar
Length	80
<b>Comment</b>	
Description	Additional information about the formula (if any).
Type	varchar
Length	127
<b>Definition</b>	
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 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:

<b>Parameter</b>	
Description	The name of the parameter.
Type	varchar
Length	80
<b>Purchased</b>	
Description	The purchased value for this parameter.
Type	int
Length	4
<b>System</b>	
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. Symposium Express Call Center does not support threshold classes.
Type	varchar
Length	7

---

---

<b>Name</b>	
Description	The name of the voice port.
Type	varchar
Length	30

---

<b>Status</b>	
Description	The status of the voice port.
Type	varchar
Length	80

---

<b>SwitchID</b>	
Description	The switch ID of an IVR port, as received from the switch.
Type	int
Length	4

---

<b>SwitchPortAddress</b>	
Description	The switch address of the IVR port, as received from the switch.
Type	varchar
Length	40

---

<b>SwitchPortName</b>	
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:

---

<b>Acquire</b>	
Description	Shows whether there is a request to acquire the IVR ACD-DN.
Type	char
Length	1

---

<b>IVRQueueID</b>	
Description	A unique identifier for the IVR ACD-DN, which is assigned by the server.
Type	varchar
Length	7

---

<b>Name</b>	
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 phoneset uses.

Valid values      1 x 40 Alphanumeric  
                          1 x 16 Alphanumeric  
                          1 x 18 or 1 x 24 Alphanumeric  
                          1 x 12 Numeric

Type                varchar

Length             80

---

### FieldName

---

Description      The name of the field displayed on the phoneset.

Type                varchar

Length             80

---

### Row

---

Description      The row in which the field appears.

Type                smallint

Length             2

---

---

**Width**

---

Description	The display width for the field.
Type	smallint
Length	2

---

# 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:

<b>IntervalDuration</b>	
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

---

**MWRRoute**

---

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:

---

<b>Acquire</b>	
Description	Shows whether there is a request to acquire or deacquire the route.
Type	char
Length	1

---

<b>Name</b>	
Description	The name of the route.
Type	varchar
Length	30

---

<b>RouteID</b>	
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:

<b>Comment</b>	
Description	Additional information about the script.
Type	varchar
Length	30
<b>GivenName</b>	
Description	The first or given name of the user who performed the most recent action on the script.
Type	varchar
Length	30
<b>LastModified</b>	
Description	The date when the most recent action was performed on the script.
Type	datetime
Length	8
<b>Name</b>	
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

---

---

<b>Type</b>	
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:

<b>Class</b>	
Description	The name of the variable class to which this variable belongs.
Valid values	Item Set Of Values
Type	varchar
Length	80
<b>Comment</b>	
Description	The comments defined, if any.
Type	varchar
Length	127
<b>Grouping</b>	
Description	The name of the variable group to which this variable belongs.
Valid values	Global Variable Call Variable
Type	varchar
Length	80

---

<b>Name</b>	
Description	The name of the script variable.
Type	varchar
Length	30

---

<b>Status</b>	
Description	The status of the variable.
Valid values	Activated Deactivated
Type	varchar
Length	80

---

<b>Type</b>	
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

---

---

<b>Type</b>	
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

---

<b>Variable</b>	
Description	The name of the script variable.
Type	varchar
Length	30

---

<b>VariableStatus</b>	
Description	The status of the variable.
Valid values	Activated Deactivated
Type	varchar
Length	80

---

<b>VariableType</b>	
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:

<b>ActivityCode</b>	
Description	The default activity code for the skillset.
Type	varchar
Length	32
<b>CallAgePreference</b>	
Description	The call age preference for a skillset.
Valid values	18 (Oldest) 19 (First in Queue) any other value (None)
Type	smallint
Length	2
<b>Comment</b>	
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"> <li>■ 0 (round robin)</li> <li>■ 1 (sequential)</li> </ul>

---

# 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:

<b>Comment</b>	
Description	The comments defined on the User Property Sheet, if any.
Type	varchar
Length	127
<b>Department</b>	
Description	The department to which the supervisor belongs, as defined on the User Property Sheet for the supervisor.
Type	varchar
Length	64
<b>GivenName</b>	
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

---

---

<b>Title</b>	
Description	The supervisor's title, as defined on the User Property Sheet for the supervisor.
Type	varchar
Length	64

---

<b>UserID</b>	
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

---

---

<b>Type</b>	
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:

<b>ColumnName</b>	
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
<b>Length</b>	
Description	The length of the field, in characters.
Type	tinyint
Length	1
<b>Name</b>	
Description	The name of the view.
Type	varchar
Length	30

---

<b>Type</b>	
Description	The field type.
Type	varchar
Length	30

---

# Appendix C

---

## Agent state tracking

### In this appendix

Overview	544
Pegging of agent state	545
Real-time status	549

# 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

Overview of entity relationships	554
IDEF1X notation conventions	555
Statistics entity relationships	561
Symposium database entity relationships	569

## 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.

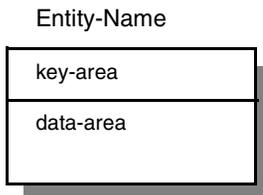
Entities are classified as independent or dependent entities, depending on how they acquire their keys.

## Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

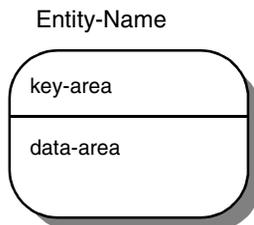
## Independent entity

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.



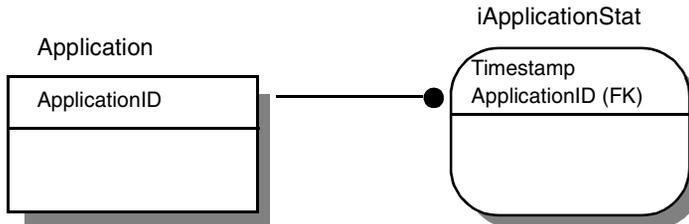
## Dependent entity

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.

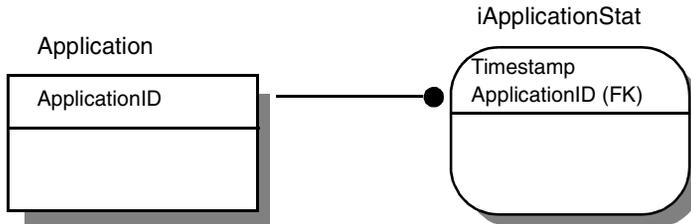
### Non-primary key attribute

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.

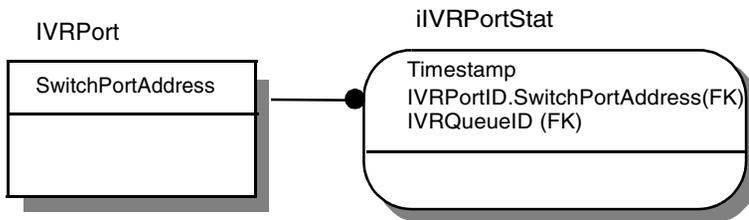


### Role name

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:

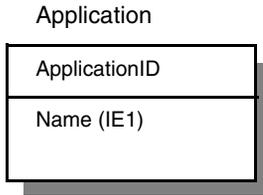


### Inversion entry

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

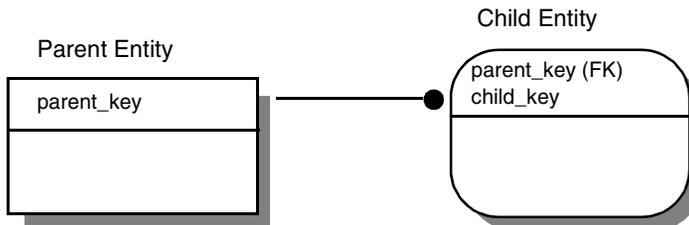
The following terms are used to describe the relationships between entities:

### 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.

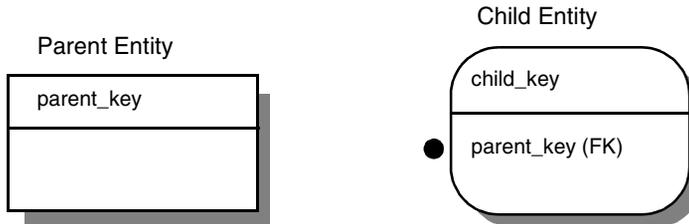
### Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.



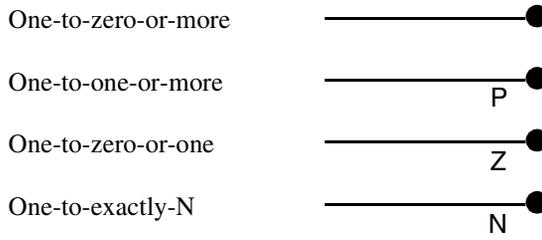
### Non-identifying relationship

In a non-identifying relationship, primary key attributes of the parent entity become non-primary key attributes of the child entity.



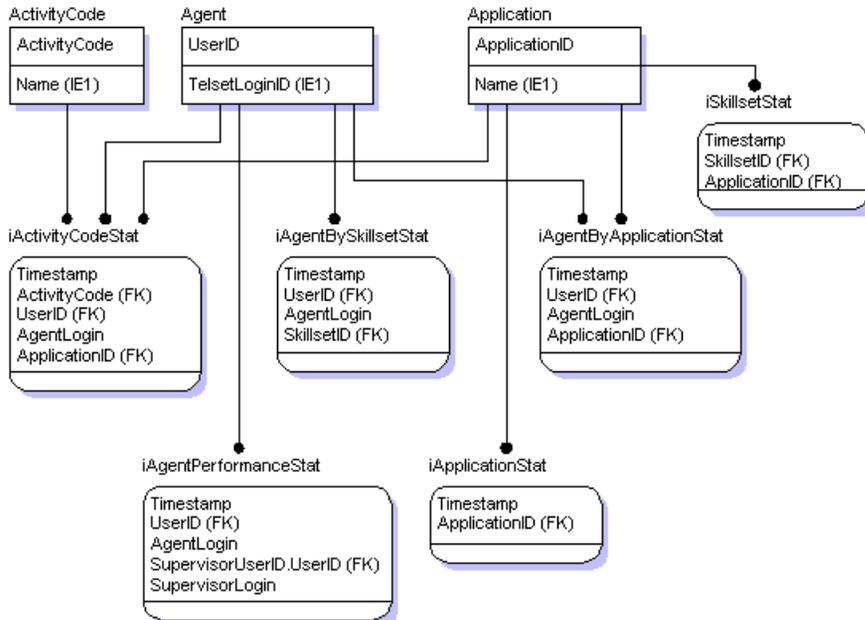
## Cardinality notation

The following notation shows the number of child attributes involved in the relationship.

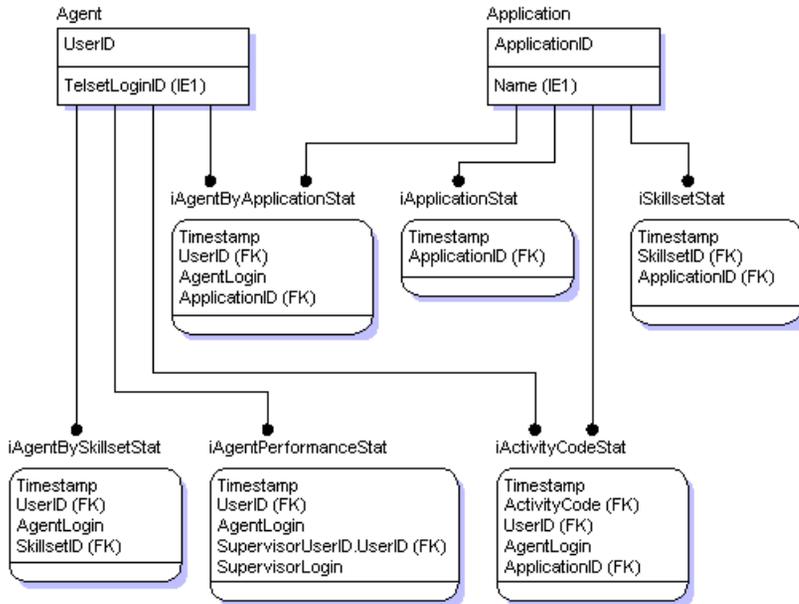


# Statistics entity relationships

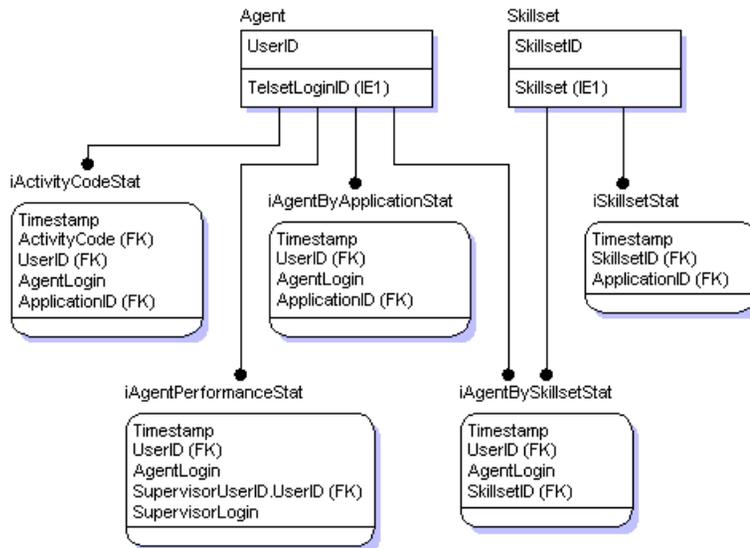
## Activity code statistics



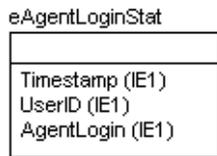
## Agent by application statistics



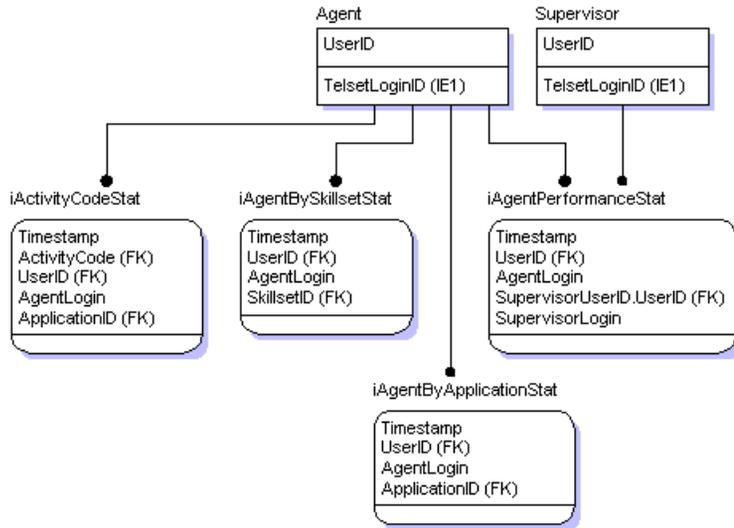
## Agent by skillset statistics



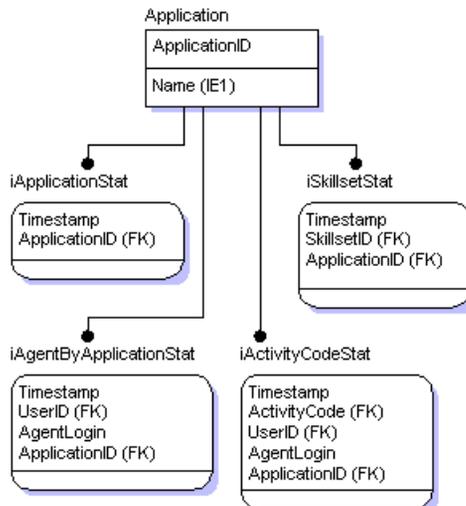
## Agent logon statistics



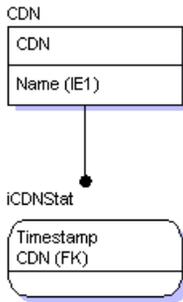
## Agent performance statistics



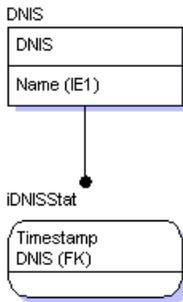
## Application statistics



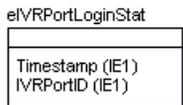
### CDN statistics



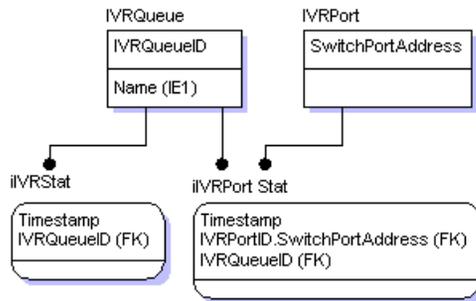
### DNIS statistics



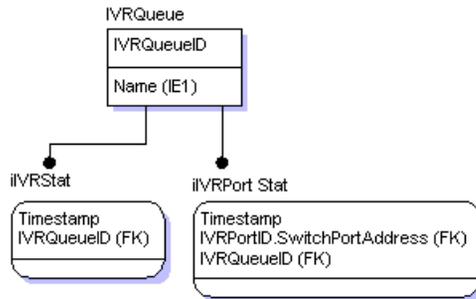
### IVR port login statistics



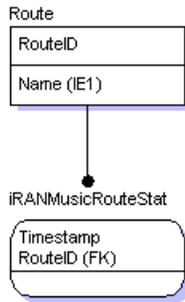
## IVR port statistics



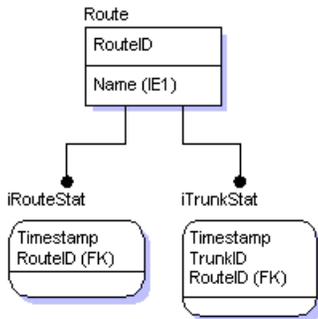
## IVR statistics



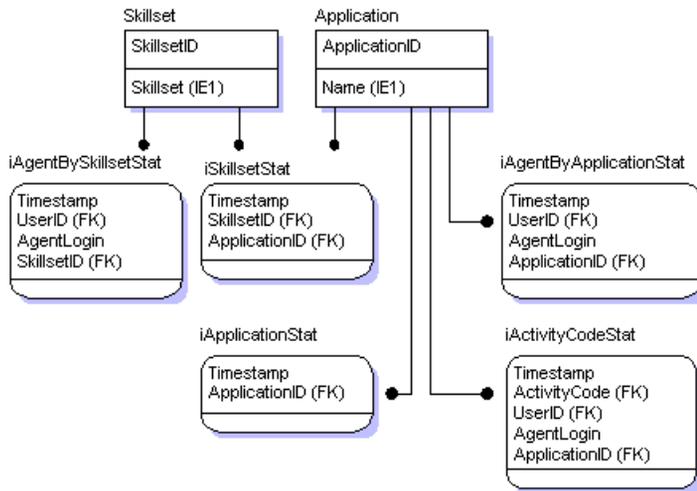
## RAN/music route statistics



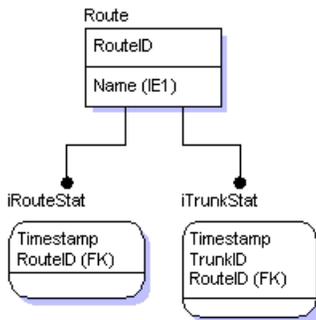
## Route statistics



## Skillset statistics



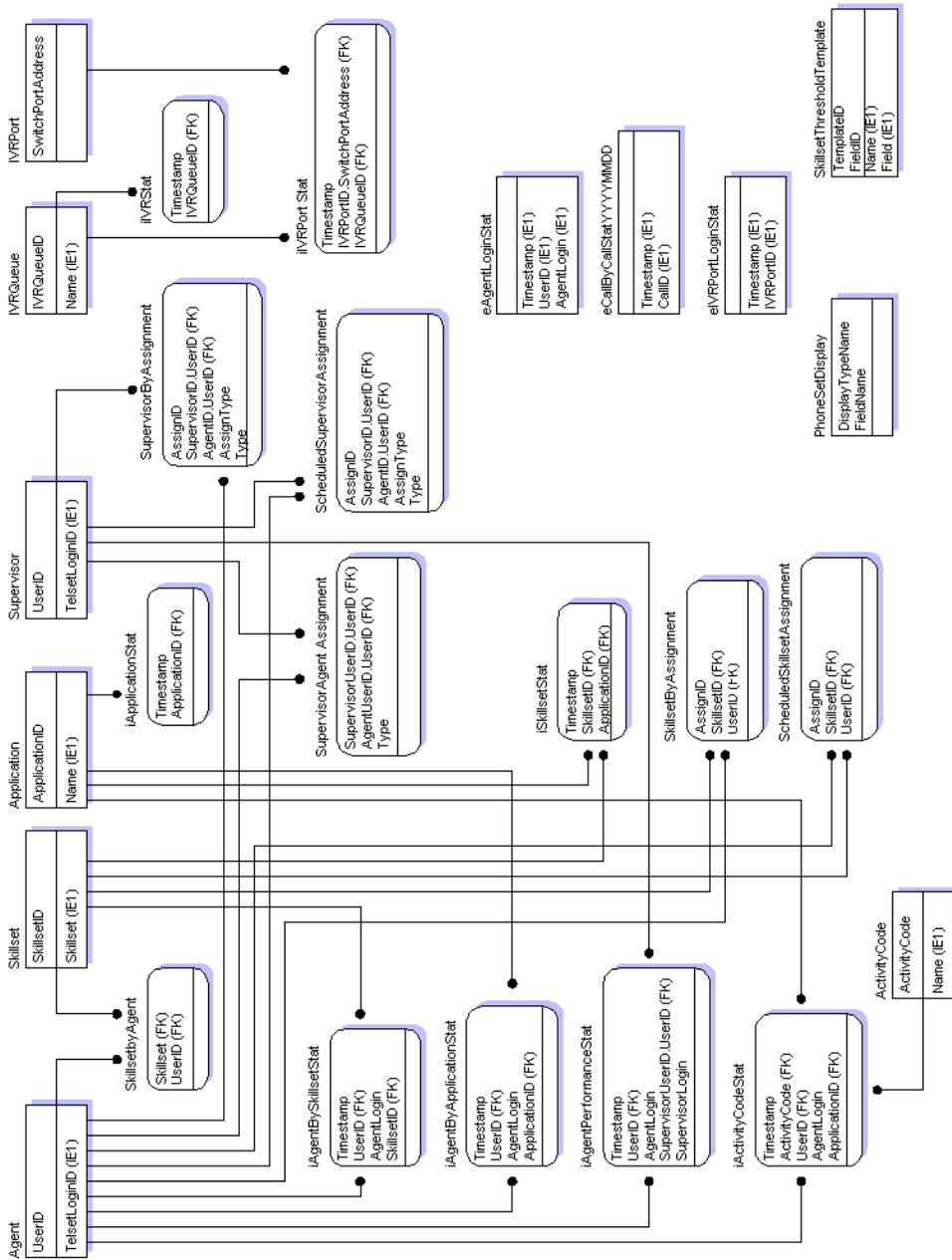
## Trunk statistics

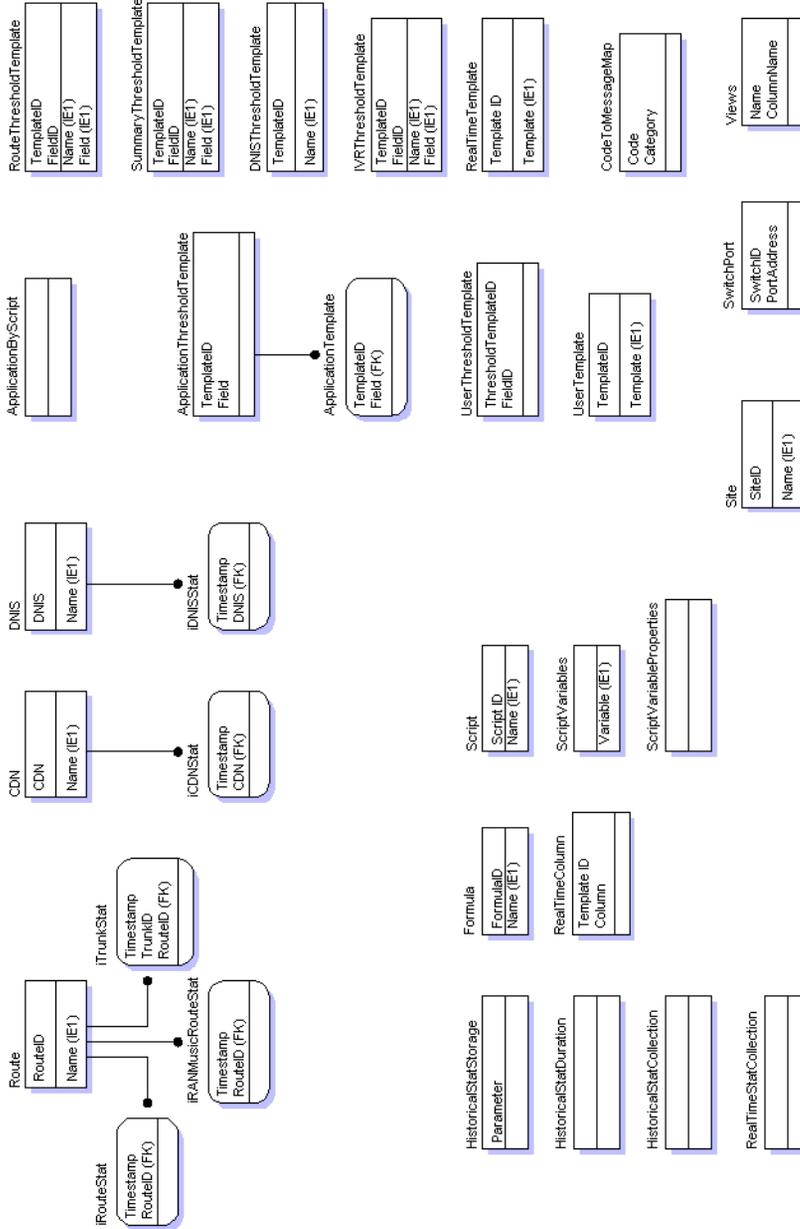


# Symposium database entity relationships

## 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.

# Index

## A

- abandon delay 198–200
- abandoned call delays
  - network incoming call statistics 415, 417–418
  - network outgoing call statistics 424, 426
- abandoned calls
  - application statistics 379–380
  - CDN statistics 394
  - DNIS statistics 397
  - IVR statistics 410–411
  - network 388
  - network incoming call statistics 415
  - network outgoing call statistics 422
  - trunk statistics 440
- abandoned delay spectrum 378
- AbdDelay fields 378
- access class 528
- access classes
  - reports 272–??
- ACD calls 88, 342
- ACD statistics 88
- ACDCallsAnswered field 363
- ACDCallsConferenced field 363
- ACDCallsTalkTime field 363
- ACDCallsTransferred field 364
- Acquire field
  - CDN view 466
  - IVRPort view 481
  - IVRQueue view 483
  - Route view 512
  - SwitchPort view 536
- activating reports 79
- ActiveTime field 434
- Activity by Agent report
  - comparison with Agent Performance 94
- Activity Code By Agent report 120–123
- Activity Code By Application report 123–125
- Activity Code Properties report 217–218
- activity code statistics 347–350
  - data collection option 350
  - linkages 350
- activity codes 347
  - application 93
  - database views 347–350
  - properties 456
  - reports 119–124, 186–188
  - reports, configuration 217–218
- activity times 89
- ActivityCode field
  - ActivityCode view 456
  - ActivityCodeStat views 347
  - HistoricalStatCollection view 473
  - Skillset view 521
- ActivityCode view 456
- ActivityCodeName field 348
- ActivityCodeStat views 347–350
- ActivityTime field 348
- ad hoc reports, printing 81
- adding
  - thresholds 104–105
  - See also* creating, defining
- Administration window 20
- Agent Average Calls Per Hour report 130–132
- Agent Average Calls Per Hour, Bottom 5 report 133
- Agent Average Calls Per Hour, Top 5 report 134
- Agent by Activity Code report 135–137
- Agent By Application Performance report 138–140
- agent by application statistics 352–355
  - linkages 355
- Agent By Skillset Performance report 141–143
- agent by skillset statistics 357–361
  - data collection option 360
  - linkages 360–361
- Agent By Supervisor Properties report 219–220
- Agent DN Performance Calls Answered, Bottom 5 report 148–149
- Agent DN Performance Calls Answered, Top 5

- report 150, 151
- Agent DN Performance report 144–147
- agent login and logout statistics 447–449
  - data collection option 450
- Agent Login/Logout report 152–153
- agent name
  - blank 91
- Agent Network/NACD Activity report 154–156
- Agent Performance By Supervisor report 161–165
- Agent Performance Calls Answered, Top 5 report 171
- Agent Performance report 157–160
  - comparison with Activity by Agent 94
- agent performance statistics 362–377
  - linkages 375–377
- Agent Position ID report 251
- Agent Properties report 221
- agent real-time display 329
- agent real-time displays, filtering 109
- agent reports 129–182
- Agent Short Calls report 172–175
- Agent Skillset Properties report 225
- agent state timers 89, 362
- agent statistics
  - by application 352–355
  - by skillset 357–361
  - login and logout 447–449
  - performance 362–377
- agent to supervisor assignments
  - assignments 533–535
- Agent Transferred/Conferenced Activity report 176–179
- AgentByApplication field 473
- AgentByApplicationStat views 352–355
- AgentBySkillsetStat views 357–361
- AgentGivenName field
  - ActivityCodeStat views 348
  - AgentByApplicationStat views 353
  - AgentBySkillsetStat views 357
  - AgentPerformance views 364
  - eAgentLoginStat view 447
  - SupervisorAgentAssignment view 530
- AgentID field 533
- AgentLogin field
  - ActivityCodeStat views 348
  - AgentByApplicationStat views 352
  - AgentBySkillsetStat views 357
  - AgentPerformance views 364
  - eAgentLoginStat view 447
  - HistoricalStatCollection view 473
- AgentPerformance field 474
- AgentPerformanceStat views 362–377
- agents
  - reports 221, 251
  - skillset assignments 524–525
  - state timers 89
  - supervisor assignments 530–532
- AgentSurName field
  - ActivityCodeStat views 348
  - AgentByApplicationStat views 353
  - AgentBySkillsetStat views 358
  - AgentPerformanceStat views 364
  - eAgentLoginStat view 447
  - SupervisorAgentAssignment view 530
- AgentTelsetLoginID field 530
- AgentUserID field 531
- Alias Name box 49
- Alias Name dialog box 49
- aliases. *See* database aliases
- all trunks busy statistics 431
- AllAgentBusyTime field 435
- AllTrunksBusy field 431
- AllTrunksBusyTime field 431
- AlternateCallAnswer field 538
- AnsDelay fields 378
- answer delay 201–203
- answered call delays
  - network incoming call statistics 416, 418
  - network outgoing call statistics 424–425, 426
- answered calls
  - agent by application statistics 353
  - agent by skillset statistics 358
  - agent performance statistics 365
  - application statistics 380–381
  - CDN statistics 395
  - DNIS statistics 398–399
  - IVR port statistics 404
  - IVR statistics 409–410
  - NACD calls 371
  - network 388–389, 437
  - network incoming call statistics 416

- network outgoing call statistics 422–423
- short 358, 373
- skillset statistics 435–437
- trunk statistics 441
- answered delay spectrum 378
- Application By Activity Code report 186–188
- Application Call Treatment report 192–197
- Application Delay Before Abandon report 198–200
- Application Delay Before Answer report 201–203
- Application field
  - ActivityCodeStat views 349
  - AgentByApplicationStat views 353
  - ApplicationStat views 379
  - HistoricalStatCollection view 474
  - SkillsetStat views 435
- Application Performance report 204–206
- Application Script Properties report 228–229
- application scripts. *See* scripts
- application statistics 377–393
  - by agent 352–355
  - data collection option 393
  - linkages 393
- Application Template Properties report 230–231
- application threshold classes 462
  - properties 230–231
- Application view 461–463
- ApplicationByScript view 463–465
- ApplicationID field
  - ActivityCodeStat views 349
  - AgentByApplicationStat views 353
  - Application view 461
  - ApplicationStat views 379
  - SkillsetStat views 435
- applications 377
  - properties 461–463
  - remote 491–492
  - reports 138–140, 185–206
  - reports, configuration 230–231
  - threshold class properties 230–231
  - See also* destination application, source application
- ApplicationStat views 377–393
- ApplicationTemplate view 455
- ApplicationThresholdTemplate view 455

- AssignID field
  - SupervisorByAssignment view 533
- AssignName field
  - NetworkRankingAssignment view 496
  - SupervisorByAssignment view 533
- AssignType field 534

## B

- Between Level one and level two box 105
- blank agent name 91
- blue database 44
- BreakTime field 364
- Broadcast treatment 382
- BusinessDaysPerWeek field 477
- BusinessHoursPerDay field 477

## C

- calculated data 113
- call center summary real-time display 332–333
- call forcing 93
- call presentation classes, properties of 538–540
- call treatments 192–197
- call types 341
- CallAgePreference field 521
- CallByCall field
  - NCCRemoteApplication view 491
- call-by-call reports 55
- CallForceDelayTimer field 538
- CallForceOption field 538
- Calls Answered After Threshold field 398
- Calls Answered Delay field 381
- Calls Answered, definition 92
- Calls Transferred Out field 385
- CallsAbandoned field 88
  - ApplicationStat views 379
  - CDNStat views 394
  - DNISStat views 397
  - NetworkInCallStat views 415
  - NetworkOutStat views 422
  - TrunkStat views 440
- CallsAbandonedAffThreshold field
  - ApplicationStat views 379
  - DNISStat views 398

- NetworkInCallStat views 415
- CallsAbandonedDelay field
  - ApplicationStat views 380
  - DNISStat views 398
  - NetworkInCallStat views 415
  - TrunkStat views 440
- CallsAbandonedDelayAtDest field 415, 422
- CallsAnswered field 88
  - AgentByApplicationStat views 353
  - AgentBySkillset Stat views 358
  - AgentPerformance views 365
  - ApplicationStat views 380
  - CDNStat views 395
  - DNISStat views 398
  - IVRPortStat views 404
  - IVRStat views 409
  - NetworkInCallStat views 416
  - NetworkOutStat views 422
  - SkillsetStat views 435
  - TrunkStat views 441
- CallsAnsweredAfterThreshold field 436
- CallsAnsweredAftThreshold field
  - ApplicationStat views 380
  - IVRStat views 410
  - NetworkInCallStat views 416
- CallsAnsweredDelay field
  - DNISStat views 399
  - IVRStat views 410
  - NetworkInCallStat views 416
  - SkillsetStat views 436
  - TrunkStat views 441
- CallsAnsweredDelayAtDest field 416
- CallsAnsweredDelayAtDestination field 423
- CallsAnsweredDelayAtSkillset field 381
- CallsBlockedByAllTrunksBusy field 431
- CallsConferenced field
  - AgentPerformanceStat views 365
  - IVRPortStat views 405
  - IVRStat views 410
- CallsConferencedIn field 381
- CallsConferencedOut field 381
- CallsConfToACDDN field 365
- CallsConfToCDN field 365
- CallsConfToDN field 366
- CallsConfToOther field 366
- CallsGivenBroadcast field 382
- CallsGivenDefault field 382, 399
- CallsGivenForceBusy field 382, 399
- CallsGivenForceDisconnect field 383, 399
- CallsGivenForceOverflow field 383, 400
- CallsGivenHostLookup field 383
- CallsGivenIVR field 383
- CallsGivenMusic field 384
- CallsGivenNACD field 384
- CallsGivenRAN field 384
- CallsGivenRouteTo field 384, 400
- CallsNACDOut field 385, 400
- CallsNetworkedOut field 400
- CallsNotTreated field 410
- CallsNotTreatedAftThreshold field 411
- CallsNotTreatedDelay field 411
- CallsOffered field 88
  - AgentPerformance views 366
  - ApplicationStat views 385
  - CDNStat views 395
  - DNISStat views 400
  - IVRStat views 411
  - NetworkInCallStat views 417
  - NetworkOutStat views 423
  - TrunkStat views 441
- CallsReachNonISDN field 401, 432
- CallsReturnedToQ field 366
- CallsReturnedToQDueToTimeout field 367
- CallsTerminated field 395
- CallsTransferred field
  - AgentPerformanceStat views 367
  - IVRPortStat views 405
  - IVRStat views 411
- CallsTransferredIn field 385
- CallsTransfToACDDN field 367
- CallsTransfToCDN field 367
- CallsTransfToDN field 368
- CallsTransfToOther field 368
- Category field 468
- CDN field 395, 466, 474
- CDN Properties report 232–234
- CDN reports 286–288
- CDN statistics 394–396
  - data collection option 396
- CDN Statistics report 286–288
- CDN view 466–467
- CDNName field 396

CDNs 394  
   reports 232–234  
 CDNStat view 394–396  
 changing  
   database aliases 50–51  
   report properties 60–69  
   site name 70–71  
   threshold colors 105–106  
 ChildComment field 463  
 ChildName field 463  
 ChildStatus field 464  
 ChildUserFirstName field 464  
 ChildUserLastName field 464  
 Choose SQL Table dialog box 45, 50  
 Class field  
   Formula view 471  
   RealTimeTemplate view 510  
   ScriptVariableProperties view 517  
 Code field 468  
 CodeToMessage view 468  
 Collection Frequency box 63  
 Column field 503  
 Comment field 514  
   Formula view 471  
   NCCNetworkSkillset view 487  
   NCCSite view 493  
   NetworkRankingAssignment view 496  
   ScriptVariableProperties view 517  
   Skillset view 521  
   Supervisor view 526  
   SupervisorByAssignment view 534  
 Comments box 29, 63  
 Company Name box 29, 63  
 conferenced calls 114, 176–179  
   ACD 363  
   agent performance statistics 365–366  
   application statistics 381  
   DN 368  
   IVR statistics 410  
   NACD 371  
   pegging of 363  
   voice port statistics 405  
 configuration data 453–541  
 configuration report 23, 212–216  
   printing 84–85  
 configuration reports 112

connecting to the server 39–41  
 Connection Information/Network Address box  
   40  
 Connection Service box 39  
 connection to the server, defining 39–41  
 ConsultationTime field 368  
 ContactNumber field 493  
 ContactPerson field 493  
 Create Report Expert window 43  
 creating  
   database aliases 48–49  
   user-created reports 42–47, 52–53  
   user-defined reports 28–34  
   *See also* adding, defining  
 Crosstab - CDN Performance report 291  
 Crosstab - DNIS Performance report 292–295  
 Crosstab - Route Performance report 295–298  
 Crosstab - Skillset Performance report 316–319  
 Crosstab - Trunk Performance report 298–300  
 Crystal reports  
   cancelling 97  
   versions 98  
 cumulation of statistics 446  
 customized reports  
   maximum number 97  
   skills needed to create 17  
   *See also* expert reports  
 customizing  
   formulas in Crystal Reports 56–58  
   real-time displays 103–106

## D

dActionCodeStat 347–350  
 dAgentByApplicationStat view 352–355  
 dAgentBySkillsetStat view 357–361  
 dAgentPerformanceStat view 362–377  
 daily views 345  
 dApplicationStat view 377–393  
 data collection period 26  
 data range 26, 32–33, 67  
 Data Range property page 32, 67  
 data sources, defining 52–53  
 Database alias and Timestamp box 55  
 database aliases 48

- changing 50–51
- creating 48–49
- Database View Definitions report 38, 235
- database views 112
  - description 23–24, 36–37, 339
  - selecting 45–47
- Databases box 50
- DaysOfAgentLogin field 477
- DaysOfCallByCall field 478
- DaysOfDaily field 478
- DaysOfInterval field 478
- DaysofIVRPortLogin field 478
- DaysOfSkillsetState field 478
- dCDNStat view 394–396
- dDNISStat view 397–403
- deactivating reports 80
- default treatment 382, 390, 399
- defining
  - data sources 52–53
  - thresholds 103–106
  - See also* adding, creating
- Definition field 471
- delay reports 198–203
- delays, abandoned call
  - application statistics 378, 380, 386
  - DNIS statistics 398, 402
  - IVR statistics 411
  - network call 387, 388
  - network incoming call statistics 415, 417–418
  - network outgoing call statistics 424, 426
  - trunks statistics 440
- delays, answered call
  - application statistics 378, 381, 386–387
  - at skillset 381, 387
  - DNIS statistics 399, 402
  - IVR statistics 410
  - network call 387
  - network incoming call statistics 416, 418
  - network out call 389
  - network outgoing call statistics 424–425, 426
  - skillset statistics 436–437
  - trunk statistics 441
- deleting
  - reports 75
  - thresholds 105
- Department field 526
- Description 212
- destination application 417, 423
- Destination box 85
- destination sites
  - NCCRanking view 489
  - network incoming call statistics 417
  - network outgoing call statistics 423–424
  - NetworkRankingAssignment view 496–497
- DestSiteID field 496
- DestSiteName field 497
- detailed historical statistics. *See* event statistics
- display thresholds 101
- displaying real-time displays 107–109
- DisplayTypeName field 501
- dIVRPortStat view 404–408
- dIVRStat view 409–413
- DN calls 144–147, 342
  - reports 151
- DN field 522
- DNCallsConferenced field 368
- DNCallsTransferred field 368
- dNetworkInCallStat view 414–420
- dNetworkOutStat view 421–427
- DNInExtCalls field 369
- DNInExtCallsTalkTime field 369
- DNInIntCalls field 369
- DNInIntCallsTalkTime field 369
- DNIS field 401, 469, 474
- DNIS Properties report 238–240
- DNIS reports 301–304
- DNIS statistics 292–295, 397–403
  - data collection option 403
- DNIS Statistics report 301–304
- DNIS threshold classes 470–471
- DNIS view 469
- DNISName field 401
- DNISs 397
  - reports, configuration 238–240
  - reports, statistics 292–295
- DNISThresholdTemplate view 470–471
- DNOutExtCalls field 369
- DNOutExtCallsTalkTime field 370
- DNOutIntCalls field 370
- DNOutIntCallsTalkTime field 370
- dRANMusicRouteStat view 428–430
- dRouteStat view 431–434

dSkillsetStat view 434–439  
 DstApplication field 417, 423  
 DstApplicationID field 417, 423  
 DstSite field 417, 423  
 DstSiteID field  
   NCCRanking view 489  
   NetworkInCallStat views 417  
   NetworkOutStat views 424  
 DstSiteName field 489  
 dTrunkStat view 440–443

## E

eAgentLoginStat view 447–449  
 eIVRPortLoginStat view 450–451  
 e-mailing reports 95  
 empty agent name 91  
 End box 31, 66  
 End date and time box 33, 67, 83  
 ErrorCode field  
   NetworkRankingAssignment view 496  
   SupervisorByAssignment view 534  
 Estimated Revenue By Agent report 180–182  
 event statistics 445–451  
   storage duration 446  
 events, types 448  
 EventType field 448, 450  
 expert reports  
   skills needed to create 18  
 Export dialog box 85  
 Export report to the following format button 34,  
   68  
 Extension box 32, 66  
 external calls 369, 369–370

## F

field types 235, 341  
 FieldName field 501  
 fields, selecting 45–47  
 file, exporting report to 33  
 filtering real-time displays 109  
 filters 29–30, 64–65  
 FilterStatus field 499  
 FirstDayOfWeek field 479

FlowControlStatus field 499  
 Force Busy treatment 382, 391, 399  
 Force Disconnect treatment 383, 391, 399  
 Force Overflow treatment 383, 400  
 Format box 85  
 Format field 472, 503  
 Formula Editor dialog box 57  
 Formula Properties report 241–242  
 Formula property page 57  
 Formula view 471–472  
 FormulaID field 472, 504  
 formulas  
   reports 241–242  
 formulas, customizing in Crystal Reports 56–58

## G

General property page 29, 63  
 Generate report with the following collection  
   frequency box 83  
 Give IVR treatment 383  
 Give Music treatment 384  
 GivenName field  
   Script view 514  
   Supervisor view 526  
 Greater than Level two box 106  
 Grouping field 517

## H

Historical and Real Time Statistics Properties  
   report 243  
 historical reports 23, 112  
 historical statistics 343–443  
   storage duration for 24, 340  
 historical statistics collection  
   properties 473–480  
 historical statistics collection report 243  
 HistoricalStatCollection view 473–476  
 HistoricalStatDuration view 477–479  
 HistoricalStatStorage view 480  
 HoldTime field 370  
 Host Lookup treatment 383

- I**
- iActivityCodeStat 347–350
  - iAgentByApplicationStat view 352–355
  - iAgentBySkillsetStat view 357–361
  - iAgentPerformanceStat view 94, 362–377
  - iApplicationStat view 377–393
  - ICCM\_PREVIEW 39, 40
  - ICCM\_PREVIEW\_DSN 52
  - iCDNStat view 394–396
  - IdleAgentsPriority field 522
    - NCCNetworkSkillset view 487
  - iDNISStat view 397–403
  - iIVRPortStat view 404–408
  - iIVRStat view 409–413
  - Import an User-created Crystal Report dialog box 55
  - importing user-created reports 54–55
  - inbound calls 369
  - iNetworkInCallStat view 414–420
  - iNetworkOutStat view 421–427
  - Input Server Name box 40
  - Insert Fields property sheet 56
  - internal calls 369, 370
  - Interval box 31, 66
  - interval length 88
  - interval views 345
  - IntervalDuration field 505
  - intervals 91
  - IntervalStartTime field 506
  - interval-to-date mode 101, 243, 505
  - iRANMusicRouteStat view 428–430
  - iRouteStat view 431–434
  - iSkillsetStat view 434–439
  - ITDAgent field 506
  - ITDApplication field 506
  - ITDIVR field 506
  - ITDNetworkCall field 506
  - ITDNodalCall field 506
  - ITDRoute field 507
  - ITDSkillset field 507
  - iTrunkStat view 440–443
  - IVR ACD-DNs
    - properties 483–485
  - IVR field 474
  - IVR Port First Login/Last Logout report 276–277
  - IVR Port Statistics report 278–280
  - IVR ports
    - reports 278–280
  - IVR Queue And Port Properties report 248, 250
  - IVR Queue ID field 412
  - IVR Queue Name field 405
  - IVR Queue Statistics report 281–283
  - IVR queues
    - reports 248, 250, 281–283
  - IVR reports 250, 275–283
  - IVR statistics 404–413
    - data collection option 413
    - linkages 413
    - restrictions 409
  - IVR transfer 386
  - IVRPort field 475
  - IVRPort view 481–482
  - IVRPortID field
    - eIVRPortLoginStat view 450
    - IVRPort view 481
    - IVRPortStat views 405
  - IVRPortLogin field 475
  - IVRPortStat views 404–408
  - IVRQueue view 483–485
  - IVRQueueID field 405, 481, 483
  - IVRQueueName field 406, 412
  - IVRStat views 409–413
  - IVRTerminated field 386
  - IVRTransferred field 386, 401
- J**
- joining tables 97
  - joins. *See* linkages
- K**
- keys. *See* linkages
- L**
- Label field 504
  - LastModified field 514

Less than level one box 105  
 linkage keys. *See* linkages  
 linkages 346
 

- activity code statistics 350
- agent by application statistics 355
- agent by skillset statistics 360–361
- agent performance statistics 375–377
- application statistics 393
- IVR statistics 413
- network incoming call statistics 420
- network outgoing call statistics 427
- route statistics 433–434
- skillset statistics 439
- trunk statistics 443
- voice port statistics 407

 linking database views 346  
 location
 

- standard reports 26
- user-defined reports 26

 logged-in agents 251  
 LoggedInTime field 370, 406  
 logging on 19–20  
 login 152–153, 276–277  
 login statistics
 

- agent ??–449
- voice port 450–451

 logon ID 44  
 logon statistics
 

- agent 447–??

 logout 152–153, 276–277  
 logout statistics
 

- agent 447–449
- voice port 450–451

## M

mActivityCodeStat 347–350  
 mAgentByApplicationStat view 352–355  
 mAgentBySkillsetStat view 357–361  
 mAgentPerformanceStat view 362–377  
 mApplicationStat view 377–393  
 MaxAbandonedDelay field 402, 417  
 MaxAbandonedDelayAtDest field 418  
 MaxAnsweredDelay field
 

- DNISStat views 402

NetworkInCallStat views 418  
 SkillsetStat views 437  
 MaxAnsweredDelayatDest field 418  
 MaxCallsAbandonedDelay field 386, 424  
 MaxCallsAbandonedDelayAtDest field 424  
 MaxCallsAnsDelay field 386  
 MaxCallsAnsDelayAtSkillset field 387  
 MaxCallsAnsweredDelay field 424  
 MaxCallsAnsweredDelayAtDest field 425  
 MaxNetOutCallsAbandonedDelay field 387  
 MaxNetOutCallsAnsDelay field 387  
 mCDNStat view 394–396  
 mDNISStat view 397–403  
 measured value 480  
 Meridian Mail 404  
 MinRefreshRate field 507  
 MinShortCallDelay field 522  
 mIVRPortStat view 404–408  
 mIVRStat view 409–413  
 mNetworkInCallStat view 414–420  
 mNetworkOutStat view 421–427  
 monthly views 346  
 MonthsOfMonthly field 479  
 moving window mode 101, 243, 505  
 mRANMusicRouteStat view 428–430  
 mRouteStat view 431–434  
 Msg field 468  
 mSkillsetStat view 434–439  
 mTrunkStat view 440–443  
 multiple DN keys 144, 157  
 multiple filters 30, 64  
 music route statistics 428–430
 

- data collection option 431

 Music/RAN Route Statistics report 305–307  
 MWAgent field 507  
 MWApplication field 507  
 MWIVR field 508  
 MWNetworkCall field 508  
 MWNodalCall field 508  
 MWRoute field 508  
 MWSkillset field 508

## N

NACD activity 154–156

- NACD calls 342, 371
  - NACD out 385, 391, 400
  - NACD treatment 384
  - NACDCallsAnswered field 371
  - NACDCallsConferenced field 371
  - NACDCallsTalkTime field 371
  - NACDCallsTransferred field 371
  - Name field
    - ActivityCode view 456
    - CDN view 466
    - DNIS view 469
    - DNISThresholdTemplate view 470
    - Formula view 472
    - IVRPort view 482
    - IVRQueue view 483
    - NCCRemoteApplication view 491
    - NCCSite view 493
    - RealTimeTemplate view 510
    - Route view 512
    - Script view 514
    - ScriptVariableProperties view 518
    - SwitchPort view 536
  - NCCConfig view 485
  - NCCNetworkSkillset view 486–488
  - NCCRanking view 489–490
  - NCCRemoteApplication view 491–492
  - NCCSite field 495
  - NCCSite view 493–494
  - NetCallAnswered field 437
  - NetOutCalls field 388
  - NetOutCallsAbandoned field 388
  - NetOutCallsAbandonedDelay field 388
  - NetOutCallsReachNonISDN field 389
  - network activity 154–156
  - network calls 372
    - answered 437
    - delays 387
    - outgoing 387–389
  - network incoming call statistics 414–420
    - linkages 420
  - network incoming calls
    - statistics 414–420
  - network out call blocked statistics 431
  - network out calls 400
  - Network Out Calls Answered Delay field 389
  - Network Out Calls Answered field 388
  - network out time 392
  - network outgoing call statistics 421–427
    - linkages 427
  - network outgoing calls
    - statistics 421–427
  - network skillsets
    - properties 486–488
    - status 499–500
  - Network\_Script application 417, 423
  - NetworkCall field 475
  - NetworkCallsAnswered field 371
  - NetworkCallsTalkTime field 371
  - NetworkConfig view 495
  - NetworkInCallStat views 414–420
  - NetworkOutCall field 475
  - NetworkOutStat views 421–427
  - NetworkRankingAssignment view 496–498
  - NetworkSkillset field
    - NCCNetworkSkillset view 487
    - NetworkSkillsetStatus view 500
  - NetworkSkillsetID field
    - NCCNetworkSkillset view 487
    - NCCRanking view 489
    - NetworkRankingAssignment view 497
    - NetworkSkillsetStatus view 500
  - NetworkSkillsetName field
    - NCCRanking view 489
    - NetworkRankingAssignment view 497
  - NetworkSkillsetStatus view 499–500
  - New Name box 71
  - NightServiceType field 522
  - non-ISDN trunks 389, 392, 401
  - Not Ready 93
  - Not Ready Reason Code By Agent report 126
  - NotReadyTime field
    - Agent Performance views 372
    - AgentByApplicationStat views 354, 358
    - IVRPortStat views 406
  - NumBestNodes field 485
- ## O
- OccupancyTime field 441
  - Occurrences field 349
  - ODBC\_ICCM\_PREVIEW\_DSN 44

- ODBC-compliant applications 36
  - creating reports in 52–53
- offered calls
  - agent performance statistics 366
  - application statistics 385
  - CDN statistics 395
  - DNIS statistics 400
  - IVR statistics 411
  - network incoming call statistics 417
  - network outgoing call statistics 423
  - trunk statistics 441
- opening
  - real-time displays 107–109
  - Report Listener 72–73
- outgoing calls 369–370
- outgoing network calls 387–389
- OutOfServiceTimer field 494
- output options 26, 33–34, 68–69
- Output Options property page 33, 68
- Owner field 515

## P

- Paper size box 34, 68
- Parameter field 480
- parent scripts 463
- ParentComment field 464
- ParentName field 464
- ParentStatus field 465
- ParentUserFirstName field 465
- ParentUserLastName field 465
- password 19, 44
- PCLoginName field 527
- pegging of transferred and conferenced calls 363
- Per Unit \$ box 65
- phoneset displays
  - reports 270–271
- phoneset displays, properties of 501–502
- PhonesetDisplay view 501–502
- phonesets, properties of 536–537
- PortAddress field 536
- position ID 251
- PositionID field 448, 537
- post-call processing time 364, 540
- presented calls
  - agent performance statistics 366
  - application statistics 385
  - CDN statistics 395
  - DNIS statistics 400
  - IVR statistics 411
  - trunk statistics 441
- previewing
  - reports 81
- primary script 91
- print job interruptions 32
- Print report on default printer button 68
- Print report with following options button 34
- Printer box 34, 68
- printer, sending report to 33
- printing
  - configuration report 84–85
  - list of reports 75
  - standard and ad hoc reports 81
  - troubleshooting 94
- Priority field
  - SkillsetByAgent view 524
- properties
  - activity code 217–218, 456
  - agent 221
  - agent to supervisor assignments 533–535
  - application 461–463
  - call presentation class 538–540
  - CDN 232–234, 466–467
  - DNIS 238–240, 469–471
  - formula 241–242, 471–472
  - historical statistics collection 243, 473–480
  - IVR ACD-DN 483–485
  - IVR queue 248, 250
  - network skillset 486–488
  - of reports, changing 60–69
  - phoneset 536–537
  - phoneset display 270–271, 501–502
  - real-time display definition 253–255, 503–511
  - real-time statistics collection 243, 505–509
  - route 256–258, 512–513
  - script 514–516
  - script variable 517–521
  - skillset 264, 521–523
  - supervisor 267, 526–529
  - voice port 481–482
- Purchased field 480

## R

- RAN route statistics 428–430
  - data collection option 431
- RAN treatment 384
- Rank field
  - NCCRanking view 490
  - NetworkRankingAssignment view 497
- RankingAssignID field 497
- RANMusicRoute field 475
- raw data 113
- Real Time Template Properties report 253–255
- real-time display definitions
  - properties 503–511
  - reports 253–255
- real-time displays 16, 99–109, 327–336
  - customizing 103–106
  - filtering 109
  - sorting 109
  - viewing 107–109
- real-time statistics collection
  - properties 505–509
  - reports 243
- RealTimeColumn view 503–504
- RealTimeStatCollection view 505–509
- RealTimeTemplate view 510–511
- RefreshRate field 510
- relationships between scripts 463–465
- RelativeGMT field 494
- remote applications 491–492
- RemoteApplicationID field
  - NCCRemoteApplication view 491
- report definitions storage 95
- Report Gallery window 43
- Report Listener 26, 72–73
- Report Name box 29, 63
- reports 16
  - 320
  - activating 79
  - activity code 119–124, 186–188
  - Activity Code By Agent 120–123
  - Activity Code By Application 123–125
  - agent 129–182, 251
  - Agent Average Calls Per Hour 130–132
  - Agent By Application Performance 138–140
  - Agent By Skillset Performance 141–143
  - Agent DN Performance 144–147
  - Agent Login/Logout 152–153
  - Agent Performance 157–160
  - Agent Performance By Supervisor 161–165
  - Agent Short Calls 172–175
  - Agent Transferred/Conferenced Activity 176–179
  - Application 185–206
    - application 230–231, 322
    - Application By Activity Code 186–188
    - Application Call Treatment 192–197
    - Application Delay Before Abandon 198–200
    - Application Delay Before Answer 201–203
    - Application Performance 204–206
  - CDN 291
  - CDN Statistics 286–288
  - changing properties of 60–69
  - configuration 212–216
  - Crosstab - Application Performance report 207
    - deactivating 80
    - deleting 75
  - DNIS 292–295
  - DNIS Statistics 301–304
  - Estimated Revenue By Agent 180–182
  - IVR 250, 275–283
  - Music/RAN Route Statistics 305–307
  - phoneset display 270–271
  - previewing 81
  - printing 81
  - printing a list of 75
  - resource 285–313
  - route 256–258, 295–298
  - Route Performance 308–310
  - scripts 259–263
  - sending to e-mail 95
  - skillset 264, 315–325
  - Skillset Performance 323–325
  - standard 14, 111
  - transfer rate 95
  - trunk 298–300
  - Trunk Performance 311–313
  - types 14
  - types of 22
- See also* configuration reports, historical reports, standard reports, user-created

- reports, and user-defined reports
- Reports - Modify Site Name dialog box 70
- ReservedForCall field 372
- ReservedTime field 372
- resource reports 285–313
  - CDN 291
  - DNIS 292–295
  - phoneset display 270–271
  - route 256–258, 295–298
  - trunk 298–300
- returned to queue 90
- ReturnedToQ field 90
- ReturnedToQDueToTimeout field 90
- ReturnToQueueMode field 539
- ReturnToQueueOnNoAnswer field 539
- ReturnToQueueWaitInterval field 539
- Ring state 372
- RingTime field 372
- round robin routing table 486
- Route field 442, 476
- Route Performance report 308–310
- Route Properties report 256–258
- route reports 308–310
- route statistics 431–434
  - linkages 433–434
  - See also* music route statistics, RAN route statistics
- Route To treatment 92, 384, 392, 400
- Route view 512–513
- RouteAccess field 428
- RouteAccessTime field 428
- RouteID field
  - RANMusicRouteStat views 429
  - Route view 512
  - RouteStat views 432
  - TrunkStat views 442
- RouteName field 429, 432
- routes
  - reports, configuration 256–258
  - reports, statistic 295–298
- RouteThresholdTemplate view 455
- routing tables
  - description 486
  - properties 489–490
- Row field 501

## S

- ScaleFrom field 504
- ScaleTo field 504
- Schedule Date box 31, 65
- Schedule property page 31, 65
- ScheduledSkillsetAssignment view 455
- ScheduledSupervisorAssignment view 455
- schedules
  - activating 79
  - and data collection period 26
  - and output options 26
  - and Report Listener 26
  - and site name 70
  - changing 65–66
  - deactivating 80
  - defining 31–32
- Script field 519
- Script Variable By Script report 259–260
- Script Variable Properties report 261–263
- script variables
  - reports 259–263
  - script variables, properties of 517–521
- Script view 514–516
- ScriptID field 515
- scripts
  - properties 514–516
  - relationships between 463–465
  - reports 259–263
- ScriptStatus field 519
- ScriptVariableProperties view 517–518
- ScriptVariables view 519–521
- selecting views and fields 45–47
- selection criteria 29–30, 64–65
- Selection Criteria property page 30, 64
- Separator box 34, 69
- sequential routing table 486
- server
  - and user-defined reports 27
  - verifying the connection to 39–41
- Server Entry box 39
- service level 90–91
- service level threshold 90
- ServiceLevelThreshold field
  - Application view 461
  - DNIS view 469

- DNISThresholdTemplate view 470
- IVRQueue view 484
- NCCRemoteApplication view 492
- Skillset view 523
- Set Alias dialog box 48
- Set Location dialog box 50
- short calls 172–175, 358, 373
- ShortCallsAnswered field 358, 373
- signed integers 37
- Site field
  - ActivityCodeStat views 349
  - AgentByApplicationStat views 354
  - AgentBySkillset Stat views 359
  - AgentPerformance views 373
  - ApplicationStat views 390
  - CDNStat views 396
  - DNISStat views 402
  - eAgentLoginStat view 448
  - eIVRPortLoginStat view 450
  - IVRPortStat views 406
  - IVRStat views 412
  - RANMusicRouteStat views 429
  - RouteStat views 432
  - SkillsetStat views 437
  - TrunkStat views 442
- site name, changing 70–71
- SiteID field
  - ActivityCodeStat views 349
  - AgentByApplicationStat views 354
  - AgentBySkillset Stat views 359
  - AgentPerformance views 373
  - ApplicationStat views 390
  - CDNStat views 396
  - DNISStat views 402
  - eAgentLoginStat view 448
  - eIVRPortLoginStat view 451
  - IVRPortStat views 406
  - IVRStat views 412
  - NCCRemoteApplication view 492
  - NCCSite view 494
  - RANMusicRouteStat views 429
  - RouteStat fields 433
  - SkillsetStat views 438
  - TrunkStat views 442
- SiteName field
  - NCCRemoteApplication view 492
  - NetworkSkillsetStatus view 500
  - sites 493–494
    - See also* destination sites, source sites
  - Sites box 71
  - skills required 18
  - skillset assignments 225
  - Skillset By Application report 320, 322
  - Skillset field 476
    - AgentBySkillset views 359
    - Skillset view 523
    - SkillsetStat views 438
  - Skillset Performance report 323–325
  - Skillset Properties report 264
  - skillset real-time display 334–336
  - skillset reports 141–143, 315–325
  - skillset statistics 434–439
    - by agent 357–361
    - data collection option 439
    - linkages 439
  - Skillset view 521–523
  - SkillsetByAgent field 476
  - SkillsetByAgent view 524–525
  - SkillsetByAssignment view 455
  - SkillsetID field
    - AgentBySkillset Stat views 359
    - Skillset view 523
    - SkillsetByAgent view 524
    - SkillsetStat views 438
  - skillsets
    - agents assigned to 524–525
    - delays at 381, 387
    - naming 91
    - properties 521–523
    - reports, configuration 264
  - SkillsetStat views 434–439
  - SkillsetState field
    - HistoricalStatCollection view 476
    - SkillsetByAgent view 524
  - SkillsetThresholdTemplate view 455
  - sorting real-time displays 109
  - source application 418–419, 425
  - source sites
    - NCCRanking view 490
    - network incoming call statistics 419
    - network outgoing call statistics 425
    - NetworkRankingAssignment view 497–498

- SourceSiteID field
  - NetworkOutStat views 425
- Specify full path and report name box 55
- Specify the full path and file name box 34, 69
- SQL Tables box 51
- SQL-compliant applications 36
  - creating reports in 52–53
- SQLEDIT window 40
- SrcApplication field 418, 425
- SrcApplicationID field 419, 425
- SrcSite field 419, 425
- SrcSiteID field
  - NCCRanking view 490
  - networkCallStat views 419
  - NetworkRankingAssignment view 497
- SrcSiteName field
  - NCCRanking view 490
  - NetworkRankingAssignment view 498
- StaleDataRatio field 485
- standard reports 14, 22, 23, 111
  - location of 26
  - printing 81
  - skills needed to use 17
- Start box 31, 66
- Start date and time box 32, 67, 83
- starting Report Listener 72–73
- state timers, agent 362
- statistics
  - agent by application 352–355
  - agent by skillset 357–361
  - agent login and logout 447–449
  - agent performance 362–377
  - application 377–393
  - CDN 394–396
  - DNIS 397–403
  - IVR 404–413
  - IVR port 278–280
  - IVR queue 281–283
  - music route 428–430
  - network incoming call 414–420
  - network outgoing call 421–427
  - RAN route 428–430
  - route 431–434
  - skillset 434–439
  - trunk 440–443
  - voice port 404–408
  - voice port login and logout 450–451
  - when cumulated 446
- Status field
  - CDN view 466
  - IVRPort view 482
  - IVRQueue view 484
  - NetworkRankingAssignment view 498
  - Route view 513
  - Script view 515
  - ScriptVariableProperties view 518
  - SupervisorByAssignment view 534
  - SwitchPort view 537
- status, network skillset 499–500
- storage duration 24, 340, 446
- SummaryThresholdTemplate view 455
- supervisor assignments 219–220
- Supervisor Properties report 267
- Supervisor view 526–529
- supervisor, agent performance by 161–165
- SupervisorAgentAssignment view 530–532
- SupervisorByAssignment view 533–535
- SupervisorGivenName field
  - AgentPerformanceStat views 373
  - SupervisorAgentAssignment view 531
  - SupervisorByAssignment view 535
- SupervisorID field
  - SupervisorByAssignment view 535
- SupervisorLogin field 374
- supervisors
  - assigned agents 530–532
  - properties 526–529
  - reports 267
- SupervisorSurName field
  - AgentPerformanceStat views 374
  - SupervisorAgentAssignment view 531
  - SupervisorByAssignment view 535
- SupervisorTelsetLoginID field 531
- SupervisorUserID field
  - AgentPerformanceStat views 373
  - SupervisorAgentAssignment view 531
- SurName field
  - Script view 515
  - Supervisor view 527
- SwitchID field
  - IVRPort view 482
  - Supervisor view 527

- SwitchPort view 537
- SwitchPort view 536–537
- SwitchPortAddress field 482, 527
- SwitchPortName field 482, 527
- Symposium Login dialog box 19
- System field 480

## T

- table routing assignments 496–498
- talk time 354, 360
  - ACD calls 363
  - DN calls 369, 370
  - DNISs 403
  - NACD calls 371
  - voice port statistics 407
- TalkTime field 374
  - AgentByApplicationStat views 354
  - AgentBySkillset views 360
  - DNISStat views 403
  - IVRPortStat views 407
- Telephone Display Properties report 270–271
- TelsetLoginID field 528
- TelsetShowReserve field 539
- Template field 539
- TemplateID field
  - Application view 462
  - DNISThresholdTemplate view 470
  - IVRQueue view 484
  - RealTimeColumn view 504
  - Route view 513
  - Supervisor view 528
  - UserTemplate view 540
- TemplateName field 528
- terminated calls 395
- threshold class properties 230–231
- threshold classes
  - application 462
  - DNIS 470–471
- threshold colors, setting 105–106
- thresholds
  - defining 103–106
  - deleting 105
  - display 101
- thresholds, adding 104–105
- ThresholdTemplateID field 528
- ThresholdTemplateName field 528
- Time field
  - ActivityCodeStat views 350
  - AgentByApplicationStat views 355
  - AgentBySkillset views 360
  - AgentPerformanceStat views 374
  - ApplicationStat views 390
  - CDNStat views 396
  - DNISStat views 403
  - eAgentLoginStat view 449
  - eIVRPortLoginStat view 451
  - IVRPortStat views 407
  - IVRStat views 413
  - NetworkInCallStat views 419
  - NetworkOutStat views 426
  - RANMusicRouteStat views 429
  - RouteStat fields 433
  - SkillsetStat views 438
  - TrunkStat views 442
- TimeBeforeDefault field 390
- TimeBeforeForceBusy field 391
- TimeBeforeForceDisconnect field 391
- TimeBeforeForceOverflow field 391
- TimeBeforeIVRTransferred field 391
- TimeBeforeNACDOut field 391
- TimeBeforeNetworkOut field 392
- TimeBeforeReachNonISDN field 392
- TimeBeforeRouteTo field 392
- timers, agent state 362
- Timestamp field
  - ActivityCodeStat views 350
  - AgentByApplicationStat views 355
  - AgentBySkillset views 360
  - ApplicationStat views 392
  - CDNStat views 396
  - DNISStat views 403
  - eAgentLoginStat view 449
  - eIVRPortLoginStat view 451
  - IVRPortStat views 407
  - IVRStat views 413
  - NetworkInCallStat views 419
  - NetworkOutStat views 426
  - RANMusicRouteStat views 430
  - RouteStat views 433
  - SkillsetStat views 439

- TrunkStat views 443
- Title field 529
- TotalCallsAbandonedDelay field 426
- TotalCallsAnsweredDelay field 426
- TotalStaffedTime field 438
- transferred calls 114, 176–179, 385
  - ACD calls 364
  - agent performance statistics 367–368
  - application statistics 385
  - DN calls 368
  - IVR statistics 411
  - NACD calls 371
  - pegging of 363
  - voice port statistics 405
- treatments 192–197
  - ApplicationStat views 382–384, 390–392
  - DNISStat views 399–400
- Trunk Performance report 311–313
- trunk reports 298–300
- trunk statistics 440–443
  - data collection option 443
  - linkages 443
- TrunkID field 443
- trunks, non-ISDN
  - ApplicationStat views 389, 392
  - DNISStat views 401
- TrunkStat views 440–443
- Type field
  - CDN view 467
  - Script view 516
  - ScriptVariableProperties view 518
  - ScriptVariables view 520
  - SupervisorAgentAssignment view 532
  - SupervisorByAssignment view 535
  - SwitchPort view 537
- types
  - of calls 341
  - of events 448
  - of real-time displays 100

## U

- UnionBreakTimer field 540
- UpdateRate field 485
- UseBestNode field 523

- NCCNetworkSkillset view 487
- User Access Privilege report 272–??
- user ID 19
- user-created reports 14, 23, 35–58
  - creating 52–53
  - creating in Crystal Reports 42–47
  - importing 54–55
- user-defined reports 14, 23, 25–34
  - and server 27
  - and userid of creator 27
  - creating 28–34
  - location of 26
- userid 27
- UserID field
  - ActivityCodeStat views 350
  - AgentByApplicationStat views 355
  - AgentBySkillset views 360
  - AgentPerformanceStat views 375
  - eAgentLoginStat view 449
  - SkillsetByAgent view 525
  - Supervisor view 529
- UseRoundRobin field 523
  - NCCNetworkSkillset view 487
- UserTemplate view 538–540
- UserThresholdTemplate view 455

## V

- Variable field 520
- variables. *See* script variables
- VariableStatus field 520
- VariableType field 520
- verifying connection to the server 39–41
- viewing mode 101
  - setting 103–106
- viewing real-time displays 107–109
- ViewMode field 511
- Views view 541
- views. *See* database views
- voice port login and logout statistics
  - data collection option 451
- voice port statistics 404–408
  - linkages 407
  - restrictions 404
- voice ports

login and logout statistics 450–451  
properties 481–482  
statistics 404–408

## W

wActionCodeStat 347–350  
wAgentByApplicationStat view 352–355  
wAgentBySkillsetStat view 357–361  
wAgentPerformanceStat view 362–377  
WaitingTime field 375, 407  
WalkawayTime field 375  
wApplicationStat view 377–393  
wCDNStat view 394–396  
wDNISStat view 397–403  
weekly views 345  
WeeksOfWeekly field 479  
Width field 502  
wIVRPortStat view 404–408  
wIVRStat view 409–413  
wNetworkInCallStat view 414–420  
wNetworkOutStat view 421–427  
wRANMusicRouteStat view 428–430  
wRouteStat view 431–434  
wSkillsetStat view 434–439  
wTrunkStat view 440–443



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