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# Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary

Product release 5.0

Standard 1.0

April 2004

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**NORTEL**  
**NETWORKS™**



# Nortel Networks Symposium Call Center Server

## Historical Reporting and Data Dictionary

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# Chapter 1

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## Getting started

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# Overview

## Introduction

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

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

## Types of reports

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

## Working with reports

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

- Create user-defined reports.
- Change report properties.
- Change the site name.
- Print or preview a list of reports.
- Delete user-created or user-defined reports.
- Print or preview reports.
- Activate or deactivate report schedules.

# Symposium Call Center Server database

## Introduction

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

- Import the data into a spreadsheet for manipulation.
- Import the data into your corporate database.
- Import the data into a workforce management system for analysis.
- Generate customized reports using Crystal Reports or another reporting application.

## ODBC

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

The correct version of ODBC is installed with the Symposium Call Center Server client application, and the installation process creates the required DSNs. If the Symposium Call Center Server client is not installed on your PC, you must 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 you import into the client must be associated with the ICCM\_PREVIEW\_DSN. If you do not import a report, you can use any DSN name.

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

## Sybase

The Sybase Server manages the database on Symposium Call Center Server. To connect to the Sybase server, you must use the Sybase Open Client version 12.5.

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

1. Install the Sybase Open Client.

This product is available on the Sybase Open Client CD.

2. Configure the client with an entry for the Sybase Server (ICCM\_PREVIEW), using the Sybase SQLEDT utility.

### Notes:

- The ICCM\_PREVIEW definition created during the Symposium Call Center Server client installation is updated whenever you use the client to generate a report. When you generate a report, the definition is updated to point to the server to which you are currently connected.
- Nortel Networks does not supply or support Sybase software that is not installed with the client.

## Database views

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

### Using views instead of tables

You cannot access the database tables directly. Direct access to the tables may compromise the integrity of the database and jeopardizes server performance. When you want to use external applications to access the Symposium Call Center Server database, you connect to database views. This guide provides a definition of all the database views available.

When creating data-warehouse-type applications, you use these database views. The database views contain all the information for customized reporting and queries, and are created on top of database tables. The database tables have indexes; therefore, SQL queries running on the database views can use the table indexes.

The Sysadmin logon account provides read-only access to a specific set of tables, but not to all of the columns of those tables. For security and performance reasons, there is no logon account provided for read-only access to all of the database tables. Third-party applications can access the database views using the Sysadmin account. The logon account is not limited to the Sysadmin account. You can use other user-created accounts that have reporting privileges on Symposium Call Center Server to access data from the database views.

## 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 92.

## **Event statistics**

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

- agent logon and logoff statistics
- call-by-call statistics
- IVR port logon and logoff statistics

Event statistics are cumulated as events occur.

## **Configuration data**

Configuration data describes the configuration of your server.

## **Storage duration**

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

## **Types of statistics collected**

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

# Database changes for Release 5.0

## Introduction

This section describes the database fields and new status codes added for Release 5.0. These database changes have no impact on user-created reports created in previous versions of Symposium Call Center Server.

**Note:** Symposium Call Center Server Release 5.0 provides support for Crystal Reports 9, by Crystal Decisions. Crystal Decisions advises that Crystal Reports 9 is backwards-compatible. This means that Crystal Reports 9 can open and run reports that were originally created in earlier versions of Crystal Reports (versions 4.5 and later).

## New database fields

A number of fields have been added to the database. For more information about these fields, refer to Chapter 4, “Data dictionary.”

### View

### Fields added

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AgentByApplicationStat	<p>CallsTransferred—This field stores the number of Symposium Call Center Server calls, ACD calls, and NACD calls transferred by an agent for this application.</p> <p><b>Note:</b> Data pegging for CallsTransferred is not implemented for this release.</p> <p>ConsultTime—This field stores the total time an agent spends on consult during Symposium Call Center Server calls for this application.</p> <p>DNOutExtTalkTime—The total time an agent spends on outgoing DN Out external calls, including hold time, for this application.</p>
------------------------	--

View	Fields added
	<p><b>DNOutIntTalkTime</b>—The total time an agent spends on outgoing DN Out internal calls, including hold time, for this application.</p> <p><b>HoldTime</b>—This field stores the total time an agent spends on hold during Symposium Call Center Server calls for this application.</p> <p><b>WaitTime</b>—This field stores the total time an agent spends in the idle state after releasing a Symposium Call Center Server call for this application.</p>
AgentBySkillsetStat	<p><b>CallsTransferred</b>—This field stores the number of Symposium Call Center Server calls, ACD calls, and NACD calls transferred by an agent for this skillset.</p> <p><b>Note:</b> Data pegging for CallsTransferred is not implemented for this release.</p> <p><b>ConsultTime</b>—This field stores the total time an agent spends on consult during Symposium Call Center Server calls for this skillset.</p> <p><b>DNOutExtTalkTime</b>—The total time an agent spends on outgoing DN Out external calls, including hold time, for this skillset.</p> <p><b>DNOutIntTalkTime</b>—The total time an agent spends on outgoing DN Out internal calls, including hold time, for this skillset.</p> <p><b>HoldTime</b>—This field stores the total time an agent spends on hold during Symposium Call Center Server calls for this skillset.</p> <p><b>WaitTime</b>—This field stores the total time an agent spends in the idle state after releasing a Symposium Call Center Server call for this skillset.</p>

<b>View</b>	<b>Fields added</b>
AgentPerformanceStat	NumTimesNotReady—This field stores the total number of times an agent enters the Not Ready state.

## New status codes

Two new status codes have been added for the Agent Login/Logout report. For more information, refer to Chapter 4, “Data dictionary.” For information about the Agent Login/Logout report, refer to Appendix A, “Standard reports.”

<b>View</b>	<b>Status codes added</b>
eAgentLoginStat	Event Type: RY—Ready event NR—Not Ready event

# Database changes for Release 4.2

## Introduction

This section describes the database views that were added for Release 4.2, and the fields that were added or deleted from existing views. It also describes implications of the database changes for user-created reports created in previous versions of Symposium Call Center Server.

**Note:** The database changes for Release 4.2 are included in this guide for those customers who are migrating to Symposium Call Center Server Release 5.0 from a release prior to Release 4.2 (for example, from Release 4.0). In this case, you must follow the instructions in this section to update your report templates to reflect the changes made in earlier releases.

## New database views

The following database view was added for Release 4.2. For more information about this view, refer to Chapter 4, “Data dictionary.”

View	Description
SCCSDBSpace	Displays information about the size of the Symposium Call Center Server database, including the amount of space allocated, the amount of space used by the database, and the available space.

## Changes to fields

A number of fields were added for Release 4.2. For more information about these fields, refer to Chapter 4, “Data dictionary.”

View	Fields added
DNIS DNISStat	DNIS_PREFIX—This field stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.

<b>View</b>	<b>Fields added</b>
AgentPerformanceStat	<p>DNInExtCallsHoldTime—This field stores hold time for calls to an agent’s DN key from an external number (that is, from another customer group).</p> <p>DNInIntCallsHoldTime—This field stores hold time for calls to an agent’s DN key from an internal number.</p> <p>DNOutExtCallsHoldTime—This field stores hold time for calls from an agent’s DN key to an external number.</p> <p>DNOutIntCallsHoldTime—This field stores hold time for calls from an agent’s DN key to an internal number.</p>
ActivityCodeStat	<p>ActivityShortName—This field stores the short name for the activity code.</p>

## Updating user-created reports

If you are migrating to Symposium Call Center Server Release 5.0 from a release prior to Release 4.2, you must update any user-created reports that

- contain agent names
- contain fields that have been deleted in Releases 3.0 or 4.0.

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

### To update a report

- 1 Create a copy of your report.
- 2 Open the copy in Crystal Reports.
- 3 Choose File → Print Preview.

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

- 4 In Design view, choose Database → Verify Database.  
**Result:** Crystal Reports displays the message The database file "filename" has changed. Proceed to fix up the report?
- 5 Click Yes.  
**Result:** Crystal Reports displays the Map Fields dialog box.
- 6 In the Unmapped fields box, select a deleted prior release field on the left side, and the corresponding new release field on the right side.
- 7 Click Map.
- 8 Repeat steps 6 and 7 until all fields are mapped.
- 9 Choose File → Print Preview.  
If the preview window appears, the report is up to date. If Crystal Reports displays the message, This field name is not known, click OK. The Formula Editor appears. The cursor appears before the problem field.
- 10 Correct the formula by replacing the unknown field with the new field, by deleting it, or by recreating the formula.
- 11 Return to Design view, and repeat steps 9 and 10 until no more errors are reported.

# About this guide

## Introduction

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

## Who should read this guide

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

## Access rights

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

## Optional features

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

## Switch references

Symposium Call Center Server Release 5.0 provides interworking support for the Meridian 1/Succession 1000 and DMS switch types. Throughout this guide, references to DMS or DMS/MSL-100 apply to the following switches:

- DMS
- MSL-100
- Succession 2000
- Nortel Networks Communication Server 2100

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

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

## Skills you need to create customized reports

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

- Crystal Reports—Symposium Call Center Server Release 5.0 provides support for Crystal Reports 9
- Structured Query Language (SQL)—the ability to write reports with intervals, subtotals, totals, and calculations
- database management and administration—an understanding of database views, data dictionaries, and data schemas

## Skills you need to create expert reports

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

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

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

## Related documents

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

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

# Chapter 2

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## Advanced reporting

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## Overview

This chapter describes procedures for working with expert reports, creating new reports (with Crystal Reports or with another report writer), importing reports, and customizing report formulas.

This chapter also describes how to create filter sets. The filter sets feature, which allows you to select the sites and resources to be included in a network consolidated report, is only applicable to networking (available for M1/ Succession 1000 only).

# Section A: Expert reports

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# Overview

## Introduction

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

**Note:** Only reports created in Crystal Reports can be imported into the server and scheduled. You cannot import reports created with CCMIS.

## Creating expert reports

The process of creating a report involves the following tasks:

1. Run the Database View Definitions report to identify the views to be used in the report.
2. Verify the server connection, and define a connection if necessary.
3. Create a new report.
4. (Optional) Create database aliases for database views (if you are using Crystal Reports).
5. Import a user-created report (if you are using Crystal Reports). When you import a report, it is added to the Reports window. You can schedule imported reports and modify their data range and output options.

## Database views

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

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

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

## Working with reports

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

### Creating user-defined reports

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

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

### Managing reports

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

### Using reports

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

# Running the Database View Definitions report

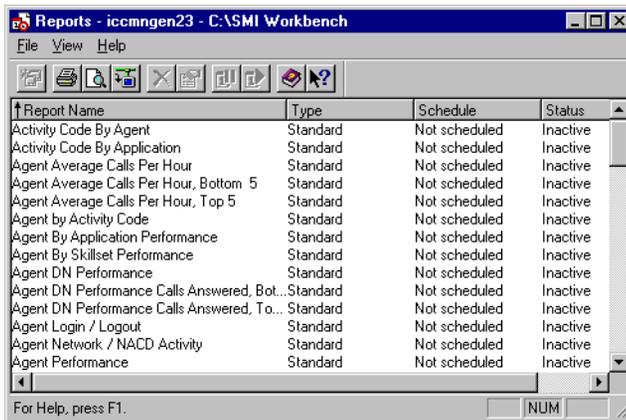
## Introduction

Before creating a customized report, run the Database View Definitions report to display all the database views available. This report lists all of the field names available for use in your report. For more information about the report, see “Database View Definitions” on page 555.

## To run the Database View Definitions report

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

**Result:** The Reports window appears.



The screenshot shows a window titled "Reports - iccmngen23 - C:\SMI Workbench". The window contains a table with the following data:

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 Average Calls Per Hour, Bottom 5	Standard	Not scheduled	Inactive
Agent Average Calls Per Hour, Top 5	Standard	Not scheduled	Inactive
Agent by Activity Code	Standard	Not scheduled	Inactive
Agent By Application Performance	Standard	Not scheduled	Inactive
Agent By Skillset Performance	Standard	Not scheduled	Inactive
Agent DN Performance	Standard	Not scheduled	Inactive
Agent DN Performance Calls Answered, Bot...	Standard	Not scheduled	Inactive
Agent DN Performance Calls Answered, To...	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

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

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

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

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

# Defining a connection to the server

## Introduction

To access the Symposium Call Center Server database from a report writer application, you must

- install ODBC and Sybase Open Client
- configure a Sybase Server entry
- configure an ODBC DSN

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

This section provides instructions for you to

- define a connection to the server
- define the DNS

## To define a connection to the server

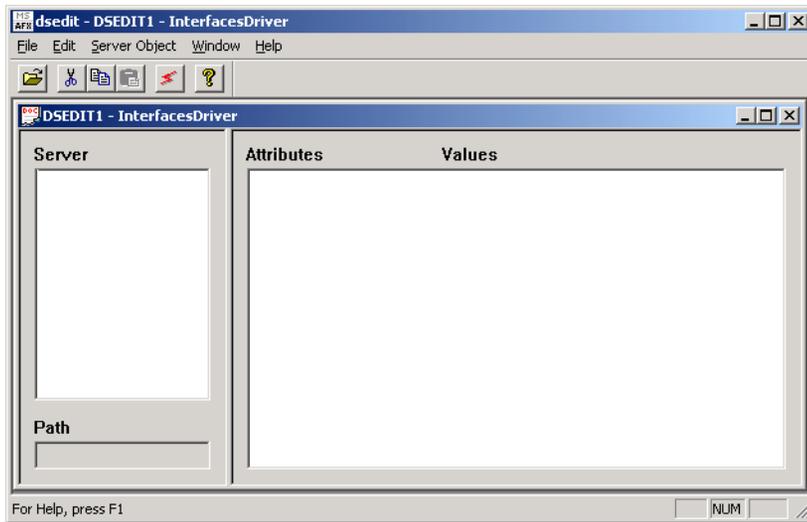
- 1 From the Windows Start menu, choose Run.
- 2 Type **dsedit**, and then click OK.

**Result:** The Select Directory Service window appears.



- 3 Click OK.

**Result:** The dsedit window appears.



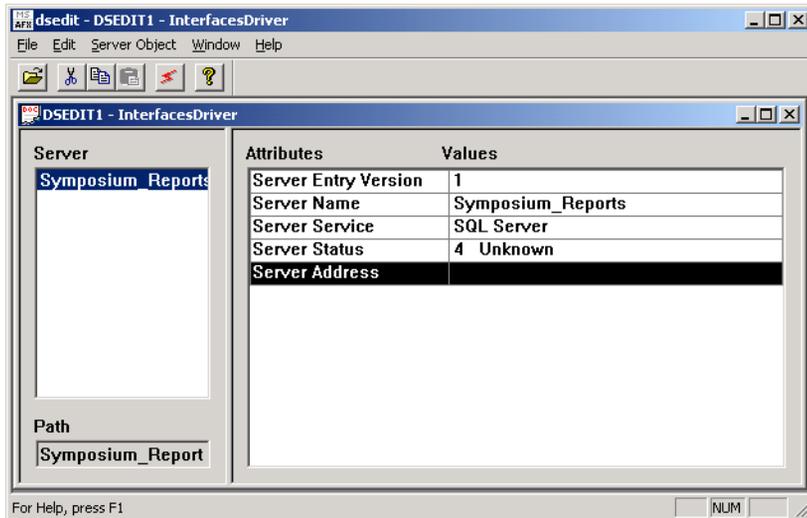
- 4 Choose Server Object → Add.

**Result:** The Input Server Name window appears.



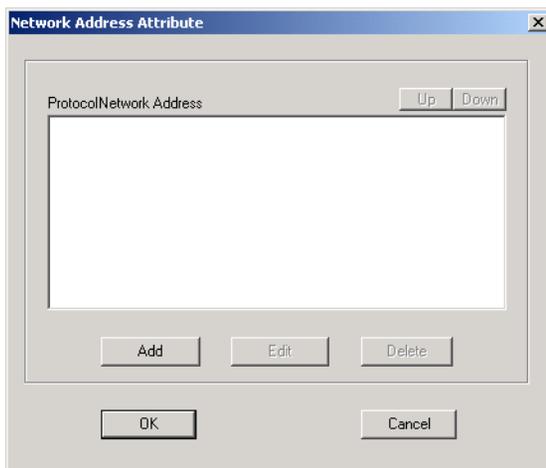
- In the Server Name box, type a name (for example, Symposium\_Reports), and then click OK.

**Result:** The dsedit window appears.



- Double-click the Server Address.

**Result:** The Network Address Attribute window appears.

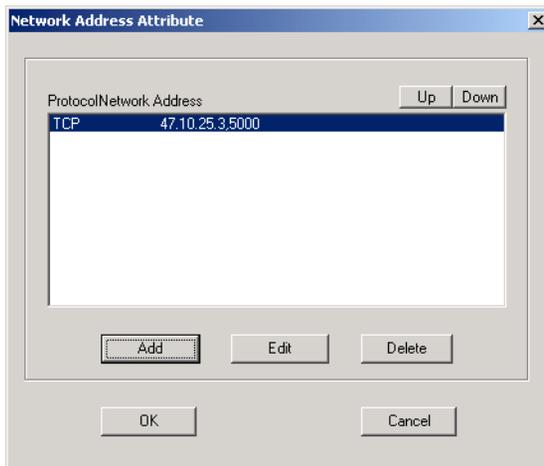


**7** Click Add.

**Result:** The Input Network Address For Protocol window appears.

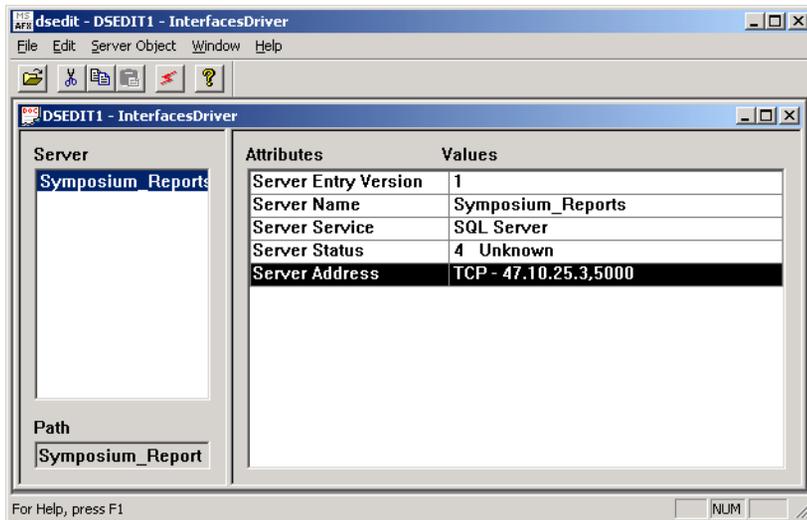
**8** In the Network Address box, type **<CLAN IP address of the Symposium Call Center Server>,5000**.**9** Click OK.

**Result:** The CLAN IP address appears in the Network Address Attribute window.



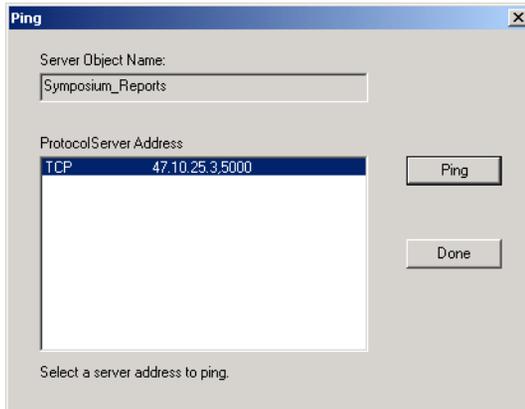
- 10 Click OK.

**Result:** The dsedit window appears.



- 11 Choose Server Object → Ping Server.

**Result:** The Ping window appears.



- 12 Click Ping.

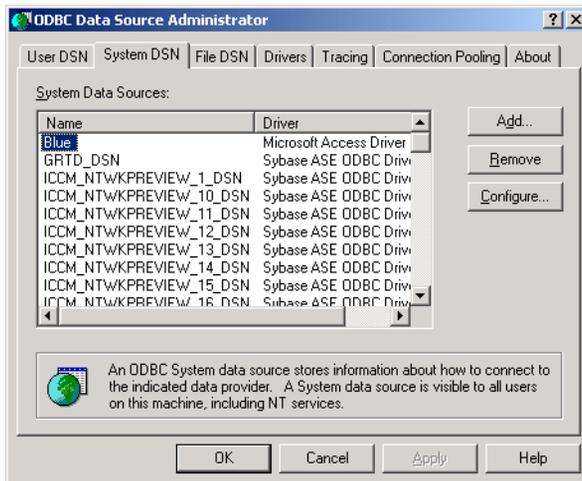
**Result:** A message appears indicating that an open connection to the server succeeded. Click OK.

- 13 Click Done.
- 14 Choose File → Exit.

## To define the DSN

- 1 From the Windows Start menu, choose Settings → Control Panel.
- 2 Double-click the ODBC Data Source icon.

**Result:** The ODBC Data Source Administrator window appears.



- 3 Click the System DSN tab.

- 4 Click Add.

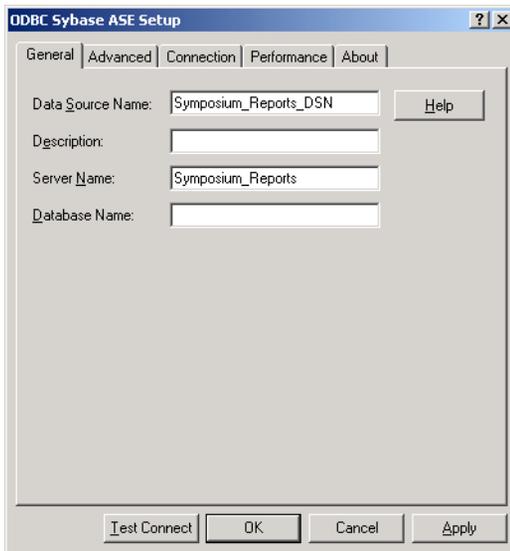
**Result:** The Create New Data Source window appears.



- 5 Select Sybase ASE ODBC Driver.

- 6 Click Finish.

**Result:** The ODBC Sybase ASE Setup window appears.



- 7 Enter information into the following boxes:

**Data Source Name:** The name for the data source (for example, REPORTS\_DSN).

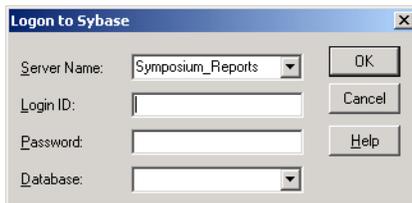
**Description:** (Optional) Additional information about the data source.

**Server Name:** The name of the server you defined in “To define a connection to the server” on page 37 (for example, REPORTS).

**Database Name:** (Can leave blank.)

- 8 Click Test Connect.

**Result:** The Logon to Sybase window appears.



- 9 Enter information into the following boxes:

**Login ID:** The logon ID of the Symposium Call Center Server user.

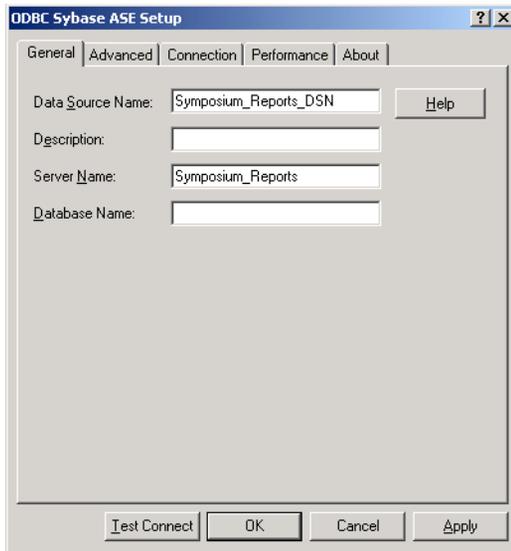
**Password:** The password of the Symposium Call Center Server user.

- 10 Click OK.

**Result:** The system displays the message, `Connection established.`

11 Click OK.

**Result:** The ODBC Sybase ASE Setup window appears.



12 Click OK.

# 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 procedure provides detailed instructions for performing these steps with the Crystal Reports 9 Report Wizard.

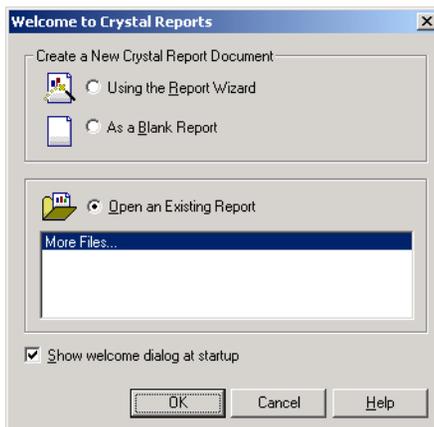
## Before you begin

Before following this procedure, obtain training in Crystal Reports.

## To create a report and connect to the database

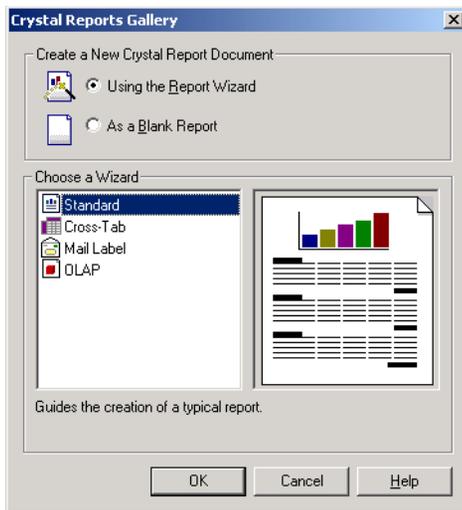
- 1 From the Start menu, choose Crystal Reports 9.

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



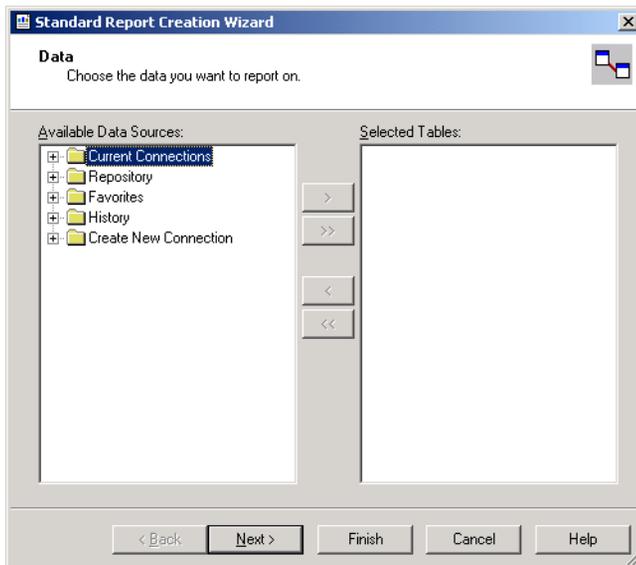
- 2 Select Using the Report Wizard, and then click OK.

**Result:** The Crystal Reports Gallery window appears.



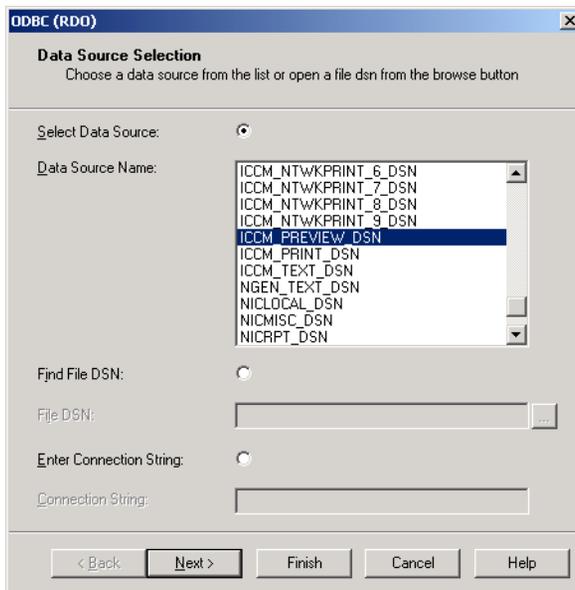
- 3 Select Standard, and then click OK.

**Result:** The Data window appears.



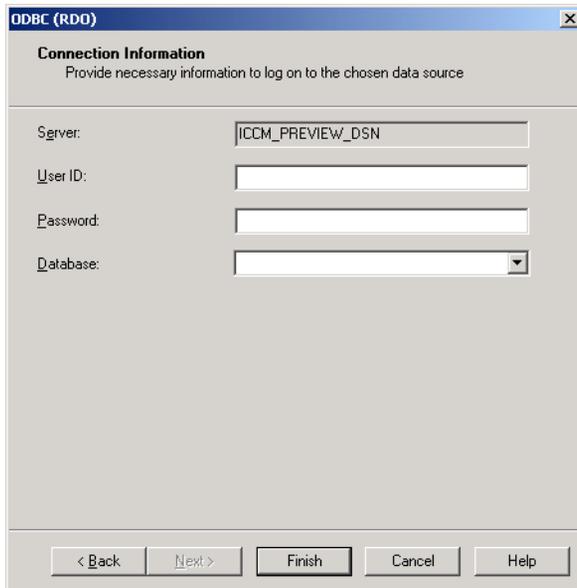
- 4 Choose Create New Connection → ODBC (RDO), and then click Next.

**Result:** The Data Source Selection window appears.



- 5 Select ICCM\_PREVIEW\_DSN, and then click Next.

**Result:** The Connection Information window appears.



ODBC (RDO)

**Connection Information**  
Provide necessary information to log on to the chosen data source

Server:

User ID:

Password:

Database:

< Back   Next >   Finish   Cancel   Help

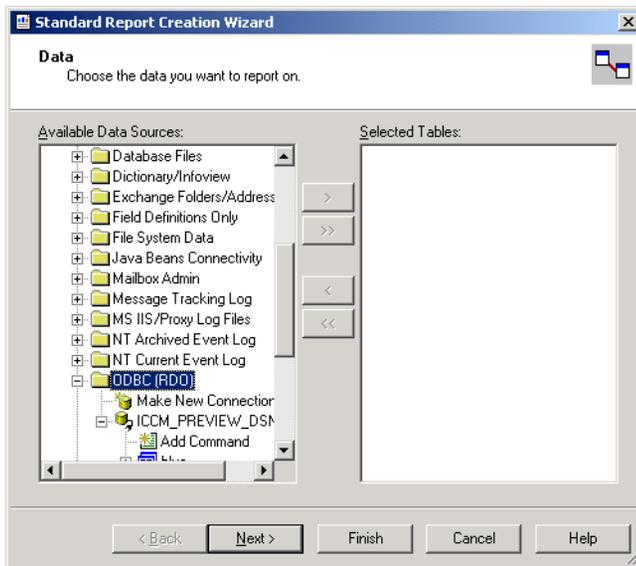
- 6 Enter a user ID and password with access to the server.

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

- 7 For Database, select blue.

- 8 Click Finish.

**Result:** The Data window appears.

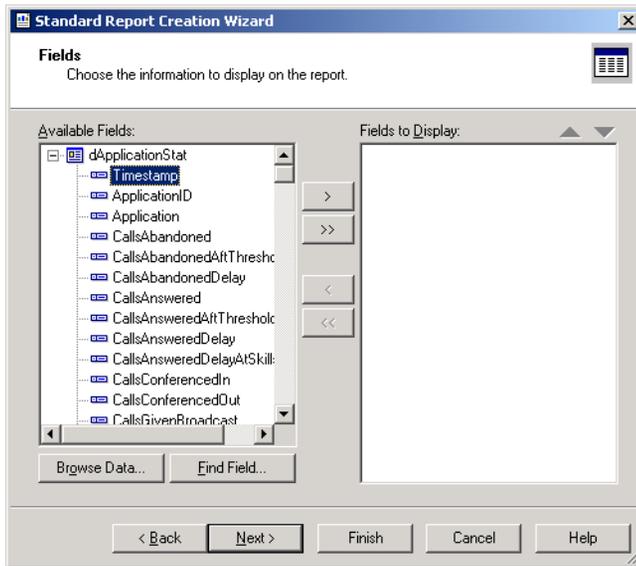


- 9 Click the plus sign beside blue to expand. Then expand Views.

- 10 Select each view to be included in the report, and click the right arrow button (>). Then click Next.

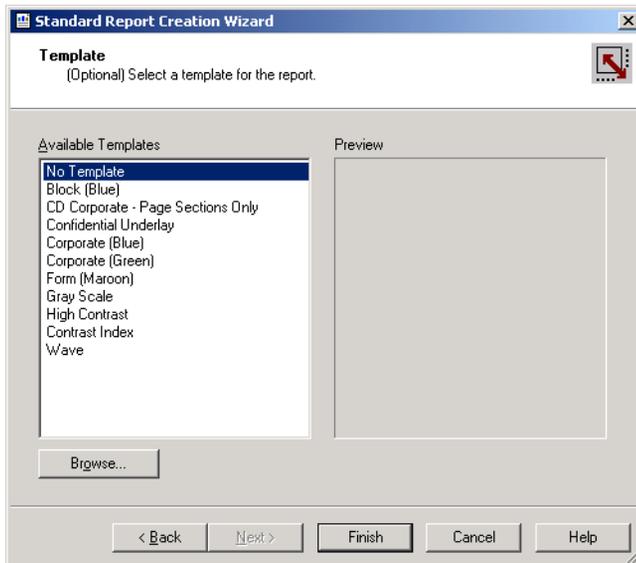
**Note:** Be sure to use views, not tables, when you create the report.

**Result:** The Fields window appears.



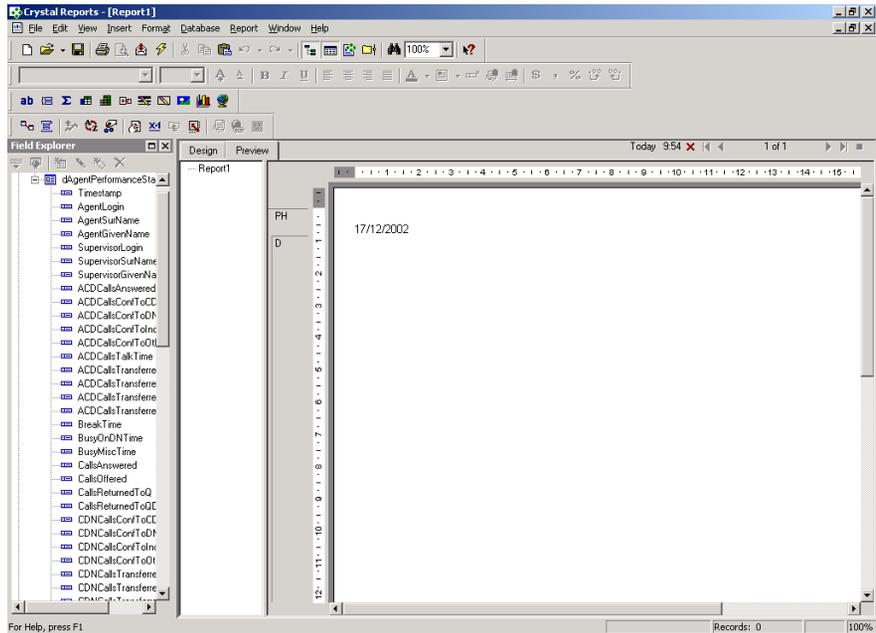
- 11 Select the fields you want to include in the report, and click the right arrow button (>). Then click Next.

**Result:** The Template window appears.



- 12 Select the template you want to use for the report, and then click Finish.

**Result:** The Crystal Reports window appears.



- 13 Choose Field → Field Explorer to display the Field Explorer pane. Use this pane to select the fields to be included in the report.

# Using database aliases in Crystal Reports

## Introduction

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

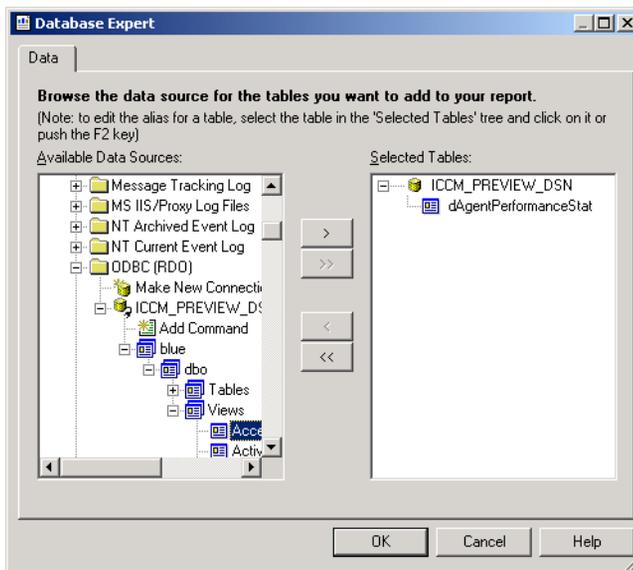
## Example

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

## To create a database alias

- 1 From the Crystal Reports window, choose Database → Database Expert.

**Result:** The Database Expert window appears.



- 2** In the Selected Tables box, select the database view for which you want to create an alias name.
- 3** Press F2, and then type the new alias.

# Creating a new report in another application

## Introduction

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

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

## Restriction

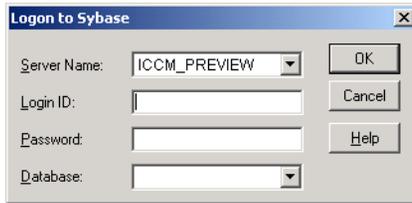
Reports created with this method cannot be imported into the server in Symposium Call Center Server.

## To define a data source

- 1 Open the application's ODBC applet.  
**Example:** To create a report in Microsoft Excel, open Microsoft Query. Choose Data → Get External Data → Create New Query.
- 2 Define a new data source.  
**Example:** In Microsoft Query, choose File → New. Then select <New Data Source>.  
**Result:** The application prompts for a data source name and driver.
- 3 For data source name, enter **ICCM\_PREVIEW\_DSN**.
- 4 For driver, select Sybase ASE ODBC.

- 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, enter **ICCM\_PREVIEW**.

- 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

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 template you created in Crystal Reports into Symposium Call Center Server. You can import reports using the Symposium Call Center Server Classic Client or using Symposium Call Center Web Client (refer to the Symposium Web Client online Help for more information about importing reports using Symposium Web Client).

Nortel Networks does not support importing report templates that include references to other data sources (for example, references to Microsoft Access databases are not supported). Reports may include data from more than one database view; however, these views must be linked in the manner documented in this guide (for more information, see “Linking views” on page 97). The use of unlinked views in subreports is not supported.



### CAUTION

---

#### Risk of data loss

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

## Restrictions

- Reports created in other applications cannot be imported.
- Report templates that include references to other data sources (other than the Symposium Call Center Server database) cannot be imported.

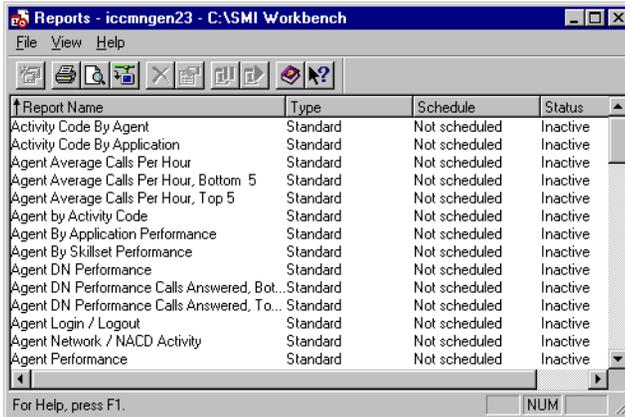
## Limitations

- There are limitations on the way in which the reports application handles user-created reports that contain subreports and use the timestamp field. For more information, see “Limitations with subreports” on page 60.

## To import a user-created Crystal Report

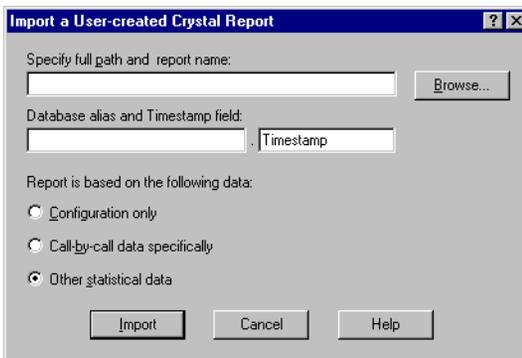
- 1 From the SMI window, choose Reports & Displays → Reports.

**Result:** The Reports window appears.



- 2 Choose File → Import User-created Report.

**Result:** The Import a User-created Crystal Report dialog box appears.



- 3 In the Specify full path and report name box, enter the path to the report that you want to import, or click Browse to search for the correct path.
- 4 In the Database alias and Timestamp field box, enter the Symposium Call Center Server database alias you assigned in Crystal Reports.

**Notes:**

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

5 Select the type of data the report collects.

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

6 Click Import.

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

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

**Note:** You can also import reports using Symposium Call Center Web Client. Refer to the Symposium Call Center Web Client online Help for more information about importing reports.

## Limitations with subreports

If you are importing user-created reports that contain subreports, there are some limitations due to the way the Symposium Call Center Server reports application handles the timestamp filter. The application does not automatically pass the filter into the subreports. Therefore, unless the timestamp fields in the subreports are linked to the container report, the subreports will not be filtered based on the timestamp range provided.

This section describes the process of linking subreport timestamp fields and outlines the limitations imposed.

### Timestamp field

When you import a report, you must configure a timestamp field. This allows the date and time entered in the report application to be used to filter the data provided on the report. (For configuration reports, a timestamp field is not required, since the data is not time-specific).

When reports are generated, the timestamp filter is only applied to the main (container) report and not passed into any subreports. To filter the data on the subreports by the same timestamp field as the container report, the timestamp field on each subreport must be linked to the container report's timestamp field.

### **Positioning linked subreports on the container report**

The position of the linked subreport on the container report is important to ensure that all subreports run for each of the timestamps on the container report. To ensure that each timestamp in the container report is passed into the subreports, all linked subreports should appear in the details area of the container report.

### **Limitations**

Because the subreports must appear in the details section of the container report, the subreports will be generated for each timestamp field (rather than running for the whole time interval passed into the main report). This limits the capabilities of the subreports as each subreport will generate reports based on a single database record.

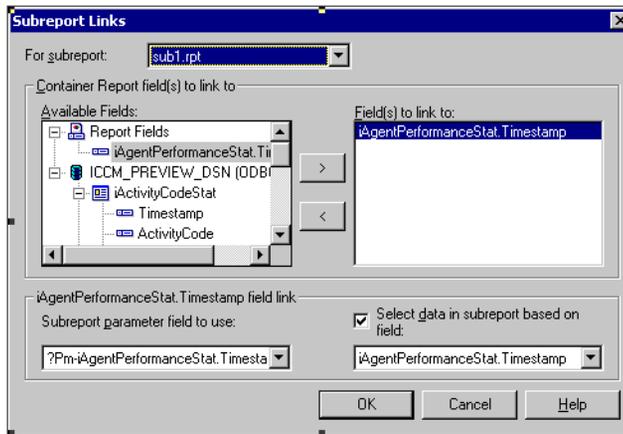
Therefore, subreports cannot be used if the report needs to work on multiple database records within a range of timestamps.

### **Linking subreport timestamp fields**

Use the following steps to link the timestamp field on the container report to the timestamp field on each subreport.

- 1 While viewing the container report, choose Edit → Subreport Links. This menu item is only available when viewing the container report.  
**Result:** The Subreport Links window appears.
- 2 Select the first subreport from the drop-down list.
- 3 In the Available Fields box, select the container report timestamp field that will be used when importing the report.
- 4 Press the right arrow button to move the field to the Field(s) to link to list.
- 5 In the field link section at the bottom of the window, ensure that the Select data in subreport based on field checkbox is selected and that the field displayed is the correct timestamp field for the subreport.

**Result:** The completed window resembles the following example:



- 6 Repeat steps 2 to 5 for each subreport, and then click OK.

# Adding customized formulas in Crystal Reports

## Introduction

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

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

The latter include the following formulas:

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

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

## To add customized formulas to a report

- 1 In Crystal Reports, open the report you want to customize.
- 2 In the Field Explorer, select Formula Fields.

- 3 Click the right mouse button, and then choose New.

**Result:** The Formula Name window appears.



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

**Result:** The formula is added to the Formula fields list.

# Creating a custom report to export data to Record format

## Introduction

To improve the readability of the reports and reduce the number of pages generated, the following options are applied to some of the fields in the report templates:

- suppress
- conditionally suppress
- hide
- conditionally hide

These options are not supported by the Record output format. As a result, when you output reports to Record format, some data is not exported. To export this data to Record format, create a new custom report and disable these options.

**Note:** Static data (row and column headings) cannot be exported to Record format. For more information, see *What's New in Release 5.0*.

## To create a custom report

- 1 Obtain the following information:
  - the name and location of the report template to be updated
  - the name of the database table the template uses

To do so, run the report from the Reports application in the Symposium Call Center Server client application. The name and location of the report template appears in the footer (for example, "c:\Program Files\Nortel Networks\Symposium Call Center Server\client\en\RPT\IMSKILL1.rpt"). The database table name appears in the upper left corner, after the label "Table Name."

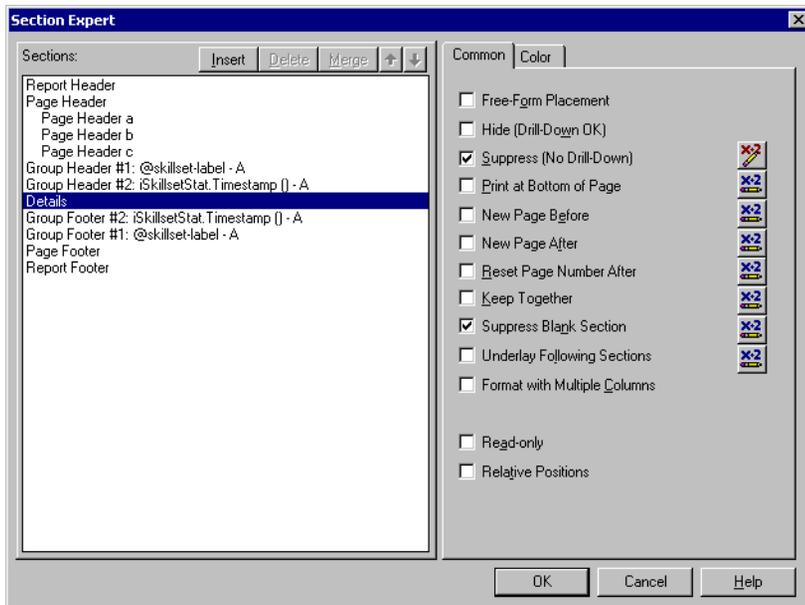
**Note:** Separate templates are used for the interval, daily, weekly, and monthly versions of each report. Follow this procedure to change each template you want to be able to use to output Record format data.

- 2 If you do not already have a folder to store your custom reports, create one. This helps ensure that you do not delete or change the standard reports shipped with the client.
- 3 Copy the template file you want to change to the folder containing your custom reports. To do so, follow these steps:
  - a. Open Windows Explorer.
  - b. Browse to the path specified in the report footer, and then select the template file.
  - c. Choose Edit → Copy.
  - d. Select the folder containing your custom reports.
  - e. Choose Edit → Paste to copy the template to this folder.
- 4 Rename the template file. Choose a name that identifies the purpose of the new report.
- 5 Using Crystal Reports, open the new template file.

**Note:** The following steps and screen shots are based on Crystal Reports version 9.

6 Choose Report → Expert.

**Result:** The Section Expert dialog box appears.



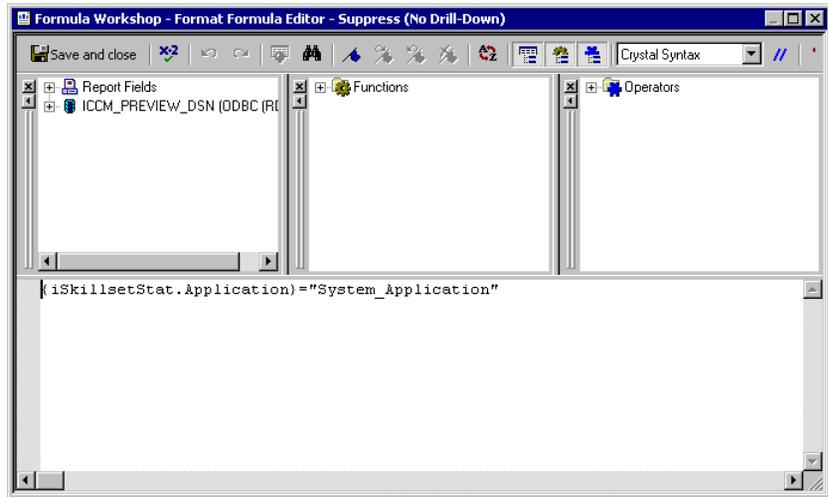
7 Select a section you want to include in the report.

8 If the Suppress (No Drill-Down) or Hide (Drill-Down OK) check boxes are checked, uncheck them.

9 If the Suppress (No Drill-Down) or Hide (Drill-Down OK) properties have a formula (that is, if the  button appears beside these fields), remove the formula by following these steps:

a. Click the  button.

**Result:** The Formula Workshop - Format Formula Editor window appears.



- b. Delete the formula.
  - c. Click the Save and Close Icon (  ).
- 10** Import the report following the instructions in “Importing a report created in Crystal Reports” on page 58.

Under Report is based on the following data, select the report type. If the original report name contains “Config,” choose Configuration only. For other reports, use Other statistical data.

If you set the data type to Other statistical data, you must specify a database alias name. Enter the table name obtained in step 1, replacing the first character with an “i.” For example, if the Table name is “dSkillsetStat,” enter “iSkillsetStat.” (The reports use database aliases to point to the correct table.)

You can now run or schedule this report like any other user-defined report.

## Section B: Filter sets

### In this section

Overview	70
Configuring the client	71
Creating filter sets	74

# Overview

The filter sets feature allows you to select the sites and resources to be included in a network consolidated report. Filter sets are only applicable to networking (available for M1/Succession 1000 only). After you create a filter set, you can use it whenever you generate a report (for more information about using filter sets in reports, see the *Supervisor's Guide*). You can create multiple filter sets, selecting different sets of sites and resources for reporting.

The filter sets application (NICSETS.exe) is located in the path  
..\Program Files\Nortel Networks\Symposium Call Center Server\Client\.

Filter sets are stored in a dedicated Microsoft Access database (RptSets.mdb), which is located on the NCC server.



## CAUTION

---

### Risk of data loss

The filter sets database, RptSets.mdb, is not backed up automatically on the NCC server. The administrator should back it up periodically.

Before you can use filter sets, you must do the following:

1. Configure the NCC. For more information, refer to the *Network Control Center Administrator's Guide*.
2. Configure the data source on the client (see the following section).

# Configuring the client

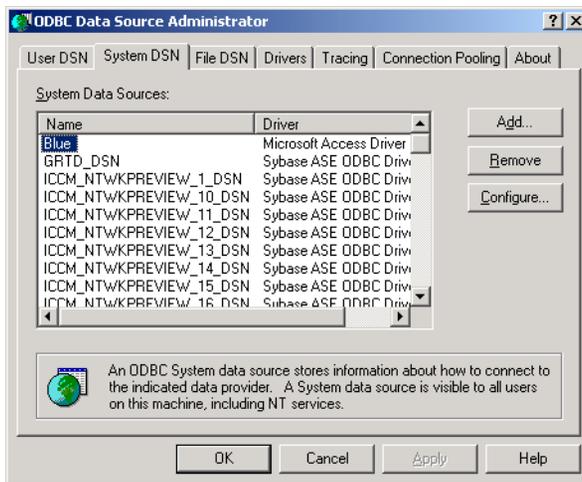
## Introduction

Before you can work with filter sets on a client PC, you must configure the filter sets data source (ReportSets) on the client.

## To configure the data source information on the client

- 1 From the Control Panel, choose ODBC Data Sources.

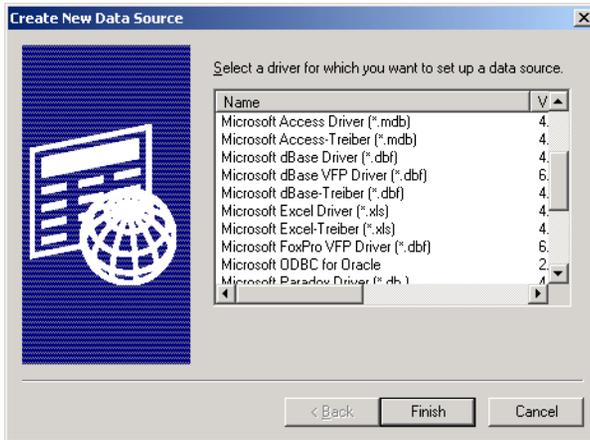
**Result:** The ODBC Data Source Administrator dialog box appears.



- 2 Click the System DSN tab.

3 Click Add.

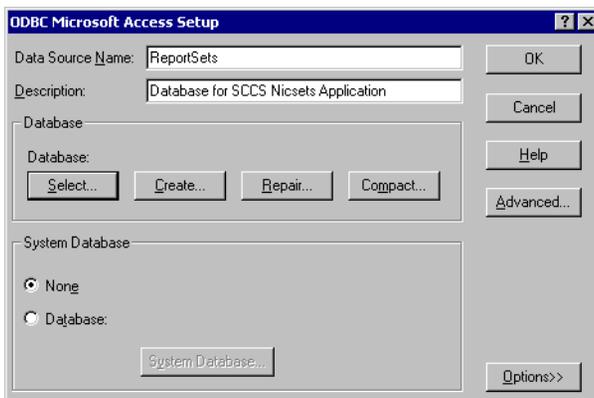
**Result:** The Create New Data Source dialog box appears.



4 Select Microsoft Access Driver.

5 Click Finish.

**Result:** The ODBC Microsoft Access Setup window appears.



- 6 In the Data Source Name box, type **ReportSets**.



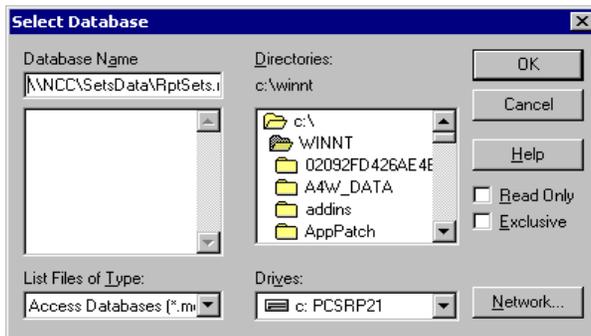
### CAUTION

#### Risk of malfunction

If ReportSets is not typed correctly, you cannot create or view the filter sets. Note that this name is case-sensitive.

- 7 In the Description box, type a description.  
8 Click Select.

**Result:** The Select Database window appears.



- 9 In the Database Name box, enter the network path of the RptSets.mdb database shared from the NCC server. Alternatively, you can map the shared drive and fill in the corresponding path in the Database Name box.  
10 Click OK.  
11 Click OK in the Setup dialog box.

# Creating filter sets

## Introduction

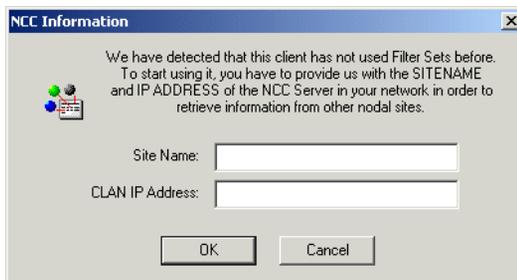
After configuring the client, you use NICSETS.exe to create the filter sets to be used for your reports.

**Note:** Filter sets are only applicable to networking (available for M1/Succession 1000 only).

## To start the filter sets application

- 1 Browse to ..\Program Files\Nortel Networks\Symposium Call Center Server\Client\, and then double-click NICSETS.exe.

**Result:** If this is the first time you are launching the application, a dialog box prompts you for NCC information. If this is not the first time, you are prompted for the User ID and password (go to step 3).



- 2 Enter the Site Name and CLAN IP Address for the NCC.

The filter sets application uses this information to access the NCC databases.

**Note:** After you enter the NCC information once, this dialog box does not appear again. However, you can change the NCC information by choosing File → Change NCC Info. When you change the NCC information, you do not change the way the client accesses the filter sets database. If you want

the client to access the filter sets of a different NCC server, you must manually update the DSN path using the ODBC administrator.

**Result:** The program prompts you for your User ID and Password.



- 3 Enter a Symposium Call Center Server user ID and password.

**Note:** You can click Guest User to log on as a guest user. The Guest User has view-only access; it can view filter sets, but it cannot change them.

**Result:** Once you have logged on, a window listing the filter sets appears.

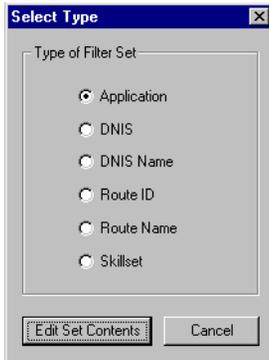
Set Name	Type	Author	Last Modified	Comments
123	DNIS Name	sysadmin	December 13, 1999 03:10PM	
KanApp	Applications	sysadmin	December 11, 1999 12:42PM	Application
KanApp2	Applications	sysadmin	December 11, 1999 01:33PM	2nd app set
KanDNIS	DNIS	sysadmin	July 21, 2000 12:07PM	dahfjks
KanDNISNAME	DNIS Name	sysadmin	July 22, 2000 10:15AM	DNIS NAME
KanRoute	Route ID	sysadmin	July 22, 2000 10:13AM	Route ids
KanrouteName	Route Name	sysadmin	December 11, 1999 01:08PM	Route name
Kanroutename	Route Name	sysadmin	July 22, 2000 10:09AM	
KanSkillsets	Skillsets	sysadmin	December 13, 1999 03:25PM	skillsets network
lab62App	Applications	sysadmin	March 10, 2000 09:51AM	
lab62dnis	DNIS	sysadmin	March 10, 2000 09:51AM	
lab62dnisname	DNIS Name	sysadmin	March 10, 2000 09:52AM	
lab62route	Route ID	sysadmin	March 10, 2000 10:05AM	
lab62routename	Route Name	sysadmin	March 10, 2000 09:52AM	
lab62skillset	Skillsets	sysadmin	March 10, 2000 09:53AM	
Rina'sRoute	Route Name	sysadmin	March 10, 2000 09:09AM	
RinaApp	Applications	sysadmin	March 10, 2000 09:08AM	
RinaDNISName	DNIS Name	sysadmin	March 10, 2000 09:09AM	
RinaRoute	Route ID	sysadmin	March 10, 2000 10:03AM	
Rinaskillset	Skillsets	sysadmin	March 10, 2000 09:04AM	
s	DNIS Name	sysadmin	July 22, 2000 09:28AM	
Sat_DNIS	DNIS	sysadmin	July 22, 2000 09:24AM	
Sat_route	Route ID	sysadmin	July 22, 2000 09:26AM	
Saturday	DNIS Name	sysadmin	July 22, 2000 09:24AM	
testing	DNIS Name	sysadmin	July 22, 2000 09:29AM	

25 Filter Sets

## To add a new filter set

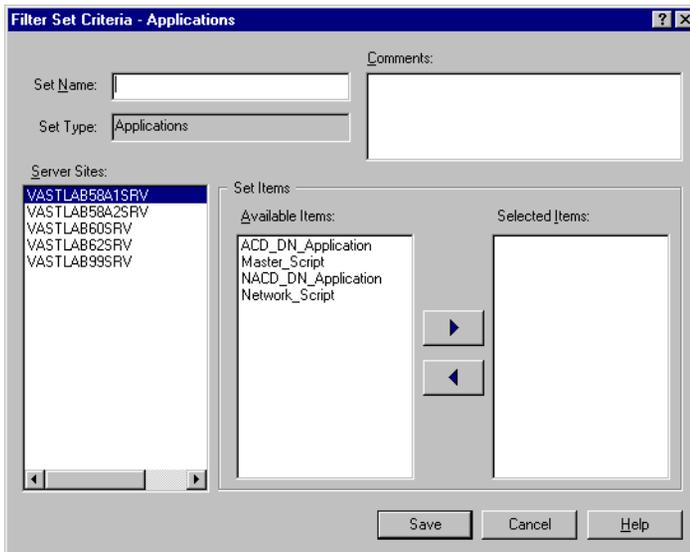
- 1 Choose File → New Set.

**Result:** The Select Type dialog box appears.



- 2 Choose the appropriate resource type, and then click Edit Set Contents.

**Result:** The Filter Set Criteria dialog box for the selected resource appears. The dialog box lists all server sites that are configured under the NCC server. When you click on a server site, the available resources from that site appear for you to select.



- 3 Select the desired resource items, and then click Save.

**Note:** If a server is down, the program cannot retrieve information about the site. When this happens, a message appears informing you which servers cannot be contacted.





# Chapter 3

---

## Frequently asked questions

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## Overview

This chapter contains frequently asked questions about Symposium Call Center Server statistics pegging and custom reports. The information in this section can also help you troubleshoot any problems with your reports.

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

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

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

You can also map each ACD-DN to a dummy skillset. All calls to that ACD-DN that are answered on a phoneset acquired by the server are pegged against the dummy skillset. (If you 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 Call Center Server agent (that is, an agent who is configured on the server) can be
  - answered
  - abandoned
  - given a treatment, such as Force Disconnect, Overflow, Route To, or Default

You can create a custom formula to account for all calls given a treatment (this formula varies depending on the types of treatments you use). When you add this custom formula to CallsAnswered and CallsAbandoned, the result should be close to CallsOffered. (The result 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 Call Center Server call.
- 9:01:20     The agent releases the Symposium Call Center Server call and resumes the DN call.
- 9:01:30     The agent releases the DN call and logs off.

---

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

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS/MSL-100) or DNIntInCallsTalkTime (Meridian 1/Succession 1000)	80 seconds
TalkTime	60 seconds

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

$$\begin{aligned}
 &\text{WaitingTime} + \text{DNInCallsTalkTime or DnIntInCallsTalkTime} + \text{TalkTime} \\
 &= 10 + 80 + 60 \\
 &= 150 \text{ seconds}
 \end{aligned}$$

Similarly, on the Meridian 1/Succession 1000 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 is the difference between service level threshold for an application and service level threshold for a skillset?**

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

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

## **Why is my service level 0%?**

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

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

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

## **What 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.

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

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

## Questions about custom reports

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

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

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

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

### **Can I import reports using Symposium Web Client?**

You can import custom reports using Symposium Call Center Web Client. Refer to the Symposium Call Center Web Client online Help for more information about importing reports.



# Chapter 4

---

## Data dictionary

### In this chapter

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# Overview

## Introduction

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

- Import it into a spreadsheet for manipulation.
- Import it into your corporate database.
- Generate customized reports using Crystal Reports or another reporting application.

This chapter describes the data that is available to you.

## Types of data

This chapter describes the following types of data:

- summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly)
- event statistics—statistics that report each occurrence of an event
- configuration data—information about the configuration of your server

## Database views

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

## Statistical field types

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

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

## Resource usage

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

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



# Section A: Summarized historical statistics

## In this section

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# Overview of summarized historical statistics

## Introduction

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

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

## Database views

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

## Data collection option

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

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN statistics
- DNIS statistics
- IVR port statistics (Meridian 1/Succession 1000 switch)
- IVR queue statistics (Meridian 1/Succession 1000 switch)
- network call-by-call statistics (NSBR option)
- network incoming call statistics (NSBR option)
- network outgoing call statistics (NSBR option)

- RAN and music route statistics
- route statistics (Meridian 1/Succession 1000 switch)
- skillset statistics
- trunk statistics (Meridian 1/Succession 1000 switch)

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

## IVR transfers

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

Your ApplicationStat view may contain the following statistics:

CallsOffered = 1000  
CallsAnswered = 600  
IVRTransferred = 400

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

# Types of views

## Introduction

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

## Interval views

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

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

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

Interval views begin with the prefix i.

## Daily views

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

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

Daily views begin with the prefix d.

## Weekly views

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

### Notes:

- Weekly statistics are not available until the beginning of the next week.
- The first day of the week is configurable in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

## Monthly views

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

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

Monthly views begin with the prefix m.

## When statistics are cumulated

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

Type	When cumulated
interval	every 15 minutes
daily	immediately after the end of the day (that is, at 12:00 a.m. the next day)

---

<b>Type</b>	<b>When cumulated</b>
weekly	immediately after the end of the week (that is, at 12:00 a.m. on the first day of the next business week)
monthly	immediately after the end of the month (that is, at 12:00 a.m. on the first day of the next month)

---

# Linking views

## Introduction

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

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

If the SQL queries you are using perform calculations such as Max, Min, Sum, or Avg, use the Group By statement to ensure that the joined view does not contain duplicated data.

## Example

BestAir's call center administrator wants to create a report containing the following statistics for each agent:

- CallsAnswered
- CallsOffered
- TalkTime

The AgentPerformanceStat view provides CallsAnswered and CallsOffered statistics, but it does not provide TalkTime statistics. The AgentByApplicationStats view provides CallsAnswered and TalkTime statistics, but it does not provide CallsOffered statistics. To obtain all of these statistics, the administrator must use both of these views.

The following tables provide examples of statistics for these views:

**AgentPerformanceStat view**

Timestamp	UserID	CallsAnswered	CallsOffered
13:00 31/10/2003	6709	8	9
13:00 31/10/2003	6761	5	5

**AgentByApplicationStat view**

Timestamp	UserID	ApplicationID	CallsAnswered	TalkTime
13:00 31/10/2003	6709	10000	6	400
13:00 31/10/2003	6709	10001	2	100
13:00 31/10/2003	6761	10000	5	300

From the AgentPerformanceStat view, you can see that the number of CallsAnswered for UserID 6709 is 8. The AgentByApplicationStat view tells you that six of these calls were answered for Application ID 10000, and two calls were answered for ApplicationID 10001.

**Proper join**

To obtain correct grand totals, you must use the following SQL query:

```
(select a.Timestamp, a.UserID, max (a.CallsAnswered),
      max(a.CallsOffered), sum(b.CallsAnswered),
      sum(b.TalkTime)
  from iAgentPerformanceStat a, iAgentByApplicationStat
      b
  where a.Timestamp = "13:00 3/10/2003"
        and b.Timestamp = "13:00 3/10/2003"
        and a.Timestamp = b.Timestamp
        and a.UserId     = b.UserId
  group by a.Timestamp, a.UserId
)
```

This SQL query uses Timestamp and UserID as linkage keys. The “group by” statement creates a record for each unique combination of Timestamp and UserID, rather than for each unique combination of Timestamp, UserID, and ApplicationID.

This query takes the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat. The query takes the *maximum* value for the iAgentPerformanceStat statistics and the *sum* of the values for each agent for the iAgentByApplicationStat statistics. The “group by” statement is essential to obtaining the correct results.

The following table shows the resulting statistics:

Timestamp	UserID	Calls Answered	CallsOffered	Calls Answered	TalkTime
13:00 31/10/2003	6709	8	9	8	500
13:00 31/10/2003	6761	5	5	5	300

The grand totals are correct:

- CallsAnswered = 8 + 5 = 13
- CallsOffered = 9 + 5 = 14
- TalkTime = 500 + 300 = 800

Elimination of the “group by” statement causes the CallsOffered field to be counted multiple times for some agents. Each agent’s total CallsAnswered is multiplied by the number of applications for which the agent answered calls. Therefore, it only provides correct results if each agent answered calls for only one application.

The following simple join illustrates this problem:

### Simple join

The simplest join uses the following SQL query:

```
(select a.Timestamp, a.UserID, b.ApplicationID,
      a.CallsAnswered, a.CallsOffered, b.CallsAnswered,
      b.TalkTime
from iAgentPerformanceStat a, iAgentByApplicationStat
  b
where a.Timestamp = "13:00 3/10/2003"
      and b.Timestamp = "13:00 3/10/2003")
```

```

        and a.Timestamp = b.Timestamp
        and a.UserId    = b.UserId
    )

```

This query uses the Timestamp and UserID fields as linkage keys for the two views. It creates a record for each unique combination of Timestamp, UserID, and ApplicationID in iAgentByApplicationStat. For each record in iAgentByApplicationStat, it finds the record with a matching UserID and Timestamp in iAgentPerformanceStat. The new record contains the Timestamp and UserID, the CallsAnswered and CallsOffered fields from iAgentPerformanceStat, and the CallsAnswered and TalkTime fields from iAgentByApplicationStat.

The following table shows the resulting statistics:

Timestamp	UserID	Application ID	Calls Answered	Calls Offered	Calls Answered	Talk Time
13:00 31/10/2003	6709	10000	8	9	6	400
13:00 31/10/2003	6709	10001	8	9	2	100
13:00 31/10/2003	6761	10000	5	5	5	300

Each entry contains two CallsAnswered fields. One field contains the calls answered by the agent; the other field contains the calls answered by the agent for the application. Grand totals of the two CallsAnswered fields produce the following results:

- $8 + 8 + 5 = 21$
- $6 + 2 + 5 = 13$

The second total is correct (13). The first total counts agent 6709's CallsAnswered twice, because it multiplies the agent's total CallsAnswered by the number of applications for which the agent answered calls. The result is correct only if each agent answered calls for only one application.

The grand total of the CallsOffered field is  $9 + 9 + 5 = 23$ . Again, this total is misleading because the agent's total CallsOffered is included twice.

# Types of calls

## Introduction

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

## Symposium Call Center Server calls

Symposium Call Center Server calls are calls that

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

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

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

## Tracking

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

- abandoned
- routed to the default DN
- given Force Disconnect command
- given Busy treatment
- given Overflow treatment
- given Queue to NACD treatment

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

## ACD calls

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

### Notes:

- Networking statistics only contain calls controlled by the server. They do not include ACD calls.
- On the DMS/MSL-100 switch, ACD call statistics include networked calls.

### Tracking

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

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

## NACD calls

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

### Notes:

- Delay and abandon statistics are not available for NACD calls.
- On the DMS/MSL-100 switch, Symposium Call Center Server cannot distinguish between ACD and networked calls. Networked calls are pegged as ACD calls in Symposium Call Center Server.

### Tracking

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

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

## DN calls

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

### Tracking

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

- hunting
- call forward—busy
- call forward—all calls
- call forward—no answer

**Note:** For the DMS/MSL-100 switch, only one DN key can be configured in the Phoneset Properties sheet and monitored by Symposium Call Center Server. Activity on other DN keys is not reported.

# ActivityCodeStat views

## Introduction

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

On the Meridian 1/Succession 1000 switch, activity code statistics include statistics for Not Ready reason codes. Agents enter these codes when they go into Not Ready state.

### Notes:

- The server does not record activity time for DN calls.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

## Definition: Activity code

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

## Definition: System default activity code

This is the activity code against which calls are pegged if an agent does not enter an activity code.

## Requirements

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

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

## Database views

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat
- mActivityCodeStat

## Pegging (Meridian 1/Succession 1000)

For the interval in which a call is answered, if this is the first activity code entered for the call, activity time starts when the call is answered. For subsequent activity codes entered during that interval, and for subsequent intervals, activity time starts when the agent enters the activity code.

Activity time stops when the agent enters a new activity code or when the call ends.

### Example 1: Activity code entered in first interval

For this example, the following events occur:

09:05:00	Agent answers call
09:11:00	Agent enters activity code 1234
09:14:00	Agent enters activity code 3456
09:23:00	Agent enters activity code 5678
09:26:00	Call ends

Activity code statistics are pegged as follows:

Interval	ActivityCode	Occurrences	ActivityTime (min.)
09:00:00	1234	1	9
	3456	1	1
09:15:00	3456	0	8
	5678	1	3

**Example 2: Activity code entered in second interval**

For this example, the following events occur:

09:05:00      Agent answers call  
 09:21:00      Agent enters activity code 1234  
 09:33:00      Call ends

Activity code statistics are pegged as follows:

<b>Interval</b>	<b>ActivityCode</b>	<b>Occurrences</b>	<b>ActivityTime (min.)</b>
09:00:00	0 (system default)	1	10
09:15:00	0 (system default)	0	6
	1234	1	9
09:30:00	1234	0	3

**Pegging (DMS/MSL-100)**

Activity time for an activity code is calculated and pegged when a new activity code is entered or when the call ends.

**Example 1: Activity code entered in first interval**

For this example, the following events occur:

09:05:00      Agent answers call  
 09:11:00      Agent enters activity code 123  
 09:14:00      Agent enters activity code 345  
 09:23:00      Agent enters activity code 567  
 09:26:00      Call ends

Activity code statistics are pegged as follows:

<b>Interval</b>	<b>ActivityCode</b>	<b>Occurrences</b>	<b>ActivityTime (min.)</b>
09:00:00	0 (system default)	1	6
	123	1	3
09:15:00	123	0	15
09:30:00	345	1	8
	567	1	3

### **Example 2: Activity code entered in second interval**

For this example, the following events occur:

09:05:00	Agent answers call
09:21:00	Agent enters activity code 123
09:33:00	Call ends

Activity code statistics are pegged as follows:

<b>Interval</b>	<b>ActivityCode</b>	<b>Occurrences</b>	<b>ActivityTime (min.)</b>
09:00:00	0 (system default)	1	10
09:15:00	0 (system default)	0	15
09:30:00	123	1	3

## **Field descriptions**

### **ActivityCode**

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

**Type:** varchar

**Length:** 32

**ActivityCodeName**

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

**Type:** varchar

**Length:** 30

**ActivityTime**

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

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

**Type:** int

**Length:** 4

**ActivityShortName**

**Description:** Stores the short name for the activity code.

**Type:** varchar

**Length:** 30

**AgentGivenName**

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

**Type:** varchar

**Length:** 64

**AgentLogin**

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

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

**Type:** varchar

**Length:** 16

**AgentSurName**

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

**Type:** varchar

**Length:** 64

**Application**

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application. Statistics for Not Ready reason codes are pegged against the System\_Application.

**Type:** varchar

**Length:** 30

**ApplicationID**

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

**Type:** int

**Length:** 4

**Occurrences**

**Description:** The number of times this activity code was entered by an agent. Multiple activity codes (up to three for a DMS/MSL-100 switch) may be entered during a single call.

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

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SitID**

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

**Type:** int

**Length:** 4

**Time**

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

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**UserID**

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

**Type:** binary

**Length:** 16

**Linkages with other statistics groups**

You can link activity code statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

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

# AgentByApplicationStat views

## Introduction

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

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

**Note:** These statistics do not include DN calls.

## Requirements

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

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

## Database views

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

## Field descriptions

### AgentGivenName

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

**Type:** varchar

**Length:** 64

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

### AgentLogin

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

**Type:** varchar

**Length:** 16

### AgentSurName

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

**Type:** varchar

**Length:** 64

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

### Application

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

**Type:** varchar

**Length:** 30

### ApplicationID

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

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered by an agent for this application.

**Triggers:** Call answer is pegged upon answer.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application.

**Type:** int

**Length:** 4

### CallsTransferred

**Description:** The number of Symposium Call Center Server calls, ACD calls, and NACD calls transferred by an agent for this application.

**Triggers:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time). **Note:** Pegging for CallsTransferred is not implemented for this release.

**Type:** int

**Length:** 4

### ConsultTime

**Description:** The total time an agent spends on consult during Symposium Call Center Server calls for this application.

**Triggers:** Consult time is the duration between the caller hanging up while the answering agent is making a consultation transfer, and the consult call being released. Consult time starts when the agent is active on a consultative transfer and the customer releases the call. Consult time ends when the consult call is released.

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

**Type:** int

**Length:** 4

### **DNOutExtTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN Out external calls, including hold time for this application.

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

**Pegging:** DNOutExtTalkTime is pegged against the previous answered application that the agent took a call for. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

**Type:** int

**Length:** 4

### **DNOutIntTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN Out internal calls, including hold time for this application.

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

**Pegging:** DNOutIntTalkTime is pegged against the previous answered application that the agent took a call for. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

**Type:** int

**Length:** 4

## HoldTime

**Description:** The total time an agent spends on hold during Symposium Call Center Server calls for this application.

**Triggers:** Hold time begins when the agent places a Symposium Call Center Server call in the Hold state. Hold time ends when the call is resumed or the call is terminated.

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

**Type:** int

**Length:** 4

## PostCallProcessingTime

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

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

**Note:** Post Call Processing Time is calculated for the Not Ready period immediately following a call. If the agent goes into another state after the call (for example, by answering or receiving a DN call or logging out of the skillset), and then goes into Not Ready state, the Not Ready time is not pegged against PostCallProcessingTime. Also, if the agent interrupts the Not Ready period to go into another state, and then returns to Not Ready state, the second Not Ready period is not pegged against PostCallProcessingTime.

**Type:** int

**Length:** 4

## Site

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time an agent spends on the phoneset answering local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls for this application. This statistic includes hold time.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1/ Succession 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

## UserID

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

**Type:** binary

**Length:** 16

## WaitTime

**Description:** The total time an agent spends in the idle state after releasing a Symposium Call Center Server call for this application.

**Triggers:** Wait time begins when the agent enters the idle state. Wait time is pegged against the previous answered application that the agent took a call for. Wait time ends when the agent leaves the idle state. If the agent leaves the idle state for any reason other than answering a Symposium Call Center Server routed call, wait time will continue to peg following the re-entrance to the idle state.

**Pegging:** Wait time is pegged at the end of the interval (for agents that are idle at the end of an interval), and when the agent leaves the idle state.

**Type:** int

**Length:** 4

## Linkages with other statistics groups

You can link agent by application statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

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

# AgentBySkillsetStat views

## Introduction

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

**Note:** These statistics do not include DN calls.

## Requirements

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

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

## Database views

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

## Pegging thresholds

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

## Field descriptions

### AgentLogin

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

**Type:** varchar

**Length:** 16

### AgentGivenName

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

**Type:** varchar

**Length:** 64

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

### AgentSurName

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

**Type:** varchar

**Length:** 64

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

### CallsAnswered

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

**Triggers:** Calls are pegged upon answer.

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

Skillset Properties property page (if defined), or the Default\_ACD\_Skillset. NACD calls are pegged against the NACD\_DN\_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined), or the Default\_NACD\_Skillset.

**Type:** int

**Length:** 4

### CallsTransferred

**Description:** The number of Symposium Call Center Server calls, ACD calls, and NACD calls transferred by an agent for this skillset.

**Triggers:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time). **Note:** Pegging for CallsTransferred is not implemented for this release.

**Type:** int

**Length:** 4

### ConsultTime

**Description:** The total time an agent spends on consult during Symposium Call Center Server calls for this skillset.

**Triggers:** Consult time is the duration between the caller hanging up while the answering agent is making a consultation transfer, and the consult call being released. Consult time starts when the agent is active on a consultative transfer and the customer releases the call. Consult time ends when the consult call is released.

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

**Type:** int

**Length:** 4

### DNOutExtTalkTime

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN Out external calls, including hold time for this skillset.

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

**Pegging:** DNOutExtTalkTime is pegged against the previous answered skillset that the agent took a call for. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

**Type:** int

**Length:** 4

### DNOutIntTalkTime

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN Out internal calls, including hold time for this skillset.

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

**Pegging:** DNOutIntTalkTime is pegged against the previous answered skillset that the agent took a call for. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This occurs when an agent makes one DN call, places that call on hold, and then makes another DN call.

**Type:** int

**Length:** 4

### HoldTime

**Description:** The total time an agent spends on hold during Symposium Call Center Server calls for this skillset.

**Triggers:** Hold time begins when the agent places a Symposium Call Center Server call in the Hold state. Hold time ends when the call is resumed or the call is terminated.

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

**Type:** int

**Length:** 4

**PostCallProcessingTime**

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

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

**Type:** int

**Length:** 4

**ShortCallsAnswered**

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

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 30

**SkillsetID**

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

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time spent by the agent on local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls, including hold time, for this skillset.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1/ Succession 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**TotalStaffedTime**

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

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

**Type:** int

**Length:** 4

## UserID

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

**Type:** binary

**Length:** 16

## WaitTime

**Description:** The total time an agent spends in the idle state after releasing a Symposium Call Center Server call for this skillset.

**Triggers:** Wait time begins when the agent enters the idle state. Wait time is pegged against the previous answered skillset that the agent took a call for. Wait time ends when the agent leaves the idle state. If the agent leaves the idle state for any reason other than answering a Symposium Call Center Server routed call, wait time will continue to peg following the re-entrance to the idle state.

**Pegging:** Wait time is pegged at the end of the interval (for agents that are idle at the end of an interval), and when the agent leaves the idle state.

**Type:** int

**Length:** 4

## Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

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

# AgentPerformanceStat views

## Introduction

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

## Requirements

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

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

## Database views

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

## Agent state timers

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

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

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

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

LoggedInTime	90 seconds
WaitingTime	10 seconds
DNInCallsTalk Time (DMS/MSL-100) or DNIntInCallsTalkTime (Meridian 1/ Succession 1000)	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/Succession 1000 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

## Agents and supervisors

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

## Transferred and conferenced calls

On the DMS/MSL-100 switch, a call is pegged as a transfer when the agent uses the Fast Transfer key. It is pegged as a conference when the agent uses the 3WC key.

### Notes:

- A transfer or conference is pegged when an agent presses the key the second time to complete the transfer or conference.
- On the DMS/MSL-100 switch, when an agent is in consultation with another agent (during a transfer or conference), he or she cannot use the Emergency or LOB keys. However, when the other agent drops off the call, these keys become available again.

### Blind transfers and conferences

Blind transfers and (on the DMS/MSL-100 switch) blind conferences are pegged as transfers or conferences to “Other.” The Meridian 1/Succession 1000 switch does not support blind conferences (conferences that are completed before the call is presented to the destination phoneset).

### Transfers and conferences to Incalls

On the DMS/MSL-100 switch, calls that are transferred or conferenced directly to an Incalls key are pegged as calls transferred or conferenced to Incalls. The Meridian 1/Succession 1000 switch does not support direct transfer to or conference with an Incalls key.

## DN statistics (DMS/MSL-100 switch)

For the DMS/MSL-100 switch, only one DN key can be configured in the Phoneset Properties property sheet and monitored by Symposium Call Center Server. Transfers and conferences to or from other DN keys are not reported.

## Field descriptions

### ACDCallsAnswered

**Description:** The number of ACD calls answered by the agent. On the Meridian 1/Succession 1000 switch, this statistic includes parked ACD calls that are returned to an agent. On the DMS/MSL-100 switch, this statistic includes NACD calls answered.

**Pegging:** Answered calls are pegged upon release or (on the Meridian 1/Succession 1000 switch) when the Call Park feature is used.

**Type:** int

**Length:** 4

### ACDCallsConfToCDN

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/Succession 1000 switch, this statistic includes calls conferenced to agents on a remote node. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

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

**Type:** int

**Length:** 4

### ACDCallsConfToDN

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

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

**Type:** int

**Length:** 4

**ACDCallsConfToIncalls**

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS/MSL-100 switch) conferenced directly to an Incalls key on such a phoneset. On the DMS/MSL-100 switch, this statistic includes NACD calls conferenced.

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

**Type:** int

**Length:** 4

**ACDCallsConfToOther**

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind conferences and NACD calls conferenced.

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

**Type:** int

**Length:** 4

**ACDCallsTalkTime**

**Description:** The total time spent on ACD calls, including hold time. On the DMS/MSL-100 switch, this field includes talk time for NACD calls.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1/ Succession 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

**Type:** int

**Length:** 4

### ACDCallsTransferredToCDN

**Description:** The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/Succession 1000 switch, this statistic includes calls transferred to agents at a remote node. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred to a CDN.

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

**Type:** int

**Length:** 4

### ACDCallsTransferredToDN

**Description:** The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred.

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

**Type:** int

**Length:** 4

### ACDCallsTransferredToIncalls

**Description:** The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS/MSL-100 switch) transferred directly to an Incalls key on such a phoneset. On the DMS/MSL-100 switch, this statistic includes NACD calls transferred.

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

**Type:** int

**Length:** 4

**ACDCallsTransferredToOther**

**Description:** The number of ACD calls that are transferred from a phoneset acquired by Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers and NACD calls transferred.

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

**Type:** int

**Length:** 4

**AgentGivenName**

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

**Type:** varchar

**Length:** 64

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

**AgentLogin**

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

**Type:** varchar

**Length:** 16

**AgentSurName**

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

**Type:** varchar

**Length:** 64

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

**BreakTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in break state after each call.

**Triggers:** Break time begins when a call is released and ends when the timer elapses.

**Type:** int

**Length:** 4

**BusyMiscTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time the Incalls key of an agent was busy because of events not related to DN calls (for example, programming the Call Forward key or ACD call ringing).

**Triggers:** The following table shows when busy time begins and ends:

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

**Type:** int

**Length:** 4

**BusyOnDNTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time the Incalls key of an agent was busy because the agent pressed the personal DN key or was busy on a DN call.

**Triggers:** Busy time begins when the agent presses the DN key and ends when the DN call is released.

**Type:** int

**Length:** 4

### **CallsAnswered**

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

**Pegging:** Calls are pegged upon answer.

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

**Type:** int

**Length:** 4

### **CallsOffered**

**Description:** The number of local and incoming network Symposium Call Center Server calls presented to an agent. On the Meridian 1/Succession 1000 switch, this statistic also includes parked calls that are returned to an agent.

**Pegging:** Calls are pegged against the Master\_Script application upon arrival and against a primary application when the Master\_Script application hands over control.

**Type:** int

**Length:** 4

### **CallsReturnedToQ**

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

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

**Type:** int

**Length:** 4

### **CallsReturnedToQDueToTimeout**

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

**Type:** int

**Length:** 4

### **CDNCallsConfToCDN**

**Description:** The number of CDN calls that are conferenced to a CDN acquired by Symposium Call Center Server. On the Meridian 1/Succession 1000 switch, this statistic includes calls conferenced to agents at a remote node.

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

**Type:** int

**Length:** 4

### **CDNCallsConfToDN**

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

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

**Type:** int

**Length:** 4

### **CDNCallsConfToIncalls**

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

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

**Type:** int

**Length:** 4

### CDNCallsConfToOther

**Description:** The number of CDN calls that are conferenced to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

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

**Type:** int

**Length:** 4

### CDNCallsTransferredToCDN

**Description:** The number of CDN calls that are transferred to a CDN acquired by Symposium Call Center Server. On the Meridian 1/Succession 1000 switch, this statistic includes calls transferred to agents at a remote node.

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

**Type:** int

**Length:** 4

### CDNCallsTransferredToDN

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

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

**Type:** int

**Length:** 4

### CDNCallsTransferredToIncalls

**Description:** The number of CDN calls that are transferred to an ACD-DN and presented to a phoneset acquired by Symposium Call Center Server, or (for the DMS/MSL-100 switch) transferred directly to an Incalls key on such a phoneset.

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

**Type:** int

**Length:** 4

**CDNCallsTransferredToOther**

**Description:** The number of CDN calls that are transferred to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

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

**Type:** int

**Length:** 4

**ConsultationTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

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

**Type:** int

**Length:** 4

**DNCallsConfToACDDN**

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

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

**DNCallsConfToCDN**

**Description:** The number of DN calls that are conferenced from a phoneset acquired by Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/Succession 1000 switch, this statistic includes calls conferenced to agents at a remote node.

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

**Type:** int

**Length:** 4

**DNCallsConfToDN**

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

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

**Type:** int

**Length:** 4

**DNCallsConfToOther**

**Description:** The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind conferences.

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

**Type:** int

**Length:** 4

**DNCallsTransferredToACDDN**

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

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

**Type:** int

**Length:** 4

**DNCallsTransferredToCDN**

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1/Succession 1000 switch, this statistic includes calls transferred to agents at a remote node.

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

**Type:** int

**Length:** 4

### **DNCallsTransferredToDN**

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

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

**Type:** int

**Length:** 4

### **DNCallsTransferredToOther**

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS/MSL-100 switch, this statistic includes blind transfers.

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

**Type:** int

**Length:** 4

### **DNInCalls**

**Description:** DMS/MSL-100 switch only. The number of calls to an agent's DN key.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### **DNInCallsTalkTime**

**Description:** DMS/MSL-100 switch only. The total time spent on incoming DN calls, including hold time.

**Triggers:** Talk time begins when the call is answered and ends when the agent releases the call.

**Type:** int

**Length:** 4

### DNInExtCalls

**Description:** Meridian 1/Succession 1000 switch only. The number of calls to an agent's DN key from an external number (that is, from another customer group). This statistic includes parked external calls returned to the agent.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### DNInExtCallsHoldTime

**Description:** The total time the agent had Inbound External DN calls on hold.

**Triggers:** The following table shows when DNInExtCallsHold time begins and ends:

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call.
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

**Type:** int

**Length:** 4

### DNInExtCallsTalkTime

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on incoming DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

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

**Type:** int

**Length:** 4

**DNInIntCalls**

**Description:** Meridian 1/Succession 1000 switch only. The number of calls to an agent's DN key from an internal number (that is, from the same customer group). This statistic includes parked internal calls returned to the agent.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

**DNInIntCallsHoldTime**

**Description:** The total time the agent had Inbound Internal DN calls on hold.

**Triggers:** The following table shows when DNInIntCallsHold time begins and ends:

Hold time begins when	and ends when
the agent presses the Hold key	the agent retrieves the call.
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

**Type:** int

**Length:** 4

**DNInIntCallsTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on incoming DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

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

**Type:** int

**Length:** 4

**DNOutCalls**

**Description:** DMS/MSL-100 switch only. The total number of DN calls originated by the agent from his or her DN key.

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

**Type:** int

**Length:** 4

### **DNOutCallsTalkTime**

**Description:** DMS/MSL-100 switch only. The total time spent on outgoing DN calls, including hold time.

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

**Type:** int

**Length:** 4

### **DNOutExtCalls**

**Description:** Meridian 1/Succession 1000 switch only. The total number of DN calls originated by the agent from his or her DN key to a number external to the customer group. This statistic includes external parked calls retrieved by an agent.

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

**Type:** int

**Length:** 4

### **DNOutExtCallsHoldTime**

**Description:** The total time the agent had Outbound External DN calls on hold.

**Triggers:** The following table shows when DNOutExtCallsHold time begins and ends:

<b>Hold time begins when</b>	<b>and ends when</b>
the agent presses the Hold key	the agent retrieves the call.
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

**Type:** int

**Length:** 4

**DNOutExtCallsTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

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

**Type:** int

**Length:** 4

**DNOutIntCalls**

**Description:** Meridian 1/Succession 1000 switch only. The total number of DN calls originated by the agent from his or her DN key to the same customer group. This statistic includes internal parked calls retrieved by an agent.

**Triggers: Meridian 1/Succession 1000 switch:** A call is pegged when the caller is connected. **DMS/MSL-100 switch:** A call is pegged when the agent presses the secondary DN key, even if the agent does not make a call.

**Type:** int

**Length:** 4

**DNOutIntCallsHoldTime**

**Description:** The total time the agent had Outbound Internal DN calls on hold.

**Triggers:** The following table shows when DNOutIntCallsHold time begins and ends:

<b>Hold time begins when</b>	<b>and ends when</b>
the agent presses the Hold key	the agent retrieves the call.
the agent presses the Transfer or Conference key	the agent finishes entering the destination number.

**Type:** int

**Length:** 4

**DNOutIntCallsTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on outgoing DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, and then answers another DN call.

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

**Type:** int

**Length:** 4

**HoldTime**

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

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

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

**Type:** int

**Length:** 4

**LoggedInTime**

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

**Triggers:** Logon time begins after the agent enters a logon ID and (if required) a logon password, and the server determines that the agent is valid. Logon time ends when the agent logs off.

**Type:** int

**Length:** 4

**NACDCallsAnswered**

**Description:** Meridian 1/Succession 1000 switch only. The number of NACD calls answered by an agent.

**Pegging:** Calls are pegged upon answer.

**Note:** For the DMS/MSL-100 switch, NACD calls are pegged as ACD calls.

**Type:** int

**Length:** 4

**NACDCallsTalkTime**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent on NACD calls by an agent, including hold time.

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

**Note:** For the DMS/MSL-100 switch, NACD calls are pegged as ACD calls.

**Type:** int

**Length:** 4

**NetworkCallsAnswered**

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

**Type:** int

**Length:** 4

**NetworkCallsTalkTime**

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

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

**Type:** int

**Length:** 4

**NotReadyTime**

**Description:** The total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and (on the Meridian 1/Succession 1000 switch) not ready time with reason codes.

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

**Type:** int

**Length:** 4

**NumTimesNotReady**

**Description:** The total number of times an agent enters the Not Ready state.

**Pegging:** This is pegged when the agent enters the Not Ready state.

**Type:** int

**Length:** 4

**ReservedForCall**

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

**Type:** int

**Length:** 4

**ReservedTime**

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

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

**Type:** int

**Length:** 4

**RingTime**

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

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

**Note:** On the Meridian 1/Succession 1000 switch, if call force is set for the agent's call presentation class, ring time equals the call force timer.

**Type:** int

**Length:** 4

**ShortCallsAnswered**

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

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**SupervisorGivenName**

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

**Type:** varchar

**Length:** 64

**SupervisorLogin**

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

**Type:** varchar

**Length:** 16

**SupervisorSurName**

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

**Type:** varchar

**Length:** 64

**SupervisorUserID**

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

**Type:** binary

**Length:** 16

**TalkTime**

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

**Triggers:** Talk time begins when the call is answered. For the Meridian 1/ Succession 1000 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS/MSL-100 switch, talk time ends when the agent releases the call.

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**UserID**

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

**Type:** binary

**Length:** 16

### VariableWrapTime

**Description:** DMS/MSL-100 switch only. The total time an agent is in the Variable Wrap state for all skillsets. You can configure the Variable Wrap feature on the switch for an ACD group or agent. If you do, the agent is put into Variable Wrap state for a predefined time after each call. To allow Symposium Call Center Server to report Variable Wrap time, you must enable the Variable Wrap feature for the call presentation class to which the agent belongs.

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

**Type:** int

**Length:** 4

### WaitingTime

**Description:** The total time an agent spends waiting for calls. On the DMS/MSL-100 switch, this includes time when the agent is active on a secondary DN and when the agent is reserved on the switch.

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

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

**Type:** int

**Length:** 4

### WalkawayTime

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

**Triggers:**

**Meridian 1/Succession 1000 switch:** Walkaway time begins when

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

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

**DMS/MSL-100 switch:** Walkaway time begins after the agent presses the Not Ready key and enters a Not Ready reason code other than zero. Walkaway time ends when the agent presses the Not Ready key again.

**Type:** int

**Length:** 4

## Calculations

### **Calls abandoned while being presented**

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

$$\text{CallsOffered} - (\text{CallsAnswered} + \text{CallsReturnedtoQ} + \text{CallsReturnedtoQDuetoTimeout})$$

### **Number of network calls not answered**

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

$$(\text{ReservedForCall} - \text{NACDCallsAnswered}) - \text{NetworkCallsAnswered}$$

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

## Linkages with other statistics groups

You can link agent performance statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

**IF you are generating a custom report using**

**THEN the linkage key data field is**

---

ActivityCodeStat

Timestamp

UserID

AgentByApplicationStat

Timestamp

UserID

AgentBySkillsetStat

Timestamp

UserID

---

# ApplicationStat views

## Introduction

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

## Definition: Application

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

## Requirements

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

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

## Database views

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

## Pegging

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

**Calls handled by Master script**

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

**Calls handled by primary script**

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

**Note:** All delays, including those experienced at the Master\_Script application, are pegged against the primary application.

**Calls handled by secondary script**

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

**Pegging thresholds**

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

**Non-ISDN trunks and call information**

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

## Field descriptions

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

**Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

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

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

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

**Type:** int

**Length:** 4

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

**Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

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

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

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

**Type:** int

**Length:** 4

### Application

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

**Type:** varchar

**Length:** 30

### ApplicationID

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

**Type:** int

**Length:** 4

### CallsAbandoned

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

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

**Type:** int

**Length:** 4

### CallsAbandonedAftThreshold

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

**Type:** int

**Length:** 4

### **CallsAbandonedDelay**

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

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

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

**Type:** int

**Length:** 4

### **CallsAnswered**

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

**Triggers:** Calls are pegged upon answer.

**Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application.

**Type:** int

**Length:** 4

### **CallsAnsweredAftThreshold**

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

**Type:** int

**Length:** 4

### **CallsAnsweredDelay**

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

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

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

**Type:** int

**Length:** 4

### **CallsAnsweredDelayAtSkillset**

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

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

**Type:** int

**Length:** 4

### **CallsConferencedIn**

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

**Type:** int

**Length:** 4

**CallsConferencedOut**

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application.

**Type:** int

**Length:** 4

**CallsGivenBroadcast**

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls given broadcast treatment for this application.

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

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

**Type:** int

**Length:** 4

**CallsGivenDefault**

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

**Type:** int

**Length:** 4

### **CallsGivenForceBusy**

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

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

**Type:** int

**Length:** 4

### **CallsGivenForceDisconnect**

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

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

**Type:** int

**Length:** 4

### **CallsGivenForceOverflow**

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

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

**Type:** int

**Length:** 4

### **CallsGivenHostLookup**

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

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

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

**Type:** int

**Length:** 4

### CallsGivenIVR

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls given IVR treatment for this application.

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

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

**Type:** int

**Length:** 4

### CallsGivenMusic

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

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

**Type:** int

**Length:** 4

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

### CallsGivenNACD

**Description:** Meridian 1/Succession 1000 switch only. The number of local Symposium Call Center Server calls given Network ACD (NACD) treatment. This treatment sends calls to a switch that does not use the Symposium Call Center Server NSBR feature.

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

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

**Type:** int

**Length:** 4

**CallsGivenRAN**

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

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

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

**Type:** int

**Length:** 4

**CallsGivenRouteTo**

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

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

**Type:** int

**Length:** 4

**CallsNACDOut**

**Description:** Meridian 1/Succession 1000 switch only. The number of local Symposium Call Center Server calls that were networked out through an NACD queue and answered at remote switches. NACD is used to send calls to a switch that does not use the Symposium Call Center Server NSBR feature.

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

**Type:** int

**Length:** 4

### CallsOffered

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

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application.

**Type:** int

**Length:** 4

### CallsTransferredIn

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred to this application.

**Type:** int

**Length:** 4

### CallsTransferredOut

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application. NACD calls are pegged against the NACD\_DN\_Application.

**Type:** int

**Length:** 4

**IVRAbandoned**

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls that were abandoned during IVR treatment.

**Type:** int

**Length:** 4

**IVRTerminated**

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

**Type:** int

**Length:** 4

**IVRTransferred**

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

**Type:** int

**Length:** 4

**MaxCallsAbandonedDelay**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** smallint

**Length:** 2

**MaxCallsAnsDelay**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** smallint

**Length:** 2

**MaxCallsAnsDelayAtSkillset**

**Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest in the skillset queue before being answered.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** smallint

**Length:** 2

**MaxNetOutCallsAbandonedDelay**

**Description:** NSBR option only. The wait time experienced by the outgoing network Symposium Call Center Server call that waited the longest before being abandoned at the destination site.

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is abandoned at the destination site.

**Type:** smallint

**Length:** 2

**MaxNetOutCallsAnsweredDelay**

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

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

**Type:** smallint

**Length:** 2

**NetOutCalls**

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

**Type:** int

**Length:** 4

**NetOutCallsAbandoned**

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

**Type:** int

**Length:** 4

**NetOutCallsAbandonedDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is abandoned at the remote site.

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

**Type:** int

**Length:** 4

### NetOutCallsAnswered

**Description:** NSBR option only. The number of outgoing network Symposium Call Center Server calls sent by this application and answered by an agent, answered by IVR, or terminated at the destination site.

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

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

**Type:** int

**Length:** 4

### NetOutCallsAnsweredDelay

**Description:** NSBR option only. The total wait time experienced by all outgoing network Symposium Call Center Server calls sent by this application and answered at the destination site.

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

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

**Type:** int

**Length:** 4

### NetOutCallsReachNonISDN

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

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**TimeBeforeDefault**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

**TimeBeforeForceBusy**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

**TimeBeforeForceDisconnect**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

**TimeBeforeForceOverflow**

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

**Pegging:** For incoming network Symposium Call Center Server calls, this field is pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

### **TimeBeforeInterflow**

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

**Type:** int

**Length:** 4

### **TimeBeforeIVRTransferred**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

### **TimeBeforeNACDOut**

**Description:** Meridian 1/Succession 1000 switch only. The total time spent in the system by local Symposium Call Center Server calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Symposium Call Center Server NSBR feature.

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

**Type:** int

**Length:** 4

### **TimeBeforeNetOut**

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

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

**Type:** int

**Length:** 4

### **TimeBeforeReachNonISDN**

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

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

**Type:** int

**Length:** 4

### **TimeBeforeRouteTo**

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

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

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

**Type:** int

**Length:** 4

## Timestamp

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

## Calculations

### IVR not treated

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

$$\text{CallsGivenIVR} - (\text{IVRAbandoned} + \text{IVRTerminated})$$

### Network outcalls blocked by All Trunks Busy

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

$$\text{NetOutCalls} - (\text{NetOutCallsAnswered} + \text{NetOutCallsAbandoned} + \text{NetOutCallsReachNonISDN})$$

## Linkages with other statistics groups

You can link application statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

<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
SkillsetStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp ApplicationID

# CDNStat views

## Introduction

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

## Definition: CDN

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

## Requirements

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

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

## Database views

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

## Non-ISDN trunks and call information

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

## Field descriptions

### CallsAbandoned

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

**Type:** int

**Length:** 4

### CallsAnswered

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

**Pegging:** Calls are pegged upon answer.

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

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

**Type:** int

**Length:** 4

### CallsOffered

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

**Type:** int

**Length:** 4

### **CallsTerminated**

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

- The call was given a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- (NSBR option only) The call reached a non-ISDN trunk while being routed to a remote site.
- (Meridian 1/Succession 1000 switch only) The call was transferred to an IVR queue.
- (Meridian 1/Succession 1000 switch only) The call was networked out through an NACD queue.

**Type:** int

**Length:** 4

### **CallsWithDigitsCollected**

**Description:** DMS/MSL-100 switch only. The number of calls that received IVR treatment and arrived at this CDN accompanied by data collected during the IVR session.

**Type:** int

**Length:** 4

### **CDN**

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

**Type:** varchar

**Length:** 7

### **CDNName**

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

**Type:** varchar

**Length:** 30

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

# DNISStat views

## Introduction

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

## Definition: DNIS

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

## Requirements

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

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

## Database views

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

## Field descriptions

### CallsAbandoned

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

**Type:** int

**Length:** 4

### CallsAbandonedAftThreshold

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

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

**Type:** int

**Length:** 4

### CallsAbandonedDelay

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

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

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

**Type:** int

**Length:** 4

**CallsAnswered**

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

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

**CallsAnsweredAftThreshold**

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

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

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

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

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

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

**Type:** int

**Length:** 4

**CallsGivenDefault**

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

**Type:** int

**Length:** 4

**CallsGivenForceBusy**

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

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

**Type:** int

**Length:** 4

**CallsGivenForceDisconnect**

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

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

**Type:** int

**Length:** 4

**CallsGivenForceOverflow**

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

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

**Type:** int

**Length:** 4

**CallsGivenRouteTo**

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

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

**Type:** int

**Length:** 4

**CallsNACDOut**

**Description:** Meridian 1/Succession 1000 switch only. The number of local Symposium Call Center Server calls networked out through an NACD queue and answered at remote sites.

**Type:** int

**Length:** 4

**CallsNetworkedOut**

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

**Type:** int

**Length:** 4

**CallsOffered**

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

**Triggers:** Calls are pegged upon arrival.

**Type:** int

**Length:** 4

**CallsReachNonISDN**

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

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

**Type:** int

**Length:** 4

**DNIS**

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

**Type:** varchar

**Length:** 16

**DNISName**

**Description:** The name of a DNIS, as defined on the DNIS Properties property sheet.

**Type:** varchar

**Length:** 30

**DNIS\_PREFIX**

**Description:** Stores the prefix of a DNIS number. It allows you to sort filter and report on individual DNIS 800 numbers.

**Type:** varchar

**Length:** 16

**IVRTransferred**

**Description:** Meridian 1/Succession 1000 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for a DNIS number.

**Type:** int

**Length:** 4

**MaxAbandonedDelay**

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

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

**Type:** smallint

**Length:** 2

**MaxAnsweredDelay**

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

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

**Type:** smallint

**Length:** 2

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**TalkTime**

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

**Triggers:**

**Meridian 1/Succession 1000 switch:** The call is pegged when the caller hangs up or the agent releases the call.

**DMS/MSL-100 switch:** The time is pegged when the agent releases the call.

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

# IVRPortStat views

## Introduction

Meridian 1/Succession 1000 switch only. Interactive Voice Response (IVR) port—or voice port—statistics provide summarized performance measurement information on a per-IVR port basis. These statistics provide a means of monitoring the usage of the specific ports.

## Requirements

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

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

## Restrictions

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

## Database views

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

## Field descriptions

### CallsAnswered

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

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

### CallsConferenced

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

**Pegging:** **Type:** int

**Length:** 4

### CallsTransferred

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

**Pegging:** **Type:** int

**Length:** 4

### IVRPortID

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

**Type:** varchar

**Length:** 30

### IVRPortName

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

**Type:** varchar

**Length:** 30

**IVRQueueID**

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

**Type:** varchar

**Length:** 7

**IVRQueueName**

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

**Type:** varchar

**Length:** 30

**LoggedInTime**

**Description:** The total time the IVR port is logged 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 Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time the IVR port is in use.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**WaitingTime**

**Description:** The total time the IVR port is idle.

**Type:** int

**Length:** 4

**Linkages with other views**

You can link IVR port statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

**If you are generating a custom report using**

**THEN the linkage key data fields are**

---

IVRStat

---

Timestamp  
IVRQueueID

---

# IVRStat views

## Introduction

Meridian 1/Succession 1000 switch only. Interactive Voice Response (IVR) statistics provide summarized performance measurement information on a per-IVR queue (IVR ACD-DN) basis. These statistics provide a way to monitor the usage of the port resources of an IVR queue.

## Requirements

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

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

## Restrictions

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

## Database views

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

## Field descriptions

### **CallsAnswered**

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

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

### **CallsAnsweredAftThreshold**

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

**Type:** int

**Length:** 4

### **CallsAnsweredDelay**

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

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

**Type:** int

**Length:** 4

### **CallsConferenced**

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

**Type:** int

**Length:** 4

### **CallsNotTreated**

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

**Type:** int

**Length:** 4

**CallsNotTreatedAftThreshold**

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

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

**Type:** int

**Length:** 4

**CallsNotTreatedDelay**

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

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

**Type:** int

**Length:** 4

**CallsOffered**

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

**Type:** int

**Length:** 4

**CallsTransferred**

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

**Type:** int

**Length:** 4

**IVRAbandoned**

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

**Type:** smallint

**Length:** 2

**IVRCompleted**

**Description:** The number of calls connected to this IVR port for which the IVR session completed successfully.

**Type:** smallint

**Length:** 2

**IVRInterrupted**

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

**Type:** smallint

**Length:** 2

**IVRQueueID**

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

**Type:** varchar

**Length:** 7

**IVRQueueName**

**Description:** The name of the IVR queue, defined on the IVR ACD-DN Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**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 “When statistics are cumulated” on page 95.

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

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

### Notes:

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

## Requirements

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

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

## Restrictions

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

## Database views

- iNetworkInCallStat
- dNetworkInCallStat
- wNetworkInCallStat
- mNetworkInCallStat

## Field descriptions

### **CallsAbandoned**

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

**Type:** int

**Length:** 4

### **CallsAbandonedAftThreshold**

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

**Type:** int

**Length:** 4

### **CallsAbandonedDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is abandoned at the local site.

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

**Type:** int

**Length:** 4

### **CallsAbandonedDelayAtDest**

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

**Triggers:** Delays begin when the Master\_Script is initiated and end when the call is abandoned at the local site.

**Type:** int

**Length:** 4

**CallsAnswered**

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

**Type:** int

**Length:** 4

**CallsAnsweredAftThreshold**

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

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is answered at the local site.

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

**Type:** int

**Length:** 4

**CallsAnsweredDelayAtDest**

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

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

**Type:** int

**Length:** 4

**CallsOffered**

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

**Type:** int

**Length:** 4

**DstApplication**

**Description:** The name of the destination application. This is always "Network\_Script."

**Type:** varchar

**Length:** 30

**DstApplicationID**

**Description:** A unique number that identifies the Network\_Script application.

**Type:** int

**Length:** 4

**DstSite**

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

**Type:** varchar

**Length:** 30

**DstSiteID**

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

**Type:** int

**Length:** 4

**MaxAbandonedDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is abandoned at the local site.

**Type:** smallint

**Length:** 2

**MaxAbandonedDelayAtDest**

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

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

**Type:** smallint

**Length:** 2

**MaxAnsweredDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the source site and end when the call is answered at the local site.

**Type:** smallint

**Length:** 2

**MaxAnsweredDelayAtDest**

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

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

**Type:** smallint

**Length:** 2

**SrcApplication**

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

**Type:** varchar

**Length:** 30

**SrcApplicationID**

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

**Type:** int

**Length:** 4

**SrcSite**

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

**Type:** varchar

**Length:** 30

**SrcSiteID**

**Description:** The unique identifier for the source Symposium Call Center Server site where a call originated.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged, in local (destination) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**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 “When statistics are cumulated” on page 95.

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

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

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

## Requirements

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

## Restrictions

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

## Database views

- iNetworkOutStat
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

## Field descriptions

### CallsAbandoned

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

**Type:** int

**Length:** 4

### CallsAbandonedDelayAtDest

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

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

**Type:** int

**Length:** 4

### CallsAnswered

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

**Note:** A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs 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 Call Center Server site, as defined when the site is configured on the NCC.

**Type:** varchar

**Length:** 30

**DstSiteID**

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**MaxCallsAbandonedDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the local site and end when the call is abandoned.

**Type:** smallint

**Length:** 2

**MaxCallsAbandonedDelayAtDest**

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

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

**Type:** smallint

**Length:** 2

**MaxCallsAnsweredDelay**

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

**Triggers:** Delays begin when the Master\_Script is initiated at the local site and end when the call is answered.

**Type:** smallint

**Length:** 2

**MaxCallsAnsweredDelayAtDest**

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

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

**Type:** smallint

**Length:** 2

**SrcApplication**

**Description:** The name of the source application.

**Type:** varchar

**Length:** 30

**SrcApplicationID**

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

**Type:** int

**Length:** 4

**SrcSite**

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

**Type:** varchar

**Length:** 30

**SrcSiteID**

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

**Type:** int

**Length:** 4

## Time

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

## Timestamp

**Description:** The date and time when the data was pegged in local (source) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**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 “When statistics are cumulated” on page 95.

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.

## Requirements

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

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

## Database views

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

## Field descriptions

### RouteAccess

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

**Type:** int

**Length:** 4

### RouteAccessTime

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

**Type:** int

**Length:** 4

**RouteID**

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

**Type:** int

**Length:** 4

**RouteName**

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

**Type:** varchar

**Length:** 30

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

# RouteStat views

## Introduction

Meridian 1/Succession 1000 switch only. Route statistics provide summaries of all occurrences of all trunks busy (ATB) and network outcall blocked information on a per-route basis.

## Requirements

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

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

## Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes, and are therefore pegged against the Default\_Route, 999.

## Database views

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

## Field descriptions

### AllTrunksBusy

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

**Type:** int

**Length:** 4

**AllTrunksBusyTime**

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

**Type:** int

**Length:** 4

**CallsBlockedByAllTrunksBusy**

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

**Pegging:** This field is only pegged against the Default\_Route, 999.

**Type:** int

**Length:** 4

**CallsReachNonISDN**

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

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

**Type:** int

**Length:** 4

**RouteID**

**Description:** A unique number to identify a route, which is assigned by the server when the route is defined.

**Type:** int

**Length:** 4

**RouteName**

**Description:** The name of the route, as defined on the Route Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**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 “When statistics are cumulated” on page 95.

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

# SCCSDBSpace views

## Introduction

SCCSDBSpace views display information about the size of the Symposium Call Center Server database, including

- space allocated for the database
- space used by the database
- space available

With a report writer application, you can create a custom report using this view.

## Field descriptions

### DBName

**Description:** The name of the database. Symposium Call Center Server uses three databases:

- Master—Contains Sybase control information.
- Blue—Contains all server configuration information and interval, daily, weekly, and monthly statistics.
- Call-by-call (CBC)—Contains call-by-call data, if you have configured your server to collect it.

**Type:** varchar

**Length:** 30

### DBSize

**Description:** The database size in Mbytes.

**Type:** float

**Length:** 8

**FreeSpace**

**Description:** The amount of free space in the database in Mbytes.

**Type:** float

**Length:** 8

**UsedSpace**

**Description:** The current data volume in the database in Mbytes.

**Type:** float

**Length:** 8

**Float field**

The following table contains a description of the float field type:

<b>Field type</b>	<b>Description</b>	<b>Value range</b>	<b>Length</b>
Float	integer	1 to 100 000	8 bytes

# SkillsetStat views

## Introduction

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned up to 50 skillsets. Skillset statistics provide summarized performance information based on a combination of skillset and application call information. Statistics are pegged against a combination of skillset and application.

## Requirements

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

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

## Pegging

Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the call was queued to a specific agent). Incoming networked Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default\_ACD\_Skillset. NACD calls are pegged against the NACD\_DN\_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default\_NACD\_Skillset.

The following statistics are applicable to multiple applications, and are, therefore, pegged against the System\_Application:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

## Database views

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

## Field descriptions

### ActiveTime

**Description:** The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged on.

**Pegging:** This field is only pegged against the System\_Application.

**Type:** int

**Length:** 4

### AllAgentBusyTime

**Description:** The total time that all agents assigned this skillset were busy with calls or no agents were logged on.

**Pegging:** This field is only pegged against the System\_Application.

**Type:** int

**Length:** 4

### Application

**Description:** The name of the application to which this skillset is assigned, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

### ApplicationID

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

**Type:** int

**Length:** 4

## CallsAnswered

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

**Triggers:** Calls are pegged upon answer.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application (depending on the location of the call in the system) and against the answering skillset. Incoming networked Symposium Call Center Server calls are pegged against the Network\_Script application. ACD calls are pegged against the ACD\_DN\_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default\_ACD\_Skillset. NACD calls are pegged against the NACD\_DN\_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default\_NACD\_Skillset.

**Restriction:** This statistic does not include DN calls handled by agents assigned to this skillset.

**Type:** int

**Length:** 4

## CallsAnsweredAfterThreshold

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application and against the answering skillset.

**Triggers:** Delays begin when the call is queued at the skillset and end when the call is answered.

**Restriction:** This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

**Type:** int

**Length:** 4

## CallsAnsweredDelay

**Description:** The wait time experienced by all local and incoming network Symposium Call Center Server calls answered for this skillset.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application and against the answering skillset.

**Triggers:** Delays begin when the call is queued at the skillset and end when it is answered. If a call is requeued to the same skillset, the delay begins when the call is first queued.

**Restriction:** This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

**Type:** int

**Length:** 4

## CallsOffered

**Description:** The number of Symposium Call Center Server calls offered to this skillset. This statistic is not incremented if the same call is offered to this skillset again.

**Triggers:** Calls are pegged against the Master\_Script application upon arrival, and against a primary application when the Master\_Script application hands over control.

**Note:** If a call is offered to multiple skillsets, this statistic is pegged multiple times.

**Type:** int

**Length:** 4

**MaxAnsweredDelay**

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

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master\_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application and against the answering skillset.

**Restriction:** This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

**Type:** smallint

**Length:** 2

**MaxSkillsetAbandonedDelay**

**Description:** The wait time experienced by the local or incoming network Symposium Call Center Server call queued to this skillset that waited the longest before being abandoned.

**Triggers:** The delay begins when a call is queued to the skillset.

**Type:** smallint

**Length:** 2

**NetCallsAnswered**

**Description:** NSBR option only. The number of incoming network Symposium Call Center Server calls answered for this skillset.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network\_Script application.

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the General – Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

**SkillsetAbandoned**

**Description:** The number of Symposium Call Center Server calls abandoned for this skillset. This statistic does not include calls abandoned while ringing at an agent phoneset.

**Type:** int

**Length:** 4

**SkillsetAbandonedDelay**

**Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned for this skillset.

**Triggers:** The delay begins when the call is queued to this skillset and ends when the call is abandoned.

**Type:** int

**Length:** 4

**SkillsetAbandonedAftThreshold**

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

**Type:** int

**Length:** 4

**SkillsetID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** int

**Length:** 4

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**TotalStaffedTime**

**Description:** The amount of logon time for all agents belonging to this skillset.

**Pegging:** This field is only pegged against the System\_Application.

**Triggers:** The logon time begins when an agent logs on to the skillset or is reassigned (while logged on) to the skillset and ends when the agent logs off or is reassigned out of the skillset.

**Type:** int

**Length:** 4

## Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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

<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
AgentBySkillsetStat	Timestamp SkillsetID
ApplicationStat	Timestamp ApplicationID
NetworkInCallStat	Timestamp ApplicationID
NetworkOutStat	Timestamp Application ID

# TrunkStat views

## Introduction

Meridian 1/Succession 1000 switch only. Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

## Requirements

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

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

## Database views

- iTTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

## Field descriptions

### CallsAbandoned

**Description:** The number of Symposium Call Center Server calls abandoned while waiting on this trunk.

**Type:** int

**Length:** 4

**CallsAbandonedDelay**

**Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master\_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

**CallsAnswered**

**Description:** The number of Symposium Call Center Server calls answered.

**Triggers:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

**Description:** The total wait time experienced by all Symposium Call Center Server calls that came in through a trunk.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master\_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

**CallsOffered**

**Description:** The number of Symposium Call Center Server calls offered to this trunk.

**Triggers:** Calls are pegged upon arrival.

**Type:** int

**Length:** 4

**OccupancyTime**

**Description:** The total time the trunk was occupied with Symposium Call Center Server calls.

**Triggers:** Occupancy times begin when the Master\_Script is initiated at the source site and end when the call ends.

**Type:** int

**Length:** 4

**Route**

**Description:** The name of the route, as defined on the Route Properties property sheet.

**Type:** varchar

**Length:** 30

**RouteID**

**Description:** A number that identifies the route to which the trunk belongs, which is assigned by the server when the route is defined.

**Type:** int

**Length:** 4

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 92.

**Type:** smalldatetime

**Length:** 4

**TrunkID**

**Description:** A unique number to identify the trunk within the route, as defined on the switch.

**Type:** int

**Length:** 4

**Linkages with other views**

You can link trunk statistics to other views to generate customized reports. For more information, see “When statistics are cumulated” on page 95.

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

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# Overview of event statistics

## Introduction

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

## Database views

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

## Data collection option

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

- agent logon and logoff statistics
- call-by-call statistics
- IVR port logon and logoff statistics

You can enable or disable the data collection option at any time while the system is running.

## When statistics are cumulated

Event statistics are cumulated as the events occur and written to the database at the end of each pegging interval (that is, every 15 minutes).

# eAgentLoginStat view

## Introduction

Agent 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. Ready and Not Ready events are also pegged here.

## Requirements

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

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

## Database view

- eAgentLoginStat

## Field descriptions

### AgentGivenName

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

**Type:** varchar

**Length:** 64

### AgentLogin

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

**Type:** varchar

**Length:** 16

## AgentSurName

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

**Type:** varchar

**Length:** 64

## Duration

**Description:** For events of type logoff, the time between first logon (or, if the first event of the day is *not* logon, 12:00 a.m. that morning) and the last logoff of the day (or if the last event of the day is *not* logoff, 12:00 a.m. that night).

For events of type walkaway, the amount of time the agent was in the Walkaway state.

For all other event types, this field contains zeros.

**Type:** int

**Length:** 4

## Event Type

A unique identifier for an agent event.

### Valid values:

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)
- RY (Ready)
- NR (Not Ready)

**Type:** char

**Length:** 2

## PositionID

**Description:** A unique identifier for the agent's position ID, as received from the switch.

**Type:** int

**Length:** 4

### Site

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

**Type:** varchar

**Length:** 30

### SiteID

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

**Type:** int

**Length:** 4

### Time

**Description:** The time of the event.

**Type:** char

**Length:** 8

### Timestamp

**Description:** The date and time when the data was pegged.

**Type:** datetime

**Length:** 8

### UserID

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

**Type:** binary

**Length:** 16

# eCallbyCallStat views

## Introduction

Call-by-call statistics provide detailed information on a per-call event basis. These statistics enable you to trace a Symposium Call Center Server call from beginning to end regardless of the number of treatments being applied to it. It also provides a means of monitoring the performance of a specified agent, application, or skillset.

## Requirements

- Configure the server to collect call-by-call statistics, and select the applications for which statistics will be collected (see the *Administrator's Guide*).

## Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

## Database view

- eCallByCallStatYYYYMMDD

## Field descriptions

### AssociatedData

**Description:** Associated data is information associated with a specific event, such as

- the other extension, trunk ID (on the Meridian 1/Succession 1000 switch), or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

**Type:** varchar

**Length:** 40

### CallEvent

**Description:** A unique identifier for the type of call event.

**Type:** int

**Length:** 4

### CallEventName

**Description:** The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 243.

**Type:** varchar

**Length:** 80

### CallID

**Description:** A unique number that identifies a local or network call, which is assigned by the server.

**Note:** SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

**Type:** int

**Length:** 4

**Destination**

**Description:** The location where a call was directed during an event. The destination can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

**EventData**

**Description:** The information related to or generated by this event. The data can be a PIN entered by the caller in response to the collect digits command; an ANI, CLID, site ID, or activity code; or reasons for the event.

**Type:** varchar

**Length:** 40

**NodeID**

**Description:** (DMS/MSL-100 switch only) A unique identifier for the switch.

**Type:** varchar

**Length:** 40

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique number that identifies the switch on the network, as received from the switch.

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

**Type:** int

**Length:** 4

**Source**

**Description:** The location of this call before this event occurred. The source can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

**TelsetLoginID**

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

**Type:** varchar

**Length:** 16

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the data was pegged.

**Type:** datetime

**Length:** 8

**Call events**

The following table lists the call event types and the field contents for each one:

Call event	Source	Destination	Associated data	Event data
ACD Call Answered	ACD DN	agent ID	NULL	NULL

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
ACD Call On Hold (Meridian 1/ Succession 1000 switch)	NULL	NULL	NULL	NULL
ACD Call Released	NULL	NULL	NULL	NULL
ACD Call Restored	NULL	NULL	NULL	NULL
Application Interflowed	source application ID	destination application ID	NULL	NULL
Call Answered At IVR Queue (Meridian 1/ Succession 1000 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB (NSBR option)	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1/ Succession 1000 switch)	NULL	NULL	intercall ID	dialed number

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Call Data (DMS/MSL-100 switch)	NULL	NULL	call data	CDN
Call Entered IVR Queue (Meridian 1/ Succession 1000 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL
Call On Hold At IVR Port (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call PriorityChanged At NACD queue	NACD DN	NULL	new priority	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Removed From NACD (Meridian 1/ Succession 1000 switch)	NACD DN	NULL	NULL	NULL
Call Restored	NULL	NULL	NULL	NULL

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start
Call Transferred At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Dequeued From Skillset	skillset ID	NULL	call priority	“dequeue reason + queue time duration; reason can be one of the following: ABANDONED, PRESENTED, SK_SET_OUT_OF_SERVICE, CANCELLED, NET_NODE_BLOCKED, NET_ALREADY_SERVICED and UNKNOWN”
Digit Collection (DMS/MSL-100 switch)	NULL	NULL	NULL	NULL

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Digit Collection Ended	NULL	NULL	digits collected	duration time
DN Call Answered	calling number	NULL	DN call type (int or ext)	NULL
DN Call Initiated	NULL	dialed number	DN call type (int or ext)	NULL
DN Call On Hold	NULL	NULL	NULL	NULL
DN Call Released	NULL	NULL	NULL	NULL
DN Call Restored	NULL	NULL	NULL	NULL
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Give Music Completed	route ID	application ID	NULL	duration time
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call (NSBR option)	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Master Application	CDN	Application ID (if applicable)	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID””””	NULL
Handed Over to Network Script Application (NSBR option)	CDN	Application ID	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””””	NULL
Host Response	NULL	NULL	Host Name	NULL
Local Call Abandoned	NULL	NULL	NULL	NULL
Local Call Answered	NULL	NULL	skillset ID	NULL
Local Call Arrived	route ID + trunk ID	CDN	DNIS	CLID

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Local Call NACD Out	NULL	destination site name	NULL	NULL
Local Call Networked Out (NSBR option)	application ID	destination site name	NULL	NULL
Local Call Released	NULL	NULL	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID”””	NULL
NACD Call Answered	NACD DN	agent ID	NULL	NULL
NACD Call On Hold	NULL	NULL	NULL	NULL
NACD Call Released	NACD DN	Application ID (if applicable)	“for normal NACD call - ““NORM””; for transferred call - ““TRANF + intercall ID”””	NULL
NACD Call Restored	NULL	NULL	NULL	NULL
Network Call Abandoned (NSBR option)	application ID	NULL	NULL	NULL
Network Call Answered (NSBR option)	NULL	NULL	skillset ID	time answered minus time queued
Network Call Arrived (NSBR option)	route ID + trunk ID	CDN	DNIS	CLID

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Network Call Dequeued (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Network Call Queued (NSBR option)	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released (NSBR option)	NULL	NULL	NULL	NULL
Network Out Call Abandoned At Remote Node (NSBR option)	destination site name	NULL	NULL	time abandoned minus time arrived
Network Out Call Answered At Remote Node (NSBR option)	destination site name	NULL	NULL	time answered minus time arrived
Network Out Call Reached Non ISDN (NSBR option)	route ID	NULL	NULL	NULL
Network Out Call Released At Remote Node (NSBR option)	NULL	NULL	NULL	NULL
Play Prompt (Meridian 1/ Succession 1000 switch)	NULL	NULL	NULL	voice file name + language ID

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Play Prompt Ended (Meridian 1/ Succession 1000 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Network Skillset	application name	remote site name and skillset name	NULL	first time queued? YES or NO
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1/ Succession 1000 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

# eIVRPortLoginStat view

## Introduction

Interactive Voice Response (IVR) port—or voice port—logon and logoff statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

## Requirements

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

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

## Database view

- eIVRPortLoginStat

## Field descriptions

### Event Type

A unique identifier for an IVR port event.

#### Valid values:

- login (LI)
- logout (LO)

**Type:** char

**Length:** 2

**IVRPortID**

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

**Type:** varchar

**Length:** 30

**Site**

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

**Type:** varchar

**Length:** 30

**SiteID**

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

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the event occurred.

**Type:** datetime

**Length:** 8

# eNetCallByCallStat views

## Introduction

The eNetCallByCallStat views provide detailed information for call events that occurred at the destination site. The database for these statistics is located on the Network Control Center (NCC). These statistics, combined with call-by-call statistics, allow you to trace a network Symposium Call Center Server call during the selected interval.

### Notes:

- To populate the eNetCallByCallStat view, Symposium Call Center Server regularly copies data from the eCallByCallStat views at the destination server to the eNetCallByCallStat view at the NCC. If your servers are in different time zones, you can convert destination site times to source site times before writing them to the eNetCallByCallStat view. (To do so, ensure that Time Zone Relative to GMT is configured correctly in the parameters for each site.) This makes tracking a call easier.

For example, a call may arrive at the source at 13:00:00 local time and be answered at the destination 5 seconds later, at 14:00:05 local time. If Time Zone Relative to GMT is configured correctly for both sites, the answer time is pegged as 13:00:05 in the eNetCallByCallStat view, and the events appear in chronological order, regardless of time zone.

- Server times are not synchronized automatically. If server times are unsynchronized, events may appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a call may arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

Furthermore, if the administrator at the destination site wants to generate a report containing that call, he or she may request a report for the interval from 13:00 to 13:15. However, the call will not appear in the report. It will be included in reports for the interval during which it was networked out from the source site (that is, 13:15 to 13:30).

- Changing the Time Zone Relative to GMT for a site (for example, for a change to or from daylight saving time) affects pegging of calls that have been networked out but not answered. All events at the source site are

pegged with the old time, and all events at the destination site are pegged with the new time.

## Enabling network call-by-call statistics collection

To enable the collection of network call-by-call statistics for an application, configure the application for network call-by-call statistics collection at the source site (see the *Administrator's Guide*).

**Note:** Statistics are collected at the destination site, regardless of the configuration of call-by-call statistics collection at that site.

If you change the call-by-call statistics collection option at the source site, the change is effective only for calls arriving after the change is propagated through the network. Propagation can take several minutes.

## Restrictions

The amount of data generated for call-by-call statistics is very large, and the time required to generate a report using call-by-call statistics is much longer than the time required to generate a report using summarized statistics.

## Field descriptions

### Associated Data

**Description:** Associated data is information associated with a specific event, such as

- the other extension, trunk ID, or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

**Type:** varchar

**Length:** 40

**CallEvent**

**Description:** A unique identifier for the type of call event.

**Type:** int

**Length:** 4

**CallEventName**

**Description:** The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 243.

**Type:** varchar

**Length:** 80

**CallID**

**Description:** A unique number to identify a network call, as assigned by the server.

**Note:** SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

**Type:** int

**Length:** 4

**Destination**

**Description:** The location where a call was directed during an event. The destination could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

**EventData**

**Description:** The information related to or generated by this event. The data could be a PIN entered by the caller in response to the collect digits command; or an ANI, CLID, site ID, or activity code; or reasons for the event.

**Type:** varchar

**Length:** 40

**Site**

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

**Type:** varchar

**Length:** 30

**Source**

**Description:** The location of this call before this event occurred. The source could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

**SourceSiteID**

**Description:** A unique number that identifies the switch on the network, as received from the switch.

**Note:** SQL does not support signed integers. Therefore, site IDs can appear negative in the database views.

**Type:** int

**Length:** 4

**TelsetLoginID**

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

**Type:** varchar

**Length:** 16

**Time**

**Description:** The time when the event occurred. If Time Zone Relative to GMT is configured correctly for the source and destination sites, this time is in the time zone of the source site.

**Type:** char

**Length:** 8

## Timestamp

**Description:** The date and time when the data was pegged. The time is in the time zone of the source site.

**Type:** datetime

**Length:** 8

## Call events

The following table lists the call event types and the field contents for each one:

Call event	Source	Destination	Associated data	Event data
Call Answered At IVR Queue (Meridian 1/ Succession 1000 switch)	NULL	IVR queue ID + IVR port ID	NULL	NULL
Call Block By ATB	route ID	NULL	NULL	NULL
Call Conferenced	source agent ID	target agent ID	intercall ID	time conference complete minus time conference start
Call Conferenced At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Consult Initiated (Meridian 1/ Succession 1000 switch)	NULL	NULL	intercall ID	dialed number

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Call Entered IVR Queue (Meridian 1/ Succession 1000 switch)	application ID	IVR queue ID	NULL	NULL
Call Not Treated At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR queue ID	NULL	NULL	NULL
Call On Hold	NULL	NULL	NULL	NULL
Call On Hold At IVR Port (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Presented	NULL	agent ID	NULL	NULL
Call Priority Changed At Skillset	skillset ID	NULL	new call priority	NULL
Call Restored	NULL	NULL	NULL	NULL
Call Restored At IVR Port	IVR port ID	NULL	NULL	NULL
Call Terminated At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Call Transferred	source agent ID	target agent ID	intercall ID	time transfer complete minus time transfer start

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Call Transferred At IVR Queue (Meridian 1/ Succession 1000 switch)	IVR port ID	NULL	NULL	NULL
Dequeued From Network Skillset (NSBR option)	skillset ID	NULL	NULL	dequeue reason
Digit Collection (DMS/MSL-100 switch)	NULL	NULL	NULL	NULL
Digit Collection Ended	NULL	NULL	digits collected	duration time
Give Broadcast	application ID	IVR queue ID	NULL	NULL
Give Broadcast Completed	application ID	IVR queue ID	NULL	duration time
Give Default	application ID	NULL	NULL	default CDN
Give Force Busy	application ID	NULL	NULL	NULL
Give Force Disconnect	application ID	NULL	NULL	NULL
Give Force Overflow	application ID	NULL	NULL	NULL
Give IVR	application ID	NULL	IVR queue ID	NULL
Give Music	application ID	route ID	NULL	NULL
Give Music Completed	route ID	application ID	NULL	duration time

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Give NACD	application ID	NACD DN	NULL	NULL
Give RAN	application ID	route ID	NULL	NULL
Give RAN Completed	route ID	application ID	NULL	duration time
Give Ringback	NULL	NULL	NULL	NULL
Give Route Call	application ID	NULL	NULL	NULL
Give Silence	NULL	NULL	NULL	NULL
Handed Over to Network Script Application (NSBR option)	CDN	Application ID	“for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””””	NULL
Host Response	NULL	NULL	Host Name	NULL
Network Call Abandoned	application ID	NULL	NULL	NULL
Network Call Answered	NULL	NULL	skillset ID	time answered minus time queued
Network Call Arrived	route ID + trunk ID	CDN	DNIS	CLID
Network Call Dequeued	skillset ID	NULL	NULL	dequeue reason
Network Call Queued	remote application ID + remote site ID	skillset ID	local application ID	first time queued? YES or NO
Network Call Released	NULL	NULL	NULL	NULL

<b>Call event</b>	<b>Source</b>	<b>Destination</b>	<b>Associated data</b>	<b>Event data</b>
Play Prompt (Meridian 1/ Succession 1000 switch)	NULL	NULL	NULL	voice file name + language ID
Play Prompt Ended (Meridian 1/ Succession 1000 switch)	NULL	NULL	NULL	duration time
Query Host Info	NULL	NULL	Host Name	NULL
Queued To Agent	Application ID (if applicable)	agent ID	call priority	NULL
Queued To Skillset	Application ID (if applicable)	skillset ID	call priority	first time queued? YES or NO
Returned From IVR (Meridian 1/ Succession 1000 switch)	IVR queue ID	application ID	NULL	NULL
Returned To Skillset	agent ID	NULL	return to queue reason	NULL
Send Info To Host	NULL	NULL	Host Name	NULL
Script Handed Off	source application ID	destination application ID	NULL	NULL

## Section C: Configuration views

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# Overview of configuration views

## Introduction

Configuration data describes the configuration of your server.

## Database views

Configuration data is accessible through database views. A database view is a logical representation of the database, which is used to organize the information in the database for your use.

# AccessRights view

## Introduction

This view lists all desktop users and their access levels.

## Field descriptions

### Comment

**Description:** The comments defined on the General – Access Class Properties property page, if any.

**Type:** varchar

**Length:** 127

### CreateDeleteAccess

**Description:** Shows whether the user can add or remove objects of this type.

**Type:** char

**Length:** 1

### CreateDeleteAgentAccess

**Description:** Shows whether the user can add or remove agents.

**Type:** char

**Length:** 1

### CreateDeleteAllAgentAccess

**Description:** Shows whether the user can add or remove all agents.

**Type:** char

**Length:** 1

### ExecuteAccess

**Description:** Shows whether the user can run objects of this type.

**Type:** char

**Length:** 1

**ExecuteAgentAccess**

**Description:** Shows whether the user can run objects of this type to process his or her reporting or associated agents.

**Type:** char

**Length:** 1

**ExecuteAllAgentAccess**

**Description:** Shows whether the user can run objects of this type for all agents.

**Type:** char

**Length:** 1

**GivenName**

**Description:** The desktop user's first or given name, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**GroupName**

**Description:** The access class to which the desktop user belongs.

**Type:** varchar

**Length:** 40

**ObjectKey**

**Description:** A unique identifier for a function for which the user has been assigned access rights.

**Type:** varchar

**Length:** 40

**ObjectName**

**Description:** A function for which the user has been assigned access rights.

**Type:** varchar

**Length:** 40

**PCLoginName**

**Description:** The desktop user's userid, defined on the Desktop – User Properties property page.

**Type:** varchar

**Length:** 30

**ReadAccess**

**Description:** Shows whether the user has view access for this function.

**Type:** char

**Length:** 1

**ReadAgentAccess**

**Description:** Shows whether the user has view access for his or her reporting or associated agents.

**Type:** char

**Length:** 1

**ReadAllAgentAccess**

**Description:** Shows whether the user has view access for all agents.

**Type:** char

**Length:** 1

**SurName**

**Description:** The desktop user's last or surname, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**WriteAccess**

**Description:** Shows whether the user has modify access for this function.

**Type:** char

**Length:** 1

**WriteAgentAccess**

**Description:** Shows whether the user has modify access for his or her agents.

**Type:** char

**Length:** 1

**WriteAllAgentAccess**

**Description:** Shows whether the user has modify access for all agents.

**Type:** char

**Length:** 1

# ActivityCode view

## Introduction

This view lists all of the activity codes and their assigned names.

## Field descriptions

### ActivityCode

**Description:** The number assigned to the activity code on the Activity Code Properties property sheet.

**Type:** nvarchar

**Length:** 32

### Name

**Description:** The name assigned to the activity code on the Activity Code Properties property sheet.

**Type:** varchar

**Length:** 30

# Agent view

## Introduction

This view lists agents and their properties.

## Field descriptions

### AlternateCallAnswer

**Description:** Meridian 1/Succession 1000 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

### CallForceOption

**Description:** Meridian 1/Succession 1000 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

**Type:** char

**Length:** 1

### CallForceDelayTimer

**Description:** Meridian 1/Succession 1000 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

**Type:** int

**Length:** 4

### Comment

**Description:** The comments defined on the General – User Properties property page, if any.

**Type:** varchar

**Length:** 127

**Department**

**Description:** The department to which the agent belongs, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**GivenName**

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

**Type:** varchar

**Length:** 64

**NROSDN**

**Description:** DMS/MSL-100 switch only. Shows whether the agent can receive calls while active on an outgoing call on his or her secondary DN.

**Type:** char

**Length:** 1

**PersonalDN**

**Description:** Meridian 1/Succession 1000 switch only. The agent's personal DN (if any), as defined on the Phoneset – User Properties page.

**Type:** varchar

**Length:** 32

**ReturnToQueueMode**

**Description:** The mode of the agent's phoneset after returning a call to the queue.

**Type:** varchar

**Length:** 80

**ReturnToQueueOnNoAnswer**

**Description:** Shows whether unanswered calls are returned to the queue.

**Type:** char

**Length:** 1

**ReturnToQueueWaitInterval**

**Description:** The time before an unanswered call is returned to the queue.

**Type:** smallint

**Length:** 2

**SecondaryDN**

**Description:** DMS/MSL-100 switch only. The secondary DN configured on the phoneset at which the agent is logged on.

**Type:** varchar

**Length:** 16

**SurName**

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

**Type:** varchar

**Length:** 64

**SwitchID**

**Description:** The switch ID of the phoneset at which the agent is logged 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 Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**TelsetShowReserve**

**Description:** NSBR option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

**Type:** char

**Length:** 1

**TemplateID**

**Description:** A unique ID for the agent's call presentation class, assigned when the call presentation class is added. The call presentation class is assigned to the agent on the Call Presentation property page. It determines how calls are presented to the agent.

**Type:** varchar

**Length:** 30

**TemplateName**

**Description:** The call presentation class assigned to the agent on the Call Presentation property page. The call presentation class determines how calls are presented to the agent.

**Type:** varchar

**Length:** 30

**ThresholdTemplateID**

**Description:** A unique ID for the agent's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

**Type:** varchar

**Length:** 30

**ThresholdTemplateName**

**Description:** The threshold class assigned to the agent on the Threshold Class – User Properties property page.

**Type:** varchar

**Length:** 30

**Title**

**Description:** The agent's title, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**UnionBreakTimer**

**Description:** Meridian 1/Succession 1000 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

**Type:** smallint

**Length:** 2

**UserID**

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

**Type:** binary

**Length:** 16

**VariableWrap**

**Description:** DMS/MSL-100 switch only. Shows whether the agent will be put into Variable Wrap state after a call. Calls will not be presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (variable wrap configured with an interval of 0)

- 1 (variable wrap configured with an interval greater than zero)
- 2 (release guard configured)

# Application view

## Introduction

The Application view lists all applications (Master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

## Field descriptions

### ApplicationID

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

**Type:** int

**Length:** 4

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Call by Call – Historical Statistic Configuration property page.

**Type:** tinyint

**Length:** 1

### Name

**Description:** The name of the application, as defined on the General – Application Properties property page.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique ID for the application's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

**Type:** int

**Length:** 4

# ApplicationByScript view

## Introduction

The ApplicationByScript view describes the relationship between application scripts.

## Parent script: definition

A parent script is any script that directs a call to another secondary script.

## Child script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

## Field descriptions

### ChildComment

**Description:** Not used in this version.

**Type:** varchar

**Length:** 80

### ChildName

**Description:** The name of the referenced script.

**Type:** varchar

**Length:** 30

### ChildStatus

**Description:** The status of the referenced script.

**Type:** varchar

**Length:** 80

**ChildUserFirstName**

**Description:** The first or given name of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ChildUserLastName**

**Description:** The family or surname of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ParentComment**

**Description:** Not used in this version.

**Type:** varchar

**Length:** 80

**ParentName**

**Description:** The name of the referencing script.

**Type:** varchar

**Length:** 30

**ParentStatus**

**Description:** The status of the referencing script.

**Type:** varchar

**Length:** 80

**ParentUserFirstName**

**Description:** The first or given name of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ParentUserLastName**

**Description:** The family or surname of the user who created the referencing script.

**Type:** varchar

**Length:** 30

# ApplicationThresholdTemplate view

## Introduction

The ApplicationThresholdTemplate view lists your application threshold classes and their threshold levels.

**Note:** This view supersedes the ApplicationTemplate view.

## Field descriptions

### Field

**Description:** A field for which a threshold is defined in the threshold class to which the application belongs.

**Type:** varchar

**Length:** 80

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the threshold class to which this application belongs.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class.

**Type:** int

**Length:** 4

**TemplateID**

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

**Type:** int

**Length:** 4

# CDN view

## Introduction

The CDN view lists the CDNs and their assigned names and statuses.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire the CDN.

**Type:** char

**Length:** 1

### CDN

**Description:** The number assigned to the CDN on the CDN Properties property sheet.

**Type:** varchar

**Length:** 7

### Name

**Description:** The name assigned to the CDN on the CDN Properties property sheet.

**Type:** varchar

**Length:** 30

### Status

**Description:** The status of the CDN.

**Type:** varchar

**Length:** 80

**Type**

**Description:** The call type.

**Valid values:**

- Local
- Network

**Type:** varchar

**Length:** 80

# CodeToMessage view

## Introduction

This view is used internally by the program.

## Field descriptions

### Category

**Description:** A system-defined classification for the status code.

**Type:** varchar

**Length:** 30

### Code

**Description:** The numeric status code value.

**Type:** int

**Length:** 4

### Msg

**Description:** The corresponding message text.

**Type:** varchar

**Length:** 80

# DNIS view

## Introduction

The DNIS view lists the DNIS numbers and their properties.

## Field descriptions

### DNIS

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

**Type:** varchar

**Length:** 16

### DNIS\_PREFIX

**Description:** Stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.

**Type:** varchar

**Length:** 16

### Name

**Description:** The name of a DNIS, as defined on the DNIS Properties property sheet.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the DNIS, as defined on the DNIS Properties property sheet.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** A unique identifier for the threshold class assigned to this DNIS. The system contains a single, system-defined DNIS threshold class.

**Type:** int

**Length:** 4

# DNISThresholdTemplate view

## Introduction

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class.

## Field descriptions

### Name

**Description:** The system-defined name of the threshold class.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class.

**Type:** int

**Length:** 4

### TemplateID

**Description:** The system-defined unique identifier for the threshold class.

**Type:** int

**Length:** 4

# Formula view

## Introduction

The Formula view lists all of the customized formulas and their definitions. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

## Field descriptions

### Class

**Description:** The class to which the formula belongs.

**Type:** varchar

**Length:** 80

### Comment

**Description:** Additional information about the formula (if any), as defined on the Formula Properties property sheet.

**Type:** varchar

**Length:** 127

### Definition

**Description:** The standard formulas used to create the custom formula.

**Type:** varchar

**Length:** 255

### Format

**Description:** The display format for the formula

**Type:** varchar

**Length:** 80

**FormulaID**

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

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the formula.

**Type:** varchar

**Length:** 30

# HistoricalStatCollection view

## Introduction

The HistoricalStatCollection view lists all of the data types Symposium Call Center Server can collect and, for each one, indicates whether it is selected.

## Field descriptions

### ActivityCode

**Description:** Shows whether statistics in the activity code statistics group will be collected.

**Type:** char

**Length:** 1

### AgentByApplication

**Description:** Shows whether statistics in the agent by application statistics group will be collected.

**Type:** char

**Length:** 1

### AgentLogin

**Description:** Shows whether statistics in the agent 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:** Meridian 1/Succession 1000 switch only. Shows whether statistics in the IVR statistics group will be collected.

**Type:** char

**Length:** 1

**IVRPort**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether statistics in the IVR port statistics group will be collected.

**Type:** char

**Length:** 1

**IVRPortLogin**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether statistics in the IVR port login and logout statistics group will be collected.

**Type:** char

**Length:** 1

**NetworkCall**

**Description:** NSBR option only. Shows whether statistics in the network call statistics group will be collected.

**Type:** char

**Length:** 1

**NetworkOutCall**

**Description:** NSBR option only. Shows whether statistics in the network outcall statistics group will be collected.

**Type:** char

**Length:** 1

**RANMusicRoute**

**Description:** Shows whether statistics in the RAN/Music route statistics group will be collected.

**Type:** char

**Length:** 1

**Route**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether statistics in the route statistics group will be collected.

**Type:** char

**Length:** 1

**Skillset**

**Description:** Shows whether statistics in the skillset statistics group will be collected.

**Type:** char

**Length:** 1

**SkillsetByAgent**

**Description:** Shows whether statistics in the agent by skillset statistics group will be collected.

**Type:** char

**Length:** 1

**SkillsetState**

**Description:** Not used in this version.

**Trunk**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether statistics in the trunk statistics group will be collected.

**Type:** char

**Length:** 1

# HistoricalStatDuration view

## Introduction

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

## Field descriptions

### BusinessDaysPerWeek

**Description:** The number of business days per week for which the system collects historical statistics data.

**Type:** smallint

**Length:** 2

### BusinessHoursPerDay

**Description:** The number of hours per business day that the system collects historical statistics data.

**Type:** smallint

**Length:** 2

### DaysofAgentLogin

**Description:** The number of days agent 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:** Meridian 1/Succession 1000 switch only. 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 monthly statistics are stored by the system.

**Type:** smallint

**Length:** 2

**WeeksOfWeekly**

**Description:** The number of weeks weekly statistics are stored by the system.

**Type:** smallint

**Length:** 2

# HistoricalStatStorage view

## Introduction

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

## Where properties are defined

Historical Statistics Storage Properties are defined on the Historical Statistics Configuration property page.

## Field descriptions

### Configured

**Description:** The value configured for this parameter on the Historical Statistics Configuration property sheet.

**Type:** int

**Length:** 4

### Parameter

**Description:** The name of the parameter.

**Type:** varchar

**Length:** 80

### Purchased

**Description:** The purchased value for this parameter.

**Type:** int

**Length:** 4

**System**

**Description:** The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged on.

**Type:** int

**Length:** 4

# IVRPort view

## Introduction

Meridian 1/Succession 1000 switch only. The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire the voice port.

**Type:** char

**Length:** 1

### IVRPortID

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

**Type:** varchar

**Length:** 16

### IVRQueueID

**Description:** The threshold class to which the IVR queue is assigned.

**Type:** varchar

**Length:** 7

### Name

**Description:** The name of the voice port, as defined on the Voice Port Properties property page.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The status of the voice port.

**Type:** varchar

**Length:** 80

**SwitchID**

**Description:** The switch ID of an IVR port, as received from the switch.

**Type:** int

**Length:** 4

**SwitchPortAddress**

**Description:** The switch address of the IVR port, as received from the switch.

**Type:** varchar

**Length:** 40

**SwitchPortName**

**Description:** The name assigned to the IVR port on the switch, as received from the switch.

**Type:** varchar

**Length:** 30

# IVRQueue view

## Introduction

Meridian 1/Succession 1000 switch only. The IVRQueue view lists the IVR ACD-DNs and their properties.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire the IVR ACD-DN.

**Type:** char

**Length:** 1

### IVRQueueID

**Description:** A unique identifier for the IVR ACD-DN, which is assigned by the server when the IVR ACD-DN is added.

**Type:** varchar

**Length:** 7

### Name

**Description:** The name of the IVR ACD-DN, as defined on the IVR ACD-DN Properties property page.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class to which the IVR ACD-DN belongs.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the IVR ACD-DN.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** The name of the threshold class to which the IVR ACD-DN belongs.

**Type:** int

**Length:** 4

# IVRThresholdTemplate view

## Introduction

Meridian 1/Succession 1000 switch only. The IVRThresholdTemplate view lists the IVR threshold classes and their threshold levels.

## Field descriptions

### Field

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the IVR threshold class.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

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

**Type:** int

**Length:** 4

# NCCConfig view

## Introduction

NCC option only. The NCCConfig view is not used in 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.

## Field descriptions

### Comment

**Description:** Additional information about the network skillset, as defined on the Skillset Properties property page, if any.

**Type:** int

**Length:** 4

### IdleAgentsPriority

**Description:** Not used in this release.

**Type:** smallint

**Length:** 2

### NetworkSkillset

**Description:** The name of the network skillset, as defined on the Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** A unique identifier for the network skillset, as defined when the network skillset is added.

**Type:** int

**Length:** 4

### UseBestNode

**Description:** Not used in this release.

**Type:** char

**Length:** 1

### UseRoundRobin

**Description:** The routing table method used for the network skillset.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (sequential)
- 1 (round robin)

# NCCRanking view

## Introduction

NCC option only. The NCCRanking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

## Field descriptions

### DstSiteID

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

### DstSiteName

**Description:** The name of a site to which calls for the network skillset can be routed.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** The unique identifier for a network skillset, assigned when the skillset is configured on the NCC.

**Type:** int

**Length:** 4

### NetworkSkillsetName

**Description:** The name of a network skillset defined on the source site.

**Type:** varchar

**Length:** 30

**Rank**

**Description:** The ranking of the destination site in the routing table.

**Type:** smallint

**Length:** 2

**SrcSiteID**

**Description:** The unique identifier for a source site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteName**

**Description:** The name of the source site.

**Type:** varchar

**Length:** 30

# NCCRemoteApplication view

## Introduction

NCC option only. The NCCRemoteApplication view lists all applications (Master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

## Field descriptions

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

**Type:** tinyint

**Length:** 1

**Valid values:**

- 0 (none)
- 1 (local)
- 2 (network)
- 3 (local and network)

### Name

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

**Type:** varchar

**Length:** 30

### RemoteApplicationID

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

**Type:** int

**Length:** 4

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** int

**Length:** 4

**SiteID**

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

**Type:** int

**Length:** 4

**SiteName**

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

**Type:** varchar

**Length:** 30

# NCCSite view

## Introduction

NCC option only. The NCCSite view lists each site in the network and, for each one, shows its properties.

## Field descriptions

### Comment

**Description:** The comments defined on the Site Properties dialog box, if any.

**Type:** varchar

**Length:** 127

### ContactNumber

**Description:** The phone number of the contact person.

**Type:** varchar

**Length:** 30

### ContactPerson

**Description:** The contact person name for the site.

**Type:** varchar

**Length:** 30

### Name

**Description:** The name of the site.

**Type:** varchar

**Length:** 30

**OutOfServiceTimer**

**Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

**Type:** int

**Length:** 4

**RelativeGMT**

**Description:** The time difference (in hours) between GMT and the time zone in which the site is located.

**Type:** int

**Length:** 4

**SiteID**

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

**Type:** int

**Length:** 4

# NetworkConfig view

## Introduction

NSBR 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

NSBR 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

NSBR option only. The NetworkSkillsetStatus view provides a listing of the network skillsets and their statuses.

## Field descriptions

### FilterStatus

**Description:** Indicates whether the skillset is being filtered.

**Type:** smallint

**Length:** 2

**Valid values:**

- 11 (Server communication failure)
- 12 (Dialable DN has not been configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)
- 15 (Trunk allocation problem, server suspended)
- 16 (Incompatible server versions)
- any other value (Undefined)

### FlowControlStatus

**Description:** Indicates whether the skillset is rejecting calls, because too many calls are queued.

**Type:** smallint

**Length:** 2

**Valid values:**

- 0 (Off)
- 1 (Max Request)
- 2 (Out of Service)

- 3 (Unknown Skillset)
- any other value (Undefined)

**NetworkSkillset**

**Description:** The name of the network skillset.

**Type:** varchar

**Length:** 30

**NetworkSkillsetID**

**Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

**Type:** int

**Length:** 4

**SiteName**

**Description:** The destination site.

**Type:** varchar

**Length:** 30

# NetworkThresholdTemplate view

## Introduction

NSBR option only. Not used in this version.

## Field descriptions

### Field

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the IVR threshold class.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

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

**Type:** int

**Length:** 4

# PhonsetDisplay view

## Introduction

Meridian 1/Succession 1000 switch only. This view lists the configured display types, the width of each display, and the number of rows in each display.

## Field descriptions

### DisplayTypeName

**Description:** The type of display the phonset uses.

**Valid values:**

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

**Type:** varchar

**Length:** 80

### FieldName

**Description:** The name of the field displayed on the phonset.

**Type:** varchar

**Length:** 80

### Row

**Description:** The row in which the field appears.

**Type:** smallint

**Length:** 2

### Width

**Description:** The display width for the field.

**Type:** smallint

**Length:** 2

# Ranking view

## Introduction

NSBR option only. The Ranking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

## Field descriptions

### DstSiteID

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

### DstSiteName

**Description:** The name of a site to which calls for the network skillset can be routed.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

**Type:** int

**Length:** 4

### NetworkSkillsetName

**Description:** The name of a network skillset defined on the source site.

**Type:** varchar

**Length:** 30

**Rank**

**Description:** The ranking of the destination site in the routing table.

**Type:** smallint

**Length:** 2

**SrcSiteID**

**Description:** The unique identifier for a source site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteName**

**Description:** The name of the source site.

**Type:** varchar

**Length:** 30

# RealTimeColumn view

## Introduction

The RealTimeColumn view lists the real-time display definitions and their column definitions.

## Field descriptions

### Column

**Description:** The column number of a field that appears on a real-time display definition.

**Type:** smallint

**Length:** 2

### Format

**Description:** The format of the column.

**Valid values:**

- text
- numeric
- time
- bar chart

**Type:** varchar

**Length:** 80

### FormulaID

**Description:** A unique identifier for the formula used in this column, which is assigned by the server when the formula is added.

**Type:** int

**Length:** 4

**Label**

**Description:** The label of the column, as it appears on the real-time display.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

**Type:** int

**Length:** 4

**ScaleFrom**

**Description:** For columns with bar format only. The minimum scale value to be reported in this column.

**Type:** smallint

**Length:** 2

**ScaleTo**

**Description:** For columns with bar format only. The maximum scale value to be reported in this column.

**Type:** smallint

**Length:** 2

# RealTimeStatCollection view

## Introduction

The RealTimeStatCollection view lists the real-time statistical information you configured Symposium Call Center Server to collect.

## 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 zero and collection begins for the next interval.

## Field descriptions

### IntervalDuration

**Description:** The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

**Type:** smallint

**Length:** 2

### IntervalStartTime

**Description:** The interval start time for collecting real-time statistics.

**Type:** char

**Length:** 8

**ITDAgent**

**Description:** Shows whether agent statistics are displayed using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDApplication**

**Description:** Shows whether application statistics appear using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDIVR**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether IVR statistics appear using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDNetworkCall**

**Description:** NSBR option only. Shows whether network call statistics appear using the interval-to-date format.

**Type:** varchar

**Length:** 80

**ITDNodalCall**

**Description:** NSBR option only. Shows whether call center summary statistics appear using the interval-to-date format.

**Type:** int

**Length:** 4

**ITDRoute**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether route statistics appear using the interval-to-date format.

**Type:** varchar

**Length:** 80

**ITDSkillset**

**Description:** Shows whether skillset statistics appear 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 appear using the interval-to-date format.

**Type:** char

**Length:** 1

**MWApplication**

**Description:** Shows whether application statistics appear using the moving window format.

**Type:** char

**Length:** 1

**MWIVR**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether IVR statistics appear using the moving window format.

**Type:** char

**Length:** 1

**MWNetworkCall**

**Description:** NSBR option only. Shows whether network call statistics appear using the moving window format.

**Type:** varchar

**Length:** 80

**MWNodalCall**

**Description:** NSBR option only. Shows whether call center summary statistics appear using the moving window format.

**Type:** int

**Length:** 4

**MWRoute**

**Description:** Meridian 1/Succession 1000 switch only. Shows whether route statistics appear using the moving window format.

**Type:** varchar

**Length:** 80

**MWSkillset**

**Description:** Shows whether skillset statistics appear using the moving window format.

**Type:** varchar

**Length:** 80

# RealTimeTemplate view

## Introduction

The RealTimeTemplate view lists the real-time display definitions and their general properties.

## Field descriptions

### Class

**Description:** The class to which the real-time display definition belongs.

**Type:** varchar

**Length:** 80

### Name

**Description:** The name of the real-time display definition.

**Type:** varchar

**Length:** 30

### RefreshRate

**Description:** The refresh rate defined for the real-time display definition.

**Type:** int

**Length:** 4

### TemplateID

**Description:** A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

**Type:** int

**Length:** 4

**ViewMode**

**Description:** The view mode defined for the real-time display definition.

**Valid values:**

- Moving Window
- Interval To Date

**Type:** varchar

**Length:** 80

# RemoteApplication view

## Introduction

NSBR option only. The RemoteApplication view lists all applications defined in the network except those defined at the local site.

## Field descriptions

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

**Type:** tinyint

**Length:** 1

**Valid values:**

- 0 (none)
- 1 (local)
- 2 (network only)
- 3 (local and network)

### Name

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

**Type:** varchar

**Length:** 30

### RemoteApplicationID

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

**Type:** int

**Length:** 4

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** int

**Length:** 4

**SiteID**

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

**Type:** int

**Length:** 4

**SiteName**

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

**Type:** varchar

**Length:** 30

# Route view

## Introduction

Meridian 1/Succession 1000 switch only. The Route view lists the routes and their properties.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire or deacquire the route.

**Type:** char

**Length:** 1

### Name

**Description:** The name of the route, as defined on the Route Properties property page.

**Type:** varchar

**Length:** 30

### RouteID

**Description:** The route number.

**Type:** int

**Length:** 4

### Status

**Description:** The status of the route.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** A unique identifier for the threshold class to which the route belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# RouteThresholdTemplate view

## Introduction

Meridian 1/Succession 1000 switch only. The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

## Field descriptions

### Field

**Description:** The name of the field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the route threshold class.

**Type:** varchar

**Length:** 30

**TemplateID**

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

**Type:** int

**Length:** 4

# ScheduledSkillsetAssignment view

## Introduction

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

## Field descriptions

### AssignID

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

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Properties property page.

**Type:** varchar

**Length:** 64

### Comment

**Description:** The comments defined on the General – Agent to Skillset Properties property page, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Priority**

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

**SkillsetID**

**Description:** A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**SkillsetName**

**Description:** The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 64

**SkillsetState**

**Description:** The current state of the skillset.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**Status**

**Description:** The status of the agent to skillset assignment.

**Valid values:**

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### UserGivenName

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

**Type:** varchar

**Length:** 64

### UserID

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

**Type:** binary

**Length:** 16

### UserSurName

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

**Type:** varchar

**Length:** 64

### UserTelsetLogin

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

**Type:** varchar

**Length:** 16

# ScheduledSupervisorAssignment view

## Introduction

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

## Field descriptions

### AgentID

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

**Type:** binary

**Length:** 16

### AssignID

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

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to supervisor assignment, as defined on the General – Agent to Supervisor Assignment Properties property page.

**Type:** varchar

**Length:** 64

### AssignType

The assignment type.

**Type:** varchar

**Length:** 80

**Comment**

**Description:** The comments defined on the General – Agent to Supervisor Assignment Properties property page, if any.

**Type:** varchar

**Length:** 127

**ErrorCode**

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the agent to supervisor assignment.

**Valid values:**

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

**SupervisorGivenName**

**Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorID**

**Description:** A unique ID for the supervisor to which the user is assigned when this assignment is run. This identifier is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**SupervisorSurName**

**Description:** The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**Type**

**Description:** The assignment type.

**Valid values:**

- P (Reporting)
- S (Associated)

**Type:** char

**Length:** 1

# Script view

## Introduction

The Script view lists the scripts and their properties. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Comment

**Description:** Additional information about the script, as defined on the Script Properties property sheet, if any.

**Type:** varchar

**Length:** 30

### GivenName

**Description:** The first or given name of the user who performed the most recent action on the script.

**Type:** varchar

**Length:** 30

### LastModified

**Description:** The date when the most recent action was performed on the script.

**Type:** datetime

**Length:** 8

### Name

**Description:** The name of the script, as defined in the Scripts window.

**Type:** varchar

**Length:** 30

**Owner**

**Description:** The name of the user who created the script.

**Type:** nvarchar

**Length:** 80

**ScriptID**

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

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**SurName**

**Description:** The last or surname of the user who performed the most recent action on the script.

**Type:** varchar

**Length:** 30

**Type**

**Description:** The type of script.

**Valid values:**

- Local Master
- Network
- Primary
- Secondary

**Type:** varchar

**Length:** 80

# ScriptVariableProperties view

## Introduction

The ScriptVariableProperties view lists the script variables and their properties. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Class

**Description:** The name of the variable class to which this variable belongs.

**Valid values:**

- Item
- Set Of Values

**Type:** varchar

**Length:** 80

### Comment

**Description:** Not used.

### Grouping

**Description:** The name of the variable group to which this variable belongs.

**Valid values:**

- Global Variable
- Call Variable

**Type:** varchar

**Length:** 80

### Name

**Description:** The name of the script variable.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**Type**

**Description:** The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

**Type:** varchar

**Length:** 80

# ScriptVariables view

## Introduction

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Script

**Description:** The name of a script that uses this variable, as defined in the Scripts window.

**Type:** varchar

**Length:** 32

### ScriptStatus

**Description:** The status of the script.

**Valid values:**

- Edited
- Validated
- Activated

**Type:** varchar

**Length:** 80

### ScriptType

**Description:** The type of script.

**Valid values:**

- Local Master
- Network
- Primary
- Secondary

**Type:** varchar

**Length:** 80

**Variable**

**Description:** The name of the script variable.

**Type:** varchar

**Length:** 30

**VariableStatus**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**VariableType**

**Description:** The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

**Type:** varchar

**Length:** 80

# Site view

## Introduction

NSBR option only. The Site view lists the sites and their properties.

## Field descriptions

### Comment

**Description:** The comments defined on the Site Properties dialog box, if any.

**Type:** varchar

**Length:** 127

### ContactNumber

**Description:** The phone number of the contact person.

**Type:** varchar

**Length:** 30

### ContactPerson

**Description:** The name of the contact person for the site.

**Type:** varchar

**Length:** 30

### IsLocal

**Description:** Specifies whether the site is the local site or a remote site.

**Valid values:**

- 0 (remote)
- 1 (local)

**Type:** char

**Length:** 1

**Name**

**Description:** The name of the site.

**Type:** varchar

**Length:** 30

**OutOfServiceTimer**

**Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

**Type:** int

**Length:** 4

**RelativeGMT**

**Description:** The time difference (in hours) between GMT and the time zone in which the site is located.

**Type:** int

**Length:** 4

**SiteID**

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

**Type:** int

**Length:** 4

**TemplateID**

**Description:** Not used in this version.

**Type:** char

**Length:** 1

**TemplateName**

**Description:** Not used in this version.

**Type:** varchar

**Length:** 30

# Skillset view

## Introduction

The Skillset view lists all skillsets and their general properties.

## Field descriptions

### ActivityCode

**Description:** Meridian 1/Succession 1000 switch only. The default activity code for the skillset.

**Type:** varchar

**Length:** 32

### CallAgePreference

**Description:** The call age preference for a skillset.

**Valid values:**

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

**Type:** smallint

**Length:** 2

### CallSourcePreference

**Description:** NSBR option only. The call source preference for a skillset.

**Valid values:**

- 15 (Local)
- 16 (Network)
- 17 (None)

**Type:** smallint

**Length:** 2

**CallRequestQueueSize**

**Description:** The maximum number of calls that can be queued to this skillset.

**Type:** int

**Length:** 4

**CallRequestQueueSizeThreshold**

**Description:** The number by which queued calls must decrease before more calls will be queued to this skillset.

**Type:** int

**Length:** 4

**Comment**

**Description:** The comments defined on the General – Skillset Properties property page, if any.

**Type:** varchar

**Length:** 127

**DN**

**Description:** The ACD-DN number for which calls will be pegged to this skillset, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 7

**IdleAgentsPriority**

**Description:** The agent idle time preference defined on the Global Settings dialog box.

**Type:** smallint

**Length:** 2

**IsNetworked**

**Description:** NSBR option only. Shows whether a skillset is networked.

**Type:** char

**Length:** 1

**MinShortCallDelay**

**Description:** The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered to be short calls.

**Type:** int

**Length:** 4

**NetworkSkillsetComment**

**Description:** NSBR option only.

**Type:** varchar

**Length:** 127

**NetworkSkillsetID**

**Description:** NSBR option only.

**Type:** int

**Length:** 4

**NetworkSkillsetName**

**Description:** NSBR option only.

**Type:** varchar

**Length:** 30

**NightServiceType**

The night service type for a skillset.

**Valid values:**

- 20 (Transition)
- 21 (Night)
- any other value (None)

**Type:** smallint

**Length:** 2

**ServiceLevelThreshold**

**Description:** The service level for the threshold class to which the skillset belongs.

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

**SkillsetID**

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

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique identifier for the threshold class to which the skillset belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

**UseBestNode**

**Description:** Not used.

**UseRoundRobin**

**Description:** NSBR option only.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (round robin)
- 1 (sequential)

# SkillsetByAgent view

## Introduction

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

## Field descriptions

### Priority

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

### SkillsetID

**Description:** A unique identifier for the skillset, assigned when the skillset is added.

**Type:** int

**Length:** 4

### SkillsetState

**Description:** The skillset state.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**UserID**

**Description:** A unique ID for an agent assigned to this skillset, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

# SkillsetByAssignment view

## Introduction

The SkillsetByAssignment view lists skillsets and the agent to skillset assignments in which they are assigned.

## Field descriptions

### AssignID

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

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Assignment property page.

**Type:** varchar

**Length:** 64

### Comment

**Description:** The comments defined on the General – Agent to Skillset Assignment property page, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Priority**

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

**SkillsetID**

**Description:** A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**SkillsetName**

**Description:** The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 64

**SkillsetState**

**Description:** The current state of the skillset.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**Status**

**Description:** The status of the agent to skillset assignment.

**Valid values:**

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### UserGivenName

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

**Type:** varchar

**Length:** 64

### UserID

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

**Type:** binary

**Length:** 16

### UserSurName

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

**Type:** varchar

**Length:** 64

### UserTelsetLoginID

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

**Type:** varchar

**Length:** 16

# SkillsetThresholdTemplate view

## Introduction

The SkillsetThresholdTemplate view lists the skillset threshold classes and their threshold levels.

## Field descriptions

### Field

**Description:** The name of the field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**MinShortCallDelay**

**Description:** The length of a short call for this threshold class.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the skillset threshold class.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

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

**Type:** int

**Length:** 4

# SummaryThresholdTemplate view

## Introduction

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

## Field descriptions

### Field

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the nodal threshold class.

**Type:** varchar

**Length:** 30

**TemplateID**

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

**Type:** int

**Length:** 4

# Supervisor view

## Introduction

The Supervisor view lists all of the Symposium Call Center Server supervisors and their general properties.

## Field descriptions

### Comment

**Description:** The comments defined on the General – User Properties property page, if any.

**Type:** varchar

**Length:** 127

### Department

**Description:** The department to which the supervisor belongs, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

### GivenName

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

**Type:** varchar

**Length:** 64

### PCLoginName

**Description:** The supervisor's desktop userid, defined on the Desktop – User Properties property page.

**Type:** varchar

**Length:** 40

**PersonalIDN**

**Description:** Meridian 1/Succession 1000 switch only. The supervisor's personal directory number.

**Type:** varchar

**Length:** 32

**SurName**

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

**Type:** varchar

**Length:** 64

**SwitchID**

**Description:** The switch ID of the phoneset at which the supervisor is logged on, received from the switch.

**Type:** int

**Length:** 4

**SwitchPortAddress**

**Description:** The switch port address of the phoneset at which the supervisor is logged on, 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 Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**TemplateID**

**Description:** A unique identifier for the access class to which the supervisor belongs, which is assigned by the server when the access class is added.

**Type:** int

**Length:** 4

**TemplateName**

**Description:** The name of the access class to which the supervisor belongs.

**Type:** nvarchar

**Length:** 30

**ThresholdTemplateID**

**Description:** A unique identifier for the threshold class to which the supervisor belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

**ThresholdTemplateName**

**Description:** The name of the threshold class to which the supervisor belongs.

**Type:** nvarchar

**Length:** 30

**Title**

**Description:** The supervisor's title, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**UserID**

**Description:** A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

# SupervisorAgentAssignment view

## Introduction

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

## Field descriptions

### AgentGivenName

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

**Type:** varchar

**Length:** 64

### AgentSurName

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

**Type:** varchar

**Length:** 64

### AgentTelsetLoginID

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

**Type:** varchar

**Length:** 16

### AgentUserID

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

**Type:** binary

**Length:** 16

**SupervisorGivenName**

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

**Type:** varchar

**Length:** 64

**SupervisorSurname**

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

**Type:** varchar

**Length:** 64

**SupervisorTelsetLoginID**

**Description:** The numeric ID the supervisor uses to log on at the phoneset, as defined on the Phoneset – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 16

**SupervisorUserID**

**Description:** A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**Type**

**Description:** Shows whether the supervisor is the reporting or associated supervisor for an agent.

**Type:** char

**Length:** 1

**Valid values:**

- P (Reporting)
- S (Associated)

# SupervisorByAssignment view

## Introduction

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

## Field descriptions

### AgentID

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

**Type:** binary

**Length:** 16

### AssignID

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

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to supervisor assignment, as defined on the Agent to Supervisor Assignment Properties property sheet.

**Type:** varchar

**Length:** 64

### AssignType

**Description:** The assignment type.

**Type:** varchar

**Length:** 80

**Comment**

**Description:** The comments defined on the Agent to Supervisor Assignment property sheet, if any.

**Type:** varchar

**Length:** 127

**ErrorCode**

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the agent to supervisor assignment.

**Valid values:**

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

**SupervisorGivenName**

**Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorID**

**Description:** A unique ID for the supervisor to which the user is assigned when this assignment is run, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**SupervisorSurName**

**Description:** The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**Type**

**Description:** The assignment type.

**Valid values:**

- P (Reporting)
- S (Associated)

**Type:** varchar

**Length:** 80

# SwitchPort view

## Introduction

This view lists phoneset ports and their switch configuration information.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire or deacquire the route.

**Type:** char

**Length:** 1

### Name

**Description:** The switch port name of the phoneset at which the agent is logged on, as received from the switch.

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:** Meridian 1/Succession 1000 switch only. A unique identifier for the agent's position ID, as received from the switch.

**Type:** int

**Length:** 4

**SecondaryDN**

**Description:** DMS/MSL-100 switch only. The secondary DN defined on the phoneset.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the phoneset.

**Type:** varchar

**Length:** 80

**SwitchID**

**Description:** The switch ID of the phoneset at which the agent is logged on, received from the switch.

**Type:** int

**Length:** 4

**Type**

**Description:** The phoneset type.

**Type:** varchar

**Length:** 80

# TargetSwitchComm view

## Introduction

NSBR option only. This view lists the parameters configured for each of the destination sites in the network. These parameters are defined on the Site Parameters dialog box.

## Field descriptions

### AgentReserveTimer

**Description:** The amount of time an agent at this site is reserved for a network call, as defined in the Agent Reserve Timer field.

**Type:** int

**Length:** 4

### DialableDN

**Description:** The number your switch dials to connect to the destination site, as defined in the Dialable DN field.

**Type:** varchar

**Length:** 32

### NumRetries

**Description:** The number of times your switch attempts to connect to the destination site, if a connection attempt is unsuccessful, as defined in the Number of Retries field.

**Type:** smallint

**Length:** 2

### RetryTimer

**Description:** The time that elapses between retry attempts, as defined in the Retry Interval field.

**Type:** int

**Length:** 4

**SiteID**

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

**Type:** int

**Length:** 4

**SiteName**

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

**Type:** varchar

**Length:** 30

# UserTemplate view

## Introduction

The UserTemplate view lists the agent call presentation classes and their properties.

## Field descriptions

### AlternateCallAnswer

**Description:** Meridian 1/Succession 1000 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

### CallForceOption

**Description:** Meridian 1/Succession 1000 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

**Type:** char

**Length:** 1

### CallForceDelayTimer

**Description:** Meridian 1/Succession 1000 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

**Type:** int

**Length:** 4

### NROSDN

**Description:** DMS/MSL-100/MSL-100 switch only. Shows whether the agent can receive calls while active on their secondary DN.

**Type:** char

**Length:** 1

### **ReturnToQueueMode**

**Description:** The mode of the agent's phoneset after returning a call to the queue.

**Type:** varchar

**Length:** 80

### **ReturnToQueueOnNoAnswer**

**Description:** Shows whether unanswered calls will be returned to the queue.

**Type:** char

**Length:** 1

### **ReturnToQueueWaitInterval**

**Description:** The time before an unanswered call is returned to the queue.

**Type:** smallint

**Length:** 2

### **TelsetShowReserve**

**Description:** NSBR option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

**Type:** char

**Length:** 1

### **Template**

**Description:** The name of the call presentation class.

**Type:** varchar

**Length:** 30

### **TemplateID**

**Description:** A unique identifier for the call presentation class, which is assigned by the server when the call presentation class is added.

**Type:** int

**Length:** 4

**UnionBreakTimer**

**Description:** Meridian 1/Succession 1000 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

**Type:** smallint

**Length:** 2

**VariableWrap**

**Description:** DMS/MSL-100 switch only. Shows whether the agent is put into Variable Wrap state after a call. Calls are not presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

# UserThresholdTemplate view

## Introduction

The UserThresholdTemplate view lists the agent threshold classes and their properties.

## Field descriptions

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the agent threshold class.

**Type:** varchar

**Length:** 30

**ThresholdTemplateID**

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

**Type:** int

**Length:** 4

# Views view

## Introduction

This view lists all of the database views available in the Symposium Call Center Server database.

## Field descriptions

### ColumnName

**Description:** The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

**Type:** varchar

**Length:** 30

### Length

**Description:** The length of the field, in characters.

**Type:** tinyint

**Length:** 1

### Name

**Description:** The name of the view.

**Type:** varchar

**Length:** 30

### Type

**Description:** The field type. For a list of valid types and their descriptions, see the following section.

**Type:** varchar

**Length:** 30

# Chapter 5

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## Entity relationship diagrams

### In this chapter

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## Overview

The diagrams in this section show the relationships among the Symposium Call Center Server database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all of the relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

# IDEF1X notation conventions

## Introduction

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. Use this modeling language to produce a graphical information model that represents the structure and semantics of information within a system.

## History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the U.S. Air Force in the late 1970s identified a set of three graphic methods for defining the functions, data structures, and dynamics of manufacturing businesses:

- IDEF0—the function method
- IDEF1—the original data method
- IDEF2—the dynamics method

Together, these three methods came to be known as the ICAM DEFinition (IDEF) method.

In 1985, D. Appleton Company (DACOM) approached the Air Force with a proposal to extend IDEF1. IDEF1X (the X stands for eXtended) was accepted as an Air Force standard and became part of the public domain.

In December 1993, the National Institute of Standards and Technology (NIST) released IDEF1X as a standard for Data Modeling in FIPS Publication 184.

## Entity notation

The following terms are used to describe entities:

### Entity

An entity is any distinguishable person, place, thing, event, or concept about which information is kept. More precisely, an entity is a set or collection of things called instances. Entities are named by nouns—for example, customer or employee.

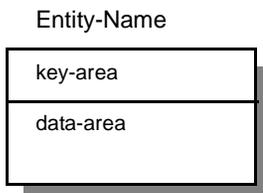
Entities are classified as independent or dependent entities, depending on how they acquire their keys.

### Instance

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

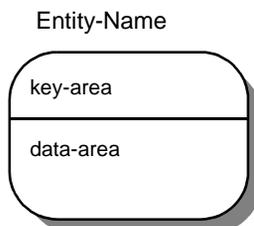
### Independent entity

An independent entity does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.



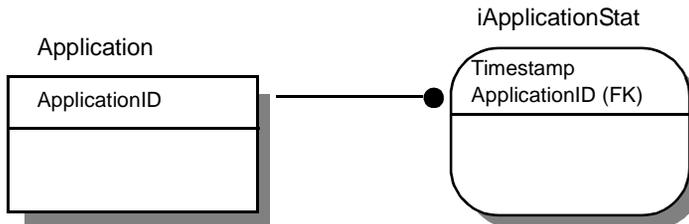
### Dependent entity

Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.



## Primary key

To use an entity, we must be able to identify instances uniquely; that is, we must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.



In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

## Attribute notation

The following terms are used to describe attributes:

### Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

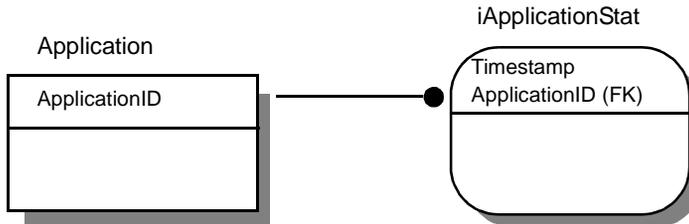
### Non-primary key attribute

A non-primary key attribute is not part of the primary key of the entity.

### Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

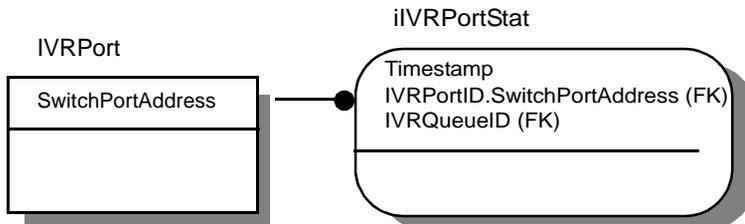


### Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute. Its definition is based on the definition of the original foreign key or keys. The original foreign keys are therefore classified as base attributes. Role names take the following format:

role-name.attribute (FK)

In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name:

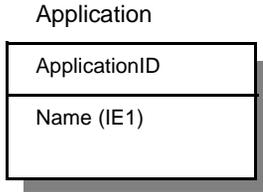


### Inversion entry

An inversion entry is a nonunique 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

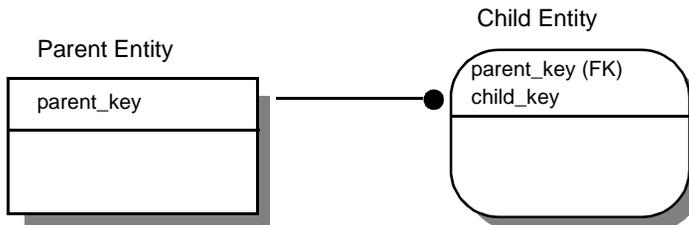
The following terms are used to describe the relationships between entities:

### Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model are used to represent some of the business rules that describe the area being modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they connect exactly two entities.

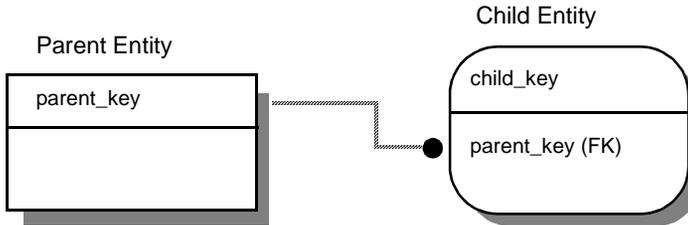
### Identifying relationship

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



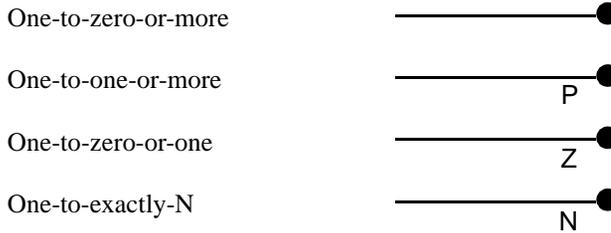
### Nonidentifying relationship

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



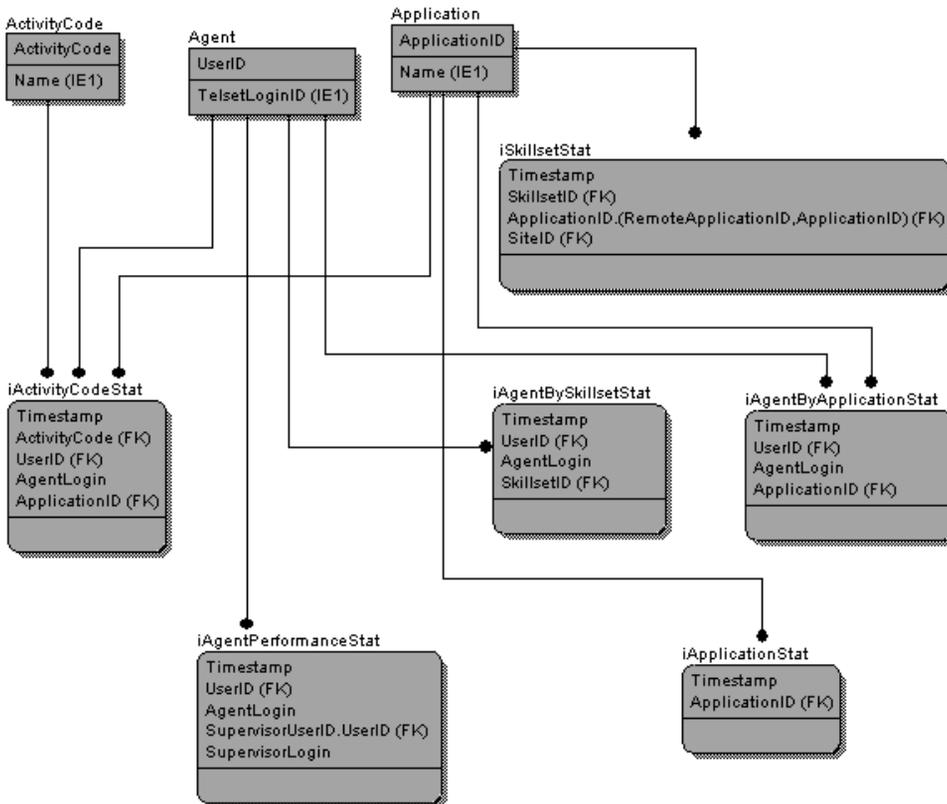
### Cardinality notation

The following notation is used to show the number of child attributes involved in the relationship:

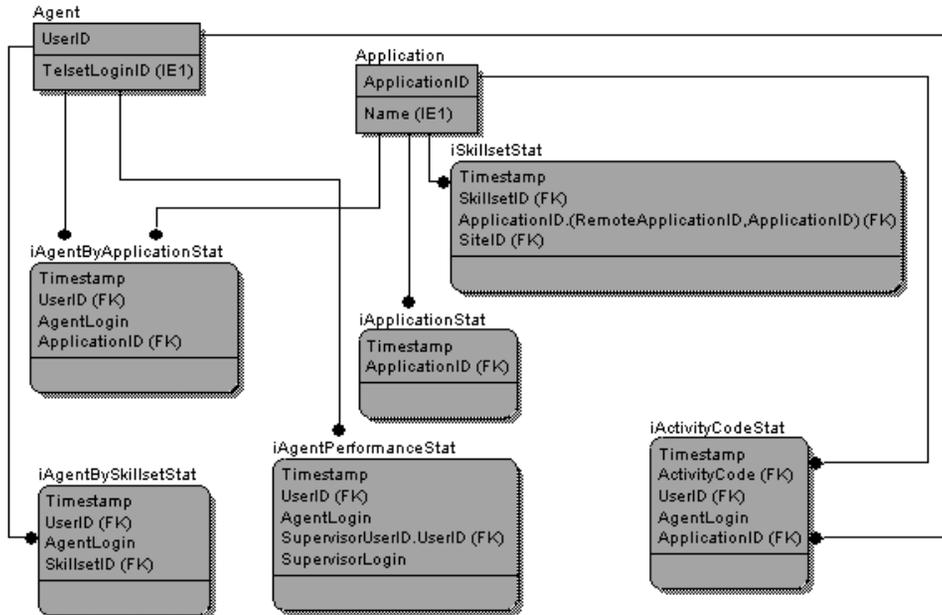


# Statistics entity relationships

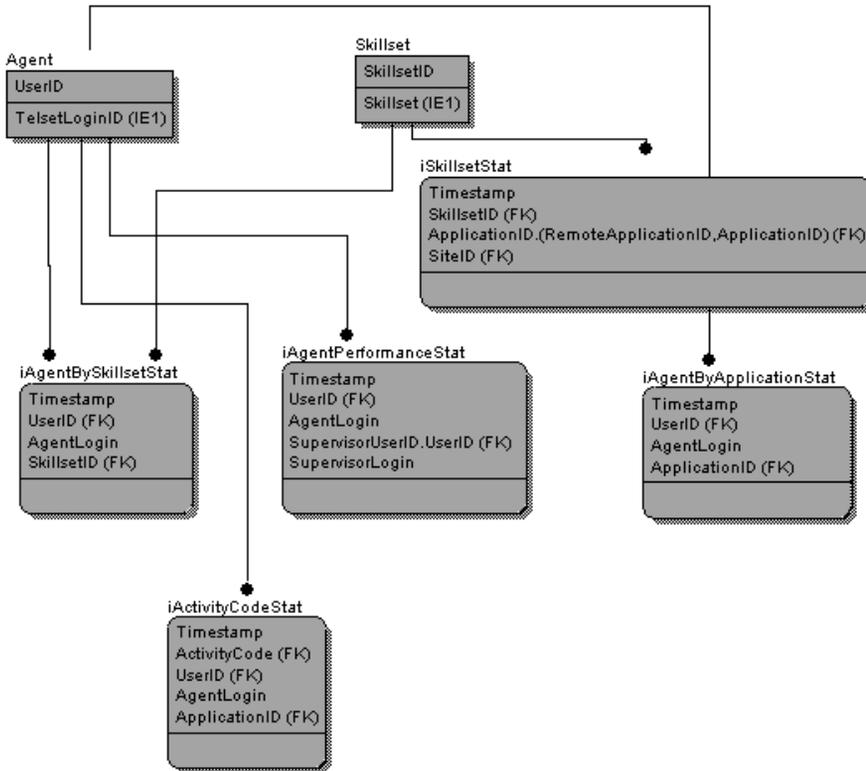
## Activity code statistics



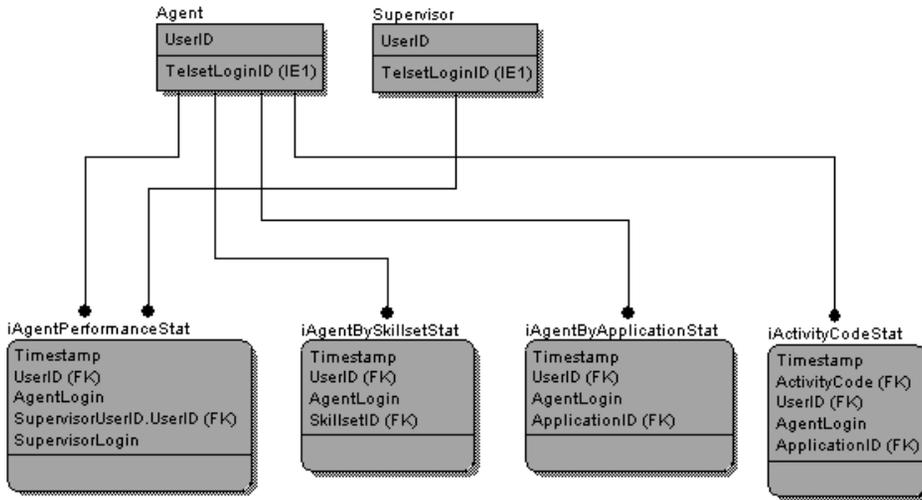
## Agent by application statistics



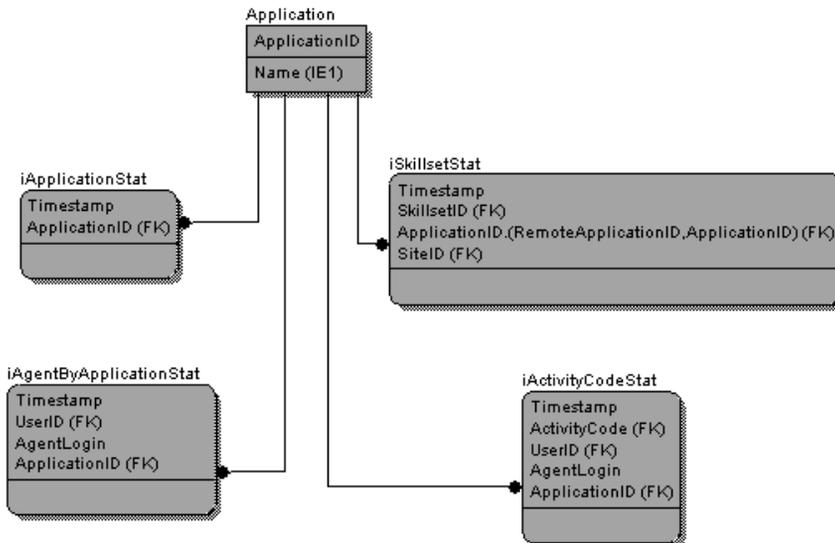
## Agent by skillset statistics



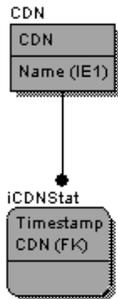
## Agent performance statistics



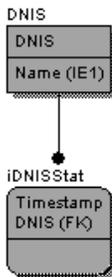
## Application statistics



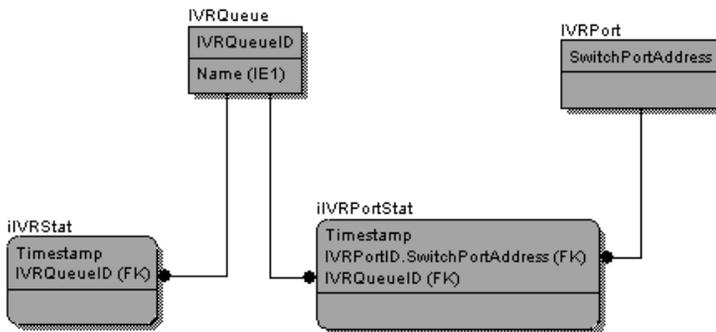
### CDN statistics



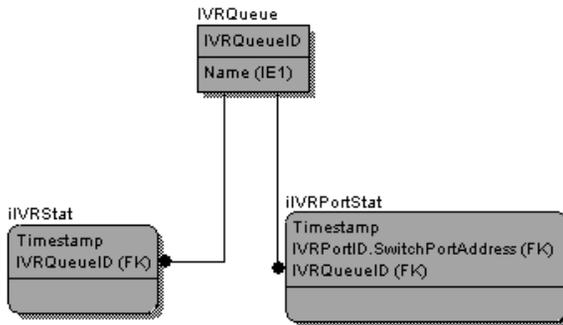
### DNIS statistics



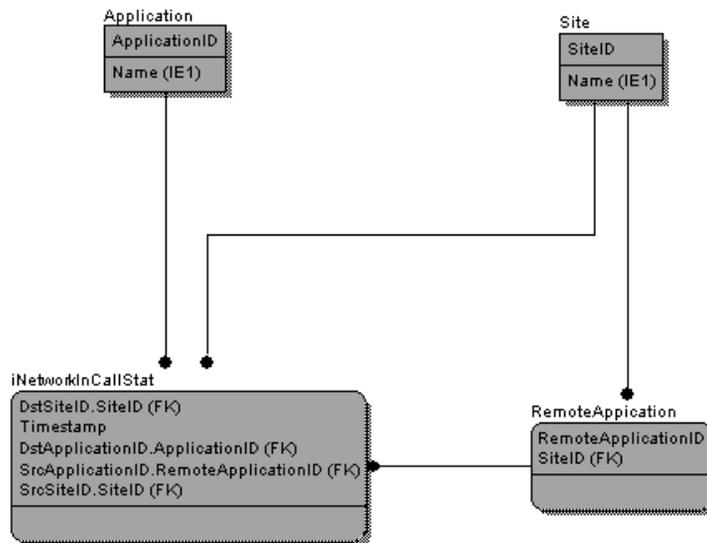
### IVR port statistics



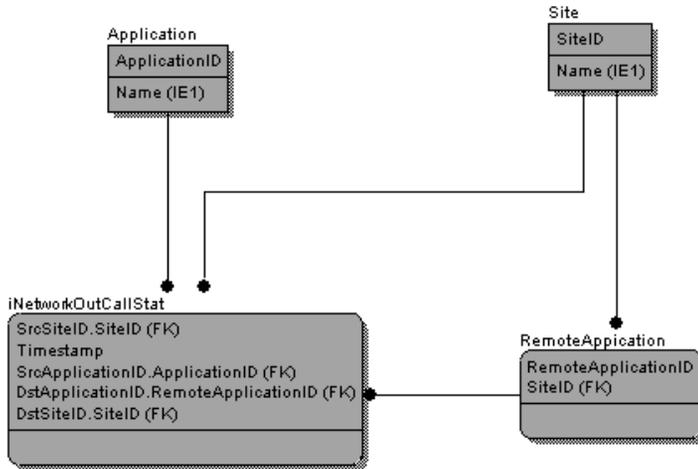
## IVR statistics



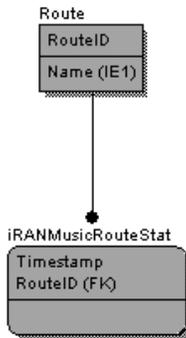
## Network incoming call statistics



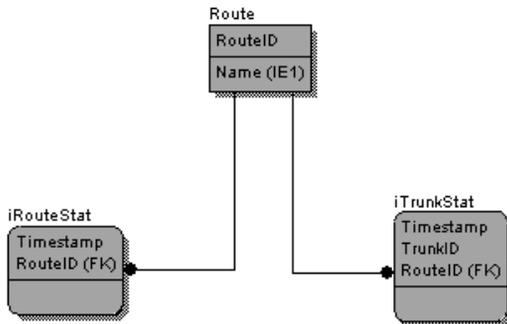
### Network outgoing call statistics



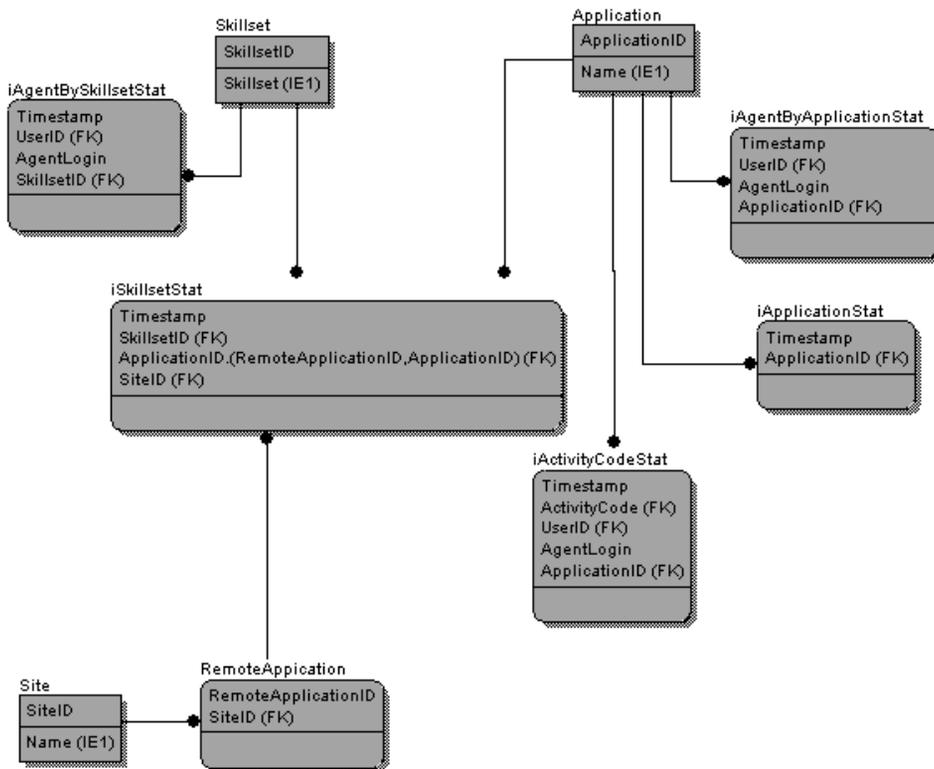
### RAN/music route statistics



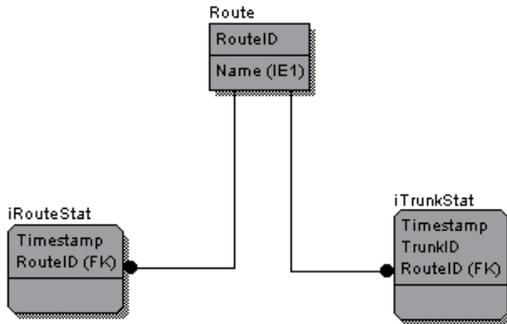
## Route statistics



## Skillset statistics

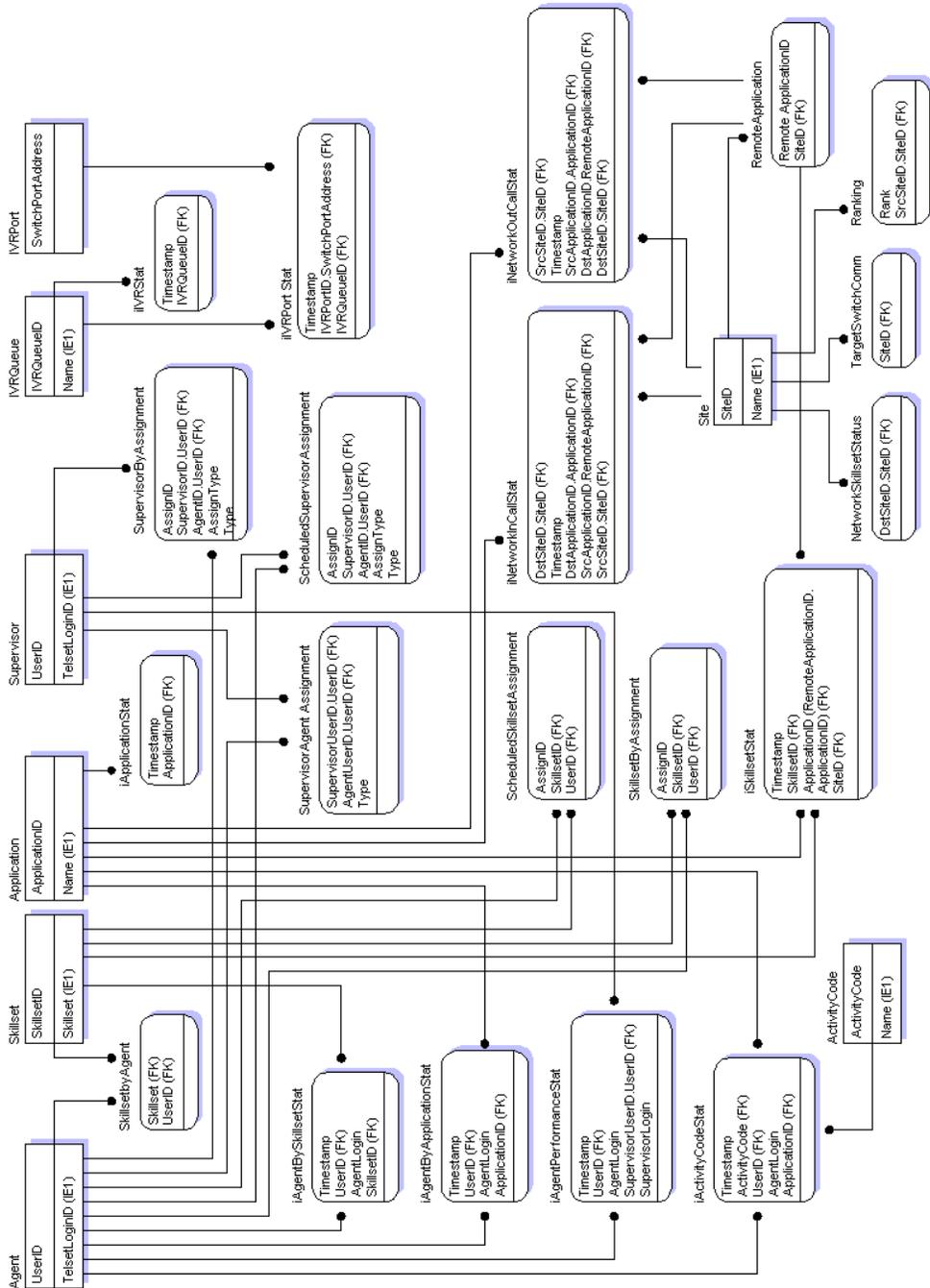


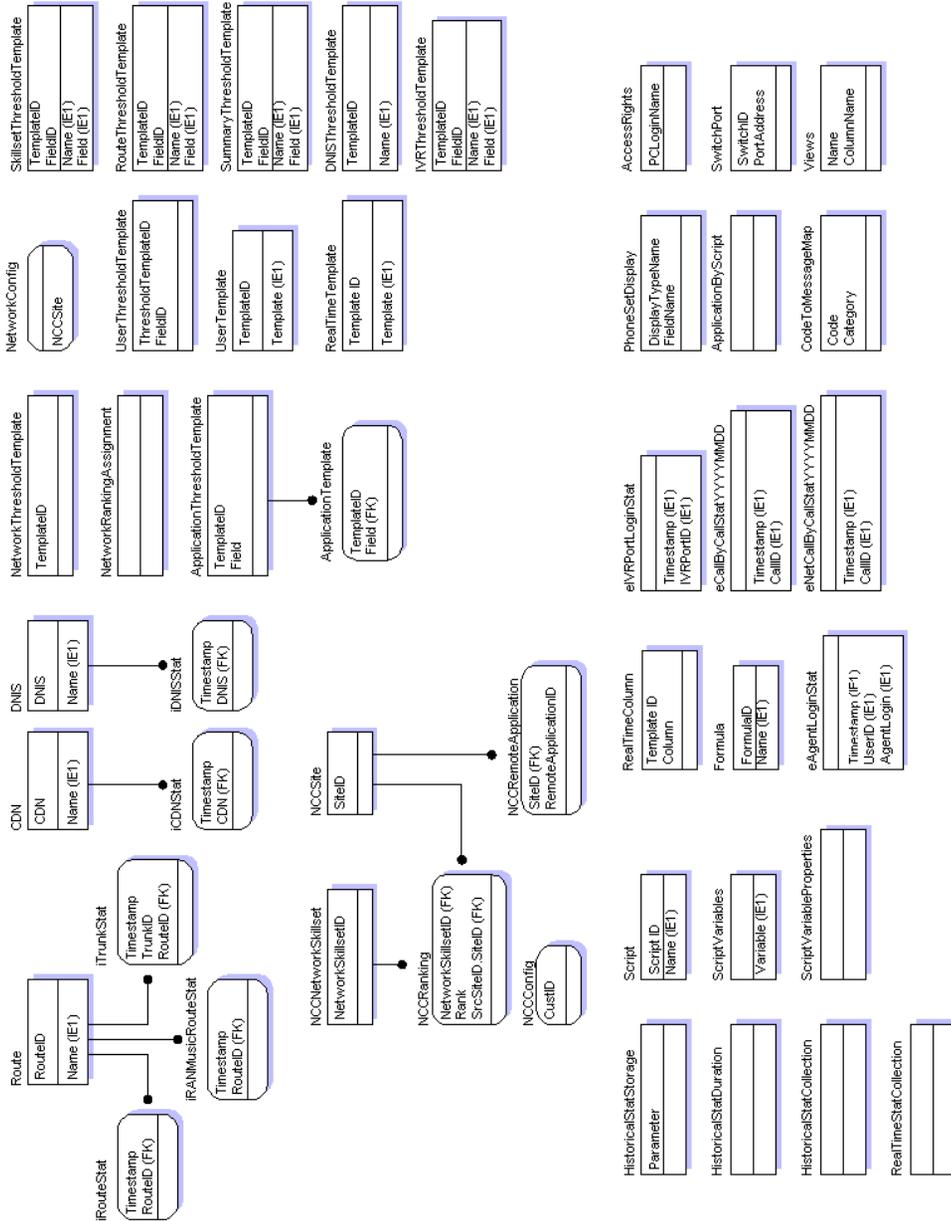
## Trunk statistics



# Symposium database entity relationships

The following pages show all the relationships within the database.





# Appendix A

---

## Standard reports

### In this appendix

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Section A: Activity code reports	411
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Section H: Network reports	683
Section I: Resource reports	713
Section J: Skillset reports	745

# Overview

## Introduction

Symposium Call Center Server provides two types of standard reports: historical reports and configuration reports.

### Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. Two types of historical reports are available:

- summarized historical reports—These reports contain totals accumulated over a period of time (usually, 15-minute interval, daily, weekly, or monthly).
- event (detail) historical reports—These reports contain detailed information about each event that occurred.

### Configuration reports

Configuration reports contain information about how your system is configured. You can use these reports as a reference when you are planning or making changes to your system.

## Database views

The descriptions of the reports indicate the database view that provides the data for the report. You can use this information to help you create your own reports.

In many cases, the database view is available in a number of collection frequencies. For example, there are daily, weekly, monthly, and interval versions of the ActivityCodeStat view. Each view name has a prefix that identifies its frequency:

- dActivityCodeStat is the daily view.
- wActivityCodeStat is the weekly view.
- mActivityCodeStat is the monthly view.
- iActivityCodeStat is the interval view.

In the following section, if data is available in multiple versions of a view, the source is given as the name of the view without the prefix (for example, the ActivityCodeStat view).

## Report templates

For each standard report, the report description identifies the Crystal Reports template file for the report. (Template files are stored in C:\Program Files\Nortel Networks\Symposium Call Center Server\client\en\RPT.)

**Note:** For Symposium Call Center Web Client, the report templates are stored in a different location. For more information, refer to the Symposium Web Client documentation.

You can use these template files as the basis for customized reports. To create a customized report based on a standard report template, follow these steps:

1. Copy the standard report template and give it a meaningful name.
2. Modify the new template using Crystal Reports version 9.
3. Import the new template into the server (see “Importing a report created in Crystal Reports” on page 58).

**Caution:** Do not modify the standard templates.

**Note:** For reports available in a number of collection frequencies, there is a template for each frequency. The template names have the same prefix as the corresponding view.

## Raw and calculated data

Some fields contain raw data, which is data that is taken directly from the view. Others (such as average and percentage fields) contain data that is calculated using one or more view fields.

### Descriptions of raw fields

For raw data, this manual provides the view field from which the data is taken. For a detailed description of the data in the field, refer to the description of the view field in the data dictionary.

**Descriptions of calculated fields**

For calculated fields, this manual provides the formula used to calculate the field value. You can use this information to create your own reports.

## Section A: Activity code reports

### In this section

Activity Code By Agent	412
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# Activity Code By Agent

## Description

The Activity Code By Agent report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

### Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- agent name

## Rights required

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

## Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

## Summaries

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

### Activity Code By Agent

BestAir Airlines

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

Site Name: TORONTO

Table Names: iActivityCodeStat

Activity Code Name	Application Name	Activity Time	Average Activity Time	Activity Occurrences
<b>GRAND TOTAL</b>				
		<b>01:19:46</b>	<b>00:02:34</b>	<b>145</b>

**Agent Name & ID: Rose Stefanopolis - 6602**

Summary: 00:13:59 00:01:24 10

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:01:50	00:01:50	1
	Schedule_Inquiry	Booking_Script	00:01:48	00:01:48	1
	Schedule_Inquiry	Master_Script	00:02:00	00:02:00	1
	System_Default_Activity_Code	Booking_Script	00:07:12	00:01:26	5
	Booking	Booking_Script	00:01:09	00:00:35	2
		Daily 4/9/99	00:13:59	00:01:24	10
		Agent:	00:13:59	00:01:24	10

**Agent Name & ID: James Jones - 6708**

Summary: 00:13:31 00:00:37 22

4/9/99

15:15	Vacation_Sales	Vacations_Script	00:02:29	00:00:50	3
	Booking	Booking_Script	00:01:02	00:00:31	2
	System_Default_Activity_Code	Master_Script	00:00:15	00:00:15	1
	Schedule_Inquiry	Booking_Script	00:00:41	00:00:41	1
	Vacation_Inquiry	Vacations_Script	00:02:09	00:01:05	2
	System_Default_Activity_Code	Booking_Script	00:00:45	00:00:23	2
	Vacation_Inquiry	Master_Script	00:03:37	00:00:36	6
	Schedule_Inquiry	Master_Script	00:02:33	00:00:31	5
		Daily 4/9/99	00:13:31	00:00:37	22
		Agent:	00:13:31	00:00:37	22

**Agent Name & ID: Tom Wilson - 6761**

Summary: 00:02:55 00:00:35 5

4/9/99

15:15	System_Default_Activity_Code	Master_Script	00:00:10	00:00:10	1
	System_Default_Activity_Code	Booking_Script	00:02:45	00:00:41	4
		Daily 4/9/99	00:02:55	00:00:35	5
		Agent:	00:02:55	00:00:35	5

**Agent Name & ID: Lori Vandenberg - 6763**

Summary: 00:05:47 00:00:50 7

4/9/99

15:15	System_Default_Activity_Code	Booking_Script	00:05:17	00:00:53	6
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lm-act13.rpt

# Activity Code By Application

## Description

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

### Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- application name

## Rights required

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

## Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

## Summaries

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

### Activity Code By Application

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: iActivityCodeStat

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

<u>Agent Login</u>	<u>Agent Name</u>	<u>ActivityTime</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>
<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	Time	Agent	Agent Name	ActivityTime	Average Activity Time	Activity Occurrences
15:15	6708	James Jones		00:00:45	00:00:23	2
	6761	Tom Wilson		00:02:45	00:00:41	4
	6763	Lori Vandenberg		00:05:17	00:00:53	6
	6912	Ronnie Heintz		00:02:32	00:00:38	4
	6840	Donna Royce		00:08:01	00:01:00	6
	6913	Tajinder Singh		00:09:15	00:00:23	24
	6841	Brandon Wwoo		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 - 430</b>	Summary:	00:10:45	00:00:46	14
---	----------	----------	----------	----

4/9/99	Time	Agent	Agent Name	ActivityTime	Average Activity Time	Activity Occurrences
15:15	6840	Donna Royce		00:00:14	00:00:14	1
	6841	Brandon Wwoo		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	Time	Agent	Agent Name	ActivityTime	Average Activity Time	Activity Occurrences
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 Wwoo		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

im-a008.rpt

# Not Ready Reason Codes By Agent

## Description

Meridian 1/Succession 1000 switch only. The Not Ready Reason Codes By Agent report allows you to monitor why agents went in to Not Ready state. In the Activity Codes window on the client, you can define Not Ready reason codes. When an agent goes into Not Ready state and enters one of these codes, the incident is pegged in the ActivityCodeStat view.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt20.rpt
- dm-agt20.rpt
- wm-agt20.rpt
- mm-agt20.rpt

## Filter

- agent name

## Rights required

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

## Statistics

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

## Summaries

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

## Not Ready Reason Codes By Agent

BestAir Airlines

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

Site Name: TORONTO

Table Names: iActivityCodeStat

<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>

**Agent Name & ID: Rose Stefanopolis - 6602**

		Summary:	00:00:52	00:00:26	2
4/9/99					
15:15	Sick		00:00:52	00:00:26	2
		Daily 4/9/99	00:00:52	00:00:26	2
		Agent:	00:00:52	00:00:26	2

**Agent Name & ID: Donna Royce - 6840**

		Summary:	00:02:55	00:01:28	2
4/9/99					
15:15	Sick		00:02:14	00:02:14	1
	Rest		00:00:41	00:00:41	1
		Daily 4/9/99	00:02:55	00:01:28	2
		Agent:	00:02:55	00:01:28	2

**Agent Name & ID: Brandon Woo - 6841**

		Summary:	00:00:59	00:00:59	1
4/9/99					
15:15	Admin		00:00:59	00:00:59	1
		Daily 4/9/99	00:00:59	00:00:59	1
		Agent:	00:00:59	00:00:59	1

**Agent Name & ID: Tajinder Singh - 6913**

		Summary:	00:01:05	00:01:05	1
4/9/99					
15:15	Rest		00:01:05	00:01:05	1
		Daily 4/9/99	00:01:05	00:01:05	1
		Agent:	00:01:05	00:01:05	1

<b>GRAND TOTAL</b>			
	<b>00:05:51</b>	<b>00:00:59</b>	<b>6</b>

C:\REPORTS\mim-agt20.rpt

Printed By: sysadmin 4/11/99 1:03:17 PM

Page 1 of 1

## Section B: Agent reports

### In this section

Agent Average Calls per Hour	422
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Agent Network/NACD Activity	451
Agent Performance	454
Agent Performance By Supervisor	461
Agent Performance Calls Answered, Bottom 5	468
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# Agent Average Calls per Hour

## Description

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

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

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

Report field	View field/Formula
Average Answered per Hour	<p><b>Meridian 1/Succession 1000 switch:</b>  <math>(\text{CallsAnswered} + \text{ACDCallsAnswered} + \text{NACDCallsAnswered}) / (\text{LoggedInTime} / 3600)</math></p> <p><b>DMS/MSL-100 switch:</b> <math>(\text{CallsAnswered} + \text{ACDCallsAnswered}) / (\text{LoggedInTime} / 3600)</math></p>
Average Talk Time	<p><b>Meridian 1/Succession 1000 switch:</b> <math>(\text{TalkTime} + \text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) / (\text{LoggedInTime} / 3600)</math></p> <p><b>DMS/MSL-100 switch:</b> <math>(\text{TalkTime} + \text{ACDCallsTalkTime}) / (\text{LoggedInTime} / 3600)</math></p>
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 per Hour	Average Talk Time	Average Not Ready Time
<b>GRAND TOTAL</b>			
	<b>22.77</b>	<b>00:46:56</b>	<b>00:02:12</b>
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>			
Summary:	16.80	00:44:39	00:02:32
4/6/99	16.80	00:44:39	00:02:32
Agent	16.80	00:44:39	00:02:32
<b>Agent Name &amp; ID: Tom Wilson - 6761</b>			
Summary:	52.00	01:00:52	00:00:04
4/6/99	52.00	01:00:52	00:00:04
Agent	52.00	01:00:52	00:00:04
<b>Agent Name &amp; ID: Lori Vandenberg - 6763</b>			
Summary:	48.00	00:57:12	00:03:40
4/6/99	48.00	00:57:12	00:03:40
Agent	48.00	00:57:12	00:03:40
<b>Agent Name &amp; ID: Brandon Woo - 6841</b>			
Summary:	38.34	00:56:44	00:00:04
4/6/99	38.34	00:56:44	00:00:04
Agent	38.34	00:56:44	00:00:04
<b>Agent Name &amp; ID: Dylan Marcus - 6844</b>			
Summary:	32.00	00:46:32	00:00:04
4/6/99	32.00	00:46:32	00:00:04
Agent	32.00	00:46:32	00:00:04
<b>Agent Name &amp; ID: Ronnie Heintz - 6912</b>			
Summary:	68.00	01:01:28	00:00:04
4/6/99	68.00	01:01:28	00:00:04
Agent	68.00	01:01:28	00:00:04
<b>GRAND TOTAL</b>			
	<b>22.77</b>	<b>00:46:56</b>	<b>00:02:12</b>

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# Agent Average Calls per Hour, Bottom 5

## Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 422), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls.

# Agent Average Calls per Hour, Top 5

## Description

The Agent Average Calls per Hour, Top 5 report shows summarized performance information for the five agents who answered the most Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Field descriptions

The fields in this report are identical to those in the Agent Average Calls per Hour report (see page 422), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls.

# Agent by Activity Code

## Description

The Agent by Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

### Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- activity code

## Rights required

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

## Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

## Summaries

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

### Agent By Activity Code

BestAir Airlines

Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999

Site Name: TORONTO

Table Names: iActivityCodeStat

Agent Name and ID	Application	Activity Time	Average Activity Time	Occurrences
<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

lm-aq119.rpt

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# Agent By Application Performance

## Description

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

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

## Views

- AgentByApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- application name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

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

## Summaries

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

### Agent By Application Performance

BestAir Airlines  
 Site Name: TORONTO

Report Interval: 13:45:00 06 April, 1999 - 14:00:00 06 April, 1999

Table Names: IAgentByApplicationStat

	<u>Answered</u>	<u>Talk Time</u>	<u>Average Talk Time</u>	<u>Post Call Processing Time</u>
<b>GRAND TOTAL</b>				
	<b>24</b>	<b>00:24:29</b>	<b>00:01:01</b>	<b>00:01:22</b>

<b>Application: Vacations_Script</b>				
Summary:	24	00:24:29	00:01:01	00:01:22

<b>Agent Name &amp; ID: James Jones - 6708</b>				
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

<b>Agent Name &amp; ID: Jon Carlos - 6709</b>				
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

<b>Agent Name &amp; ID: Toni Morelli - 6710</b>				
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

<b>GRAND TOTAL</b>				
	<b>24</b>	<b>00:24:29</b>	<b>00:01:01</b>	<b>00:01:22</b>

lv-agent16.rpt

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# Agent By Skillset Performance

## Description

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

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

## Views

- AgentBySkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

Report field	View field/Formula
Answered	CallsAnswered
Short Calls Answered	ShortCallsAnswered
Post Call Processing Time	PostCallProcessingTime
Talk Time	TalkTime
Average Talk Time	TalkTime / CallsAnswered
Skillset Work Time (Meridian 1/ Succession 1000)	TalkTime + PostCallProcessingTime

## Summaries

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

# Meridian 1/Succession 1000 report

Agent By Skillset Performance							
BestAir Airlines		Report Interval: 14:15:00 08 April, 1999 - 14:30:00 08 April, 1999					
Site Name: TORONTO							
Table Name: iAgentBySkillsetStat							
Agent Name and ID	Answered	Short Calls Answered	Post Call Pieces Time	TalkTime	Average Talk Time	Skillet Work Time	
		<b>GRAND TOTAL</b>					
	<b>101</b>	<b>18</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>01:02:53</b>
4/6/99							
14:30	Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43	00:04:28
	Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45	00:07:50
	Lori Vandenberg - 6763	15	2	00:00:49	00:11:01	00:00:44	00:11:50
	Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52	00:03:37
	Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10	00:08:25
	Danna Rayce - 6840	12	0	00:00:32	00:11:42	00:00:59	00:12:14
	Ronnie Heinz - 6912	14	1	00:00:19	00:13:17	00:00:57	00:13:36
	James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27	00:00:59
Daily 4/6/99		<b>70</b>	<b>11</b>	<b>00:02:41</b>	<b>01:00:18</b>	<b>00:00:52</b>	<b>01:02:53</b>
Skillset		<b>70</b>	<b>11</b>	<b>00:02:41</b>	<b>01:00:18</b>	<b>00:00:52</b>	<b>01:02:53</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>
4/6/99							
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 4/6/99		<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>00:29:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
4/6/99							
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 4/6/99		<b>23</b>	<b>3</b>	<b>00:01:54</b>	<b>00:29:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
Skillset		<b>23</b>	<b>3</b>	<b>00:01:54</b>	<b>00:29:57</b>	<b>00:01:18</b>	<b>00:31:51</b>
		<b>GRAND TOTAL</b>					
	<b>101</b>	<b>18</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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# DMS/MSL-100 report

<b>Agent By Skillset Performance</b>						
BestAir Airlines		Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999				
Site Name: TORONTO						
Table Name: iAgentBySkillsetStat						
Agent Name and ID	Answered	Short Calls Answered	Post Call Proces. Time	Talk Time	Average Talk Time	
			GRAND TOTAL			
			<b>101</b>	<b>18</b>	<b>00:05:16</b>	
				<b>01:36:55</b>	<b>00:00:58</b>	
<b>Skillset: Bookings</b>						
Summary:		70	11	00:02:41	01:00:18	00:00:52
4/6/99						
14:30	Brandon Woo - 6841	6	2	00:00:12	00:04:16	00:00:43
	Tom Wilson - 6761	10	4	00:00:22	00:07:28	00:00:45
	Lori Vandenberg - 6783	15	2	00:00:49	00:11:01	00:00:44
	Rose Stefanopolis - 6602	4	0	00:00:08	00:03:29	00:00:52
	Tajinder Singh - 6913	7	1	00:00:14	00:08:11	00:01:10
	Donna Royce - 6840	12	0	00:00:32	00:11:42	00:00:59
	Ronnie Heintz - 6912	14	1	00:00:19	00:13:17	00:00:57
	James Jones - 6708	2	1	00:00:05	00:00:54	00:00:27
Daily 4/6/99		70	11	00:02:41	01:00:18	00:00:52
Skillset		70	11	00:02:41	01:00:18	00:00:52
<b>Skillset: Vacations</b>						
Summary:		8	4	00:00:41	00:06:40	00:00:50
4/6/99						
14:30	Toni Morelli - 6710	1	1	00:00:05	00:00:34	00:00:34
	Jon Carlos - 6709	2	1	00:00:11	00:01:01	00:00:31
	James Jones - 6708	5	2	00:00:25	00:05:05	00:01:01
Daily 4/6/99		8	4	00:00:41	00:06:40	00:00:50
Skillset		8	4	00:00:41	00:06:40	00:00:50
<b>Skillset: European_Vacations</b>						
Summary:		23	3	00:01:54	00:29:57	00:01:18
4/6/99						
14:30	Jon Carlos - 6709	4	0	00:00:21	00:09:03	00:02:16
	Toni Morelli - 6710	11	2	00:00:45	00:12:33	00:01:08
	James Jones - 6708	8	1	00:00:48	00:08:21	00:01:03
Daily 4/6/99		23	3	00:01:54	00:29:57	00:01:18
Skillset		23	3	00:01:54	00:29:57	00:01:18
			GRAND TOTAL			
			<b>101</b>	<b>18</b>	<b>00:05:16</b>	
				<b>01:36:55</b>	<b>00:00:58</b>	

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# Agent DN Performance

## Description

The Agent DN Performance report shows the amount of time that agents spend on their personal or secondary directory numbers (DNs). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. On the Meridian 1/Succession 1000 switch, the report also compares internal and external DN call activity.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Transfer/conference statistics

Report field	View field/Formula
DN Calls Conferenced	$\text{DNCallsConfToCDN} + \text{DNCallsConfToDN} + \text{DNCallsConfToACDDN} + \text{DNCallsConfToOther}$
DN Calls Transferred	$\text{DNCallsTransferredToCDN} + \text{DNCallsTransferredToDN} + \text{DNCallsTransferredToACDDN} + \text{DNCallsTransferredToOther}$

## Incoming DN calls statistics

### Meridian 1/Succession 1000 switch

Report field	View field/Formula
Total	$\text{DNInIntCalls} + \text{DNInExtCalls}$
Internal	$\text{DNInIntCalls}$
Average Int Talk Time	$\text{DNInIntCallsTalkTime} / \text{DNInIntCalls}$
External	$\text{DNInExtCalls}$
Average Ext Talk Time	$\text{DNInExtCallsTalkTime} / \text{DNInExtCalls}$

**DMS/MSL-100 switch**

<b>Report field</b>	<b>View field/Formula</b>
DN In Calls	DNInCalls
Average DN In Calls Talk Time	DNInCallsTalkTime / DNInCalls

**Outgoing DN call statistics****Meridian 1/Succession 1000 switch**

<b>Report field</b>	<b>View field/Formula</b>
Total	DNOutIntCalls + DNOutExtCalls
Internal	DNOutIntCalls
Average Int Talk Time	DNOutIntCallsTalkTime / DNOutIntCalls
External	DNOutExtCalls
Average Ext Talk Time	DNOutExtCallsTalkTime / DNOutExtCalls

**DMS/MSL-100 switch**

<b>Report field</b>	<b>View field/Formula</b>
DN Out Calls	DNOutCalls
Average DN Out Calls Talk Time	DNOutCallsTalkTime / DNOutCalls

**Summaries**

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

# Meridian 1/Succession 1000 report

Agent DN Performance																
Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999																
BestAir Airlines Site Name: TORONTO Table Name: \AgentPerformanceStat	DN Calls			DN Calls			Incoming DN Calls			Outgoing DN Calls			Avg. Ext.			
	Conferenced	Transferred	Total	Internal	External	Total	Internal	External	Total	Internal	External	Total	Internal	External	Talk Time	Talk Time
<b>GRAND TOTAL</b>																
<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>4</b>	<b>00:00:18</b>	<b>8</b>	<b>00:01:17</b>	<b>3</b>	<b>00:00:29</b>	<b>7</b>	<b>3</b>	<b>00:00:29</b>	<b>4</b>	<b>00:00:50</b>		
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>																
Supervisor Name & ID: Chris Konings - 7870																
Summary:																
4/6/99	13:30	0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39			
Daily 4/6/99		0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39			
Agent		0	0	8	2	00:00:35	6	00:01:42	3	1	00:01:27	2	00:01:39			
<b>Agent Name &amp; ID: Tom Wilson - 6761</b>																
Supervisor Name & ID: Pat Wilson - 7871																
Summary:																
4/6/99	13:30	0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00			
Daily 4/6/99		0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00			
Agent		0	0	1	0	00:00:00	1	00:00:00	2	1	00:00:00	1	00:00:00			
<b>Agent Name &amp; ID: Lori Vandenberg - 6763</b>																
Supervisor Name & ID: Pat Wilson - 7871																
Summary:																
4/6/99	13:30	0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00			
Daily 4/6/99		0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00			
Agent		0	0	1	1	00:00:01	0	00:00:00	0	0	00:00:00	0	00:00:00			

# DMS/MSL-100 report

Agent DN Performance						
BestAir Airlines		Report Interval: 13:15:00 06 April, 1999 13:30:00 06 April, 1999				
Site Name: TORONTO						
Table Name: iAgentPerformanceStat						
DN Calls Conferenced	DN Calls Transferred	Incoming DN Calls DN In Calls	Avg. DN In Calls Talk Time	Outgoing DN Calls DN Out Calls	Avg. DN Out Calls Talk Time	
GRAND TOTAL						
0	0	4	00:00:18	3	00:00:29	
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>						
Supervisor Name & ID: Chris Korings - 7870						
Summary: 0 0 2 00:00:35 1 00:01:27						
4/6/99						
13:30	0	0	2	00:00:35	1	00:01:27
Daily 4/6/99	0	0	2	00:00:35	1	00:01:27
Agent	0	0	2	00:00:35	1	00:01:27
<b>Agent Name &amp; ID: Tom Wilson - 6761</b>						
Supervisor Name & ID: Pat Wilson - 7871						
Summary: 0 0 0 00:00:00 1 00:00:00						
4/6/99						
13:30	0	0	0	00:00:00	1	00:00:00
Daily 4/6/99	0	0	0	00:00:00	1	00:00:00
Agent	0	0	0	00:00:00	1	00:00:00
<b>Agent Name &amp; ID: Lori Vandenberg - 6763</b>						
Supervisor Name & ID: Pat Wilson - 7871						
Summary: 0 0 1 00:00:01 0 00:00:00						
4/6/99						
13:30	0	0	1	00:00:01	0	00:00:00
Daily 4/6/99	0	0	1	00:00:01	0	00:00:00
Agent	0	0	1	00:00:01	0	00:00:00
<b>Agent Name &amp; ID: Brandon Woo - 6844</b>						
Supervisor Name & ID: Pat Wilson - 7871						
Summary: 0 0 0 00:00:00 0 00:00:00						
4/6/99						
13:30	0	0	0	00:00:00	0	00:00:00
Daily 4/6/99	0	0	0	00:00:00	0	00:00:00
Agent	0	0	0	00:00:00	0	00:00:00
<b>Agent Name &amp; ID: Dylan Marcus - 6844</b>						
Supervisor Name & ID: Pat Wilson - 7871						
Summary: 0 0 1 00:00:01 1 00:00:01						
4/6/99						
13:30	0	0	1	00:00:01	1	00:00:01
Daily 4/6/99	0	0	1	00:00:01	1	00:00:01
Agent	0	0	1	00:00:01	1	00:00:01

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# Agent DN Performance Calls Answered, Bottom 5

## Description

Meridian 1/Succession 1000 switch only. The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 439), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

# Agent DN Performance Calls Answered, Top 5

## Description

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

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 439), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

# Agent Login/Logout

## Description

The Agent Login/Logout report shows logon, logoff, walkaway, return from walkaway, ready, and not ready occurrences for each agent. The report also shows the times at which these events occurred.

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

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

## View

- eAgentLoginStat

## Template

- em-agt12.rpt

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

<b>Report field</b>	<b>View field/Formula</b>
Date	Timestamp
Time	Time
Event Type	EventType
Position ID	PositionID
Walkaway Duration	Time at Walkaway – Time at End of Walkaway
Login Duration	Time at Logout – Time at Login
Shift Duration	Duration
Total (Walkaway Duration)	Sum of Walkaway Duration
% Walkaway	Total Walkaway Duration / Shift Duration
Total (Login Duration)	Sum of Logged In Duration
% Login	Total Login Duration / Shift Duration

### Agent Login / Logout

Site Name: M11EOPT11

Report Interval: 15:15:00 31 October, 2003 - 15:30:00 31 October, 2003

Table Name: eAgentLoginStat

Date	Time	Event Type	Position ID	Walkaway Duration	Login Duration
<b>Agent Login &amp; Name: 1234 - Evan Morgan</b>					
31/10/2003	15:15:16	Login	6852	00:00:00	00:00:00
	15:15:16	Not Ready		00:00:00	00:00:00
	15:15:18	Ready		00:00:00	00:00:00
	15:16:14	Walkaway		00:00:00	00:00:00
	15:18:40	Returned from Walkaway		00:02:26	00:00:00
	15:19:28	Logout		00:00:00	00:04:12
		Shift Duration:	00:04:12	Total:	00:02:26
				% Walkaway:	57.94
				Total:	00:04:12
				% Login:	100.00

# Agent Network/NACD Activity

## Description

Meridian 1/Succession 1000 switch only. The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

Report field	View field/Formula
Network Answered	NetworkCallsAnswered
Network Talk Time (NSBR option)	NetworkCallsTalkTime
Avg Network Talk Time (NSBR 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 Call Center Server, ACD, and (on the Meridian 1/Succession 1000 switch) NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed.

You can use this report to compare overall productivity, measured by the time agents spend at their positions and how often they are busy during a shift.

**Note:** Only compare agents who have similar skillset assignments, as different call types can offer different service levels.

Call lengths can also be an important indicator of an agent's rapport with customers.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Summary statistics

Report field	View field/Formula
Logged In Time	LoggedInTime
Skillset Talk Time	TalkTime
Avg Skillset Talk Time	TalkTime / CallsAnswered
Avg ACD/NACD Talk Time (Meridian 1/ Succession 1000)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Avg ACD Talk Time (DMS/MSL-100)	ACDCallsTalkTime / ACDCallsAnswered
DN Talk Time	<p><b>Meridian 1/Succession 1000 switch:</b>            DNInExtCallsTalkTime + DNInIntCallsTalkTime            + DNOutExtCallsTalkTime +            DNOutIntCallsTalkTime</p> <p><b>DMS/MSL-100 switch:</b> DNInCallsTalkTime +            DNOutCallsTalkTime</p>
Not Ready Time	NotReadyTime
Break Time (Meridian 1/ Succession 1000)	BreakTime

<b>Report field</b>	<b>View field/Formula</b>
Variable Wrap Time (DMS/MSL-100)	VariableWrapTime
Ring Time	RingTime
Waiting Time	WaitingTime
Walkaway Time	WalkawayTime
N/W Time (NSBR option)	NetworkCallsTalkTime
Resrv'd Time (NSBR/NACD options)	ReservedTime
Calls Present'd	CallsOffered
Skillset Ans'd	CallsAnswered
N/W Ans'd (NSBR option)	NetworkCallsAnswered
Resrv'd for Call (NSBR/NACD options)	ReservedForCall
ACD/NACD Ans'd (Meridian 1/Succession 1000)	ACDCallsAnswered + NACDCallsAnswered
ACDAns'd (DMS/MSL-100)	ACDCallsAnswered
Short Calls Ans'd	ShortCallsAnswered
DN Calls	<b>Meridian 1/Succession 1000 switch:</b> DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls <b>DMS/MSL-100 switch:</b> DNInCalls + DNOutCalls

Report field	View field/Formula
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Trans Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
% Work (DMS/MSL-100 switch)	$[(\text{TalkTime} + \text{NotReadyTime} + \text{ACDCallsTalkTime}) \times 100] / \text{LoggedInTime}$
Return Calls to Que	CallsReturnedtoQ
Return Calls Due to Timeout	CallsReturnedToQDueToTimeout

## Agent statistics

Report field	View field/Formula
% Work (Meridian 1/ Succession 1000)	$\frac{[(\text{TalkTime} + \text{NotReadyTime} + \text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) \times 100]}{\text{LoggedInTime}}$
Average Skillset Talk Time	$\text{TalkTime} / \text{CallsAnswered}$

## Summaries

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

# Meridian 1/Succession 1000 report

Agent Performance																								
Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999																								
BestAir Airlines																								
Site Name: TORONTO																								
Table Name: \AgentPerformanceStat																								
Logged In	Time	Skillset	ACD	NACD	DN	Ready	Not Ready	Break	Ring	Waiting	Walk away	Re- sv'd	Pre- snt'd	Re- ACD/ Short	Re- sv'd	NACD	Calls	DN	Conf	Temp	To Time	From	Return Calls	
Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time
01:29:05	01:16:01	00:00:30	00:03:49	00:01:41	00:42:10	00:00:18	00:03:26	00:00:00	00:04:38	00:00:46	65	60	6	7	12	9	19	3	4	4	4	4	4	4
<b>GRAND TOTAL</b>																								
															% Work: 94.01									
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>																								
00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1	1	1	1
															% Work: 78.78									
4/6/99	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1	1	1
Daily	00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1	1	1
															% Work: 78.78									
00:15:00	00:11:07	00:00:00	00:03:45	00:00:42	00:01:10	00:00:08	00:01:11	00:00:00	00:00:45	00:00:15	14	12	1	1	0	5	11	2	3	1	1	1	1	1
															% Work: 78.78									
Agent																								
															% Work: 78.78									

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# DMS/MSL-100 report

Agent Performance																		
Report Interval: 09:30:00 04 April, 1999 - 09:45:00 04 April, 1999																		
BestAir Airlines TORONTO																		
Site Name: jAgentPerformanceStat																		
Logged In Time	Skillet Talk Time	Average Skillet Talk Time	Average ACD Talk Time	DN Talk Time	Not Ready Time	Variable Wrap Time	Ring Time	Waiting Time	Walk away Time	Calls sent	Pre-ansd	Skillet Ansd	ACD Ansd	Short Calls Ansd	DN Calls	Conf Trans Out	'Return Calls' From % To Time	
In Time	Time	Time	Time	Time	Time	Time	Time	Time	Time									
01:29:05	01:15:49	00:01:21	00:00:36	00:02:39	00:01:21	00:41:54	00:00:24	00:02:33	00:00:12	60	56	5	9	3	7	3	89.95%	4 4
<b>GRAND TOTAL</b>																		
Agent Name & ID: Jay Cards - 6709																		
00:13:00	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:30:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00%	1 1
4/6/99 13:30	00:10:55	00:01:22	00:00:25	00:02:36	00:00:22	00:00:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00%	1 1
Daily	00:15:00	00:10:55	00:01:22	00:00:25	00:00:22	00:30:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00%	1 1
Agent	00:15:00	00:10:55	00:01:22	00:00:25	00:00:22	00:30:54	00:00:14	00:00:18	00:00:12	9	8	1	5	3	2	2	78.00%	1 1

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# Agent Performance By Supervisor

## Description

The Agent Performance By Supervisor report shows summarized agent performance information grouped by assigned supervisor. The report shows call totals, the amount of time agents spent in different states, and time averages.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- supervisor logon ID
- supervisor name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Call total statistics

Report field	View field/Formula
Answered	CallsAnswered
ACD/NACD Answd (Meridian 1/Succession 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Answd (DMS/ MSL-100)	ACDCallsAnswered
N/W Answd (Networking option)	NetworkCallsAnswered
Skillset Confd	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther
Short Calls Answered	ShortCallsAnswered

<b>Report field</b>	<b>View field/Formula</b>
Skillset Transfd	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Transfd Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Resv'd For Call (NSBR/ NACD options)	ReservedForCall
Retnd to Que	CallsReturnedToQ
Retnd to Que Due Timeout	CallsReturnedToQDueToTimeout

## Time summary statistics

<b>Report field</b>	<b>View field/Formula</b>
Logged In Time	LoggedInTime
Not Ready Time	NotReadyTime
Break Time (Meridian 1/ Succession 1000)	BreakTime
Resvd Time (NSBR/ NACD options)	ReservedTime

---

<b>Report field</b>	<b>View field/Formula</b>
Ring Time	RingTime
Walkaway Time	WalkawayTime
ACD/NACD Talk Time (Meridian 1/Succession 1000)	ACDCallsTalkTime + NACDCallsTalkTime
ACD Talk Time (DMS/ MSL-100)	ACDCallsTalkTime
Skillset Talk Time	TalkTime
Variable Wrap Time (DMS/ MSL-100)	VariableWrapTime
N/W Time (NSBR option)	
Waiting Time	WaitingTime

---

## Time averages

Report field	View field/Formula
Average Not Ready Time	Total NotReadyTime / Agents Logged In
Average ACD/NACD Talk Time (Meridian 1/ Succession 1000)	ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered
Average ACD Talk Time (DMS/MSL-100)	ACDCallsTalkTime / ACDCallsAnswered
Average Skillset Talk Time	Total TalkTime / Agents Logged In

## Summaries

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

# Meridian 1/Succession 1000 report

## Agent Performance By Supervisor

BestAir Airlines TORONTO  
 Site Name: TORONTO  
 Table Name: AgentPerformanceStat  
 Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

ACD/Answered	MACD/Answered	NW/Answered	Shl/Call/Answered	Card/Out	Shl/Call/Answered	Shl/Call/Answered	Rev/Call/Out	Rn/Out	Rv/Out	Logged In/Time	Is/Ready/Time	Book/Time	Rev/Time	Ring/Time	Walkway/Time	MACD/Talk/Time	ACD/Talk/Time	Shl/Call/Talk/Time	NW/Talk/Time	Waiting/Time
60	12	0	6	2	3	9	3	4	7	4	01:23:05	00:01:41	00:42:10	00:00:46	00:00:18	00:00:00	00:06:03	01:16:01	00:04:39	00:03:26
GRAND TOTAL																				

Supervisor Name & ID: Chris Konings - 7870

12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
----	---	---	---	---	---	---	---	---	---	---	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

Agent Name & ID: Jon Carlos - 6709

12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Not Ready Time: 00:00:04																				
ACD/MACD Talk Time: 00:00:00																				
Time Averages																				
Shl/Call Talk Time: 00:00:36																				

4/6/99

1030	12	0	1	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Daily 4/6/99																				
12	0	1	2	2	5	3	3	1	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Not Ready Time: 00:00:04																				
ACD/MACD Talk Time: 00:00:00																				
Time Averages																				
Shl/Call Talk Time: 00:00:36																				

Agent	12	0	1	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
Super	12	0	1	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11
visor	12	0	1	2	2	5	3	3	1	1	00:15:00	00:00:42	00:01:10	00:00:15	00:00:08	00:00:00	00:00:00	00:11:07	00:00:45	00:01:11

# DMS/MSL-100 report

## Agent Performance By Supervisor

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: AgentPerformanceStat  
 Report interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

Answered	ACD Answered	Skilset Confid	Short Calls	Skilset Answered	Transfd Out	Rtn To Queue	Rtn To-Queue	Transfd In	Logged In	Not Ready	Ring Times	Walkaway Times	ACD Talk Times	Skilset Talk Times	Variable Wrap Times	Waiting Times
56	5	1	3	9	2	3	4	GRAND TOTAL	01:23:05	00:01:21	00:00:24	00:00:12	00:00:38	01:15:49	00:41:54	00:02:33

Supervisor Name & ID: Chris Konings - 7870

Answered	ACD Answered	Skilset Confid	Short Calls	Skilset Answered	Transfd Out	Rtn To Queue	Rtn To-Queue	Transfd In	Logged In	Not Ready	Ring Times	Walkaway Times	ACD Talk Times	Skilset Talk Times	Variable Wrap Times	Waiting Times
8	1	1	2	5	2	2	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18	00:00:18

Agent Name & ID: Jon Carlos - 6709

Answered	ACD Answered	Skilset Confid	Short Calls	Skilset Answered	Transfd Out	Rtn To Queue	Rtn To-Queue	Transfd In	Logged In	Not Ready	Ring Times	Walkaway Times	ACD Talk Times	Skilset Talk Times	Variable Wrap Times	Waiting Times
8	1	1	2	5	2	2	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18	00:00:18
Met Ready Time: 00:00:02																
ACD Talk Time: 00:00:25																
Skilset Talk Time: 00:01:22																
4/6/99																
13:30																
Daily 4/6/99																
8	1	1	2	5	2	2	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18	00:00:18
Met Ready Time: 00:00:02																
ACD Talk Time: 00:00:25																
Skilset Talk Time: 00:01:22																

Agent	Skilset	Confid	Short Calls	Skilset Answered	Transfd Out	Rtn To Queue	Rtn To-Queue	Transfd In	Logged In	Not Ready	Ring Times	Walkaway Times	ACD Talk Times	Skilset Talk Times	Variable Wrap Times	Waiting Times
6	1	1	2	5	2	2	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18	00:00:18
6	1	1	2	5	2	2	1	00:15:00	00:00:22	00:00:14	00:00:12	00:00:25	00:10:55	00:00:54	00:00:18	00:00:18

# Agent Performance Calls Answered, Bottom 5

## Description

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who answered the lowest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged 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

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Call total statistics

Report field	View field/Formula
Skillset Ansd	CallsAnswered
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Resv For Call (NSBR/ NACD options)	ReservedForCall
Short Calls Ansd	ShortCallsAnswered
ACD/NACD Ansd (Meridian 1/Succession 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Ansd (DMS/ MSL-100)	ACDCallsAnswered
Retn to Q	CallsReturnedToQ
Retn to Q Timeout	CallsReturnedToQDueToTimeout
Total Ansd	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther

<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 (Meridian 1/ Succession 1000)	BreakTime
Reserved (NSBR/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
Not Ready	$\text{NotReadyTime} / (\text{CallsAnswered} + \text{ACDCallsAnswered} + \text{NACDCallsAnswered})$
ACD/NACD Talk (Meridian 1/Succession 1000)	$(\text{ACDCallsTalkTime} + \text{NACDCallsTalkTime}) / (\text{ACDCallsAnswered} + \text{NACDCallsAnswered})$
Skillset Talk	$\text{TalkTime} / \text{CallsAnswered}$

## 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.



# DMS/MSL-100 report

## Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: dAgentPerformanceStat  
 Report Interval: 00:00:00 07 May, 1999 - 00:00:00 08 May, 1999

Call Totals										Time Summaries										
Short					Rtn					to Q					Variable					
Skilset	Skilset	Skilset	ACD	Rtn	Time	Total	Total	Total	ACD	Skilset	Variable	Waiting	Waiting	Waiting	Waiting	Waiting	Waiting	Waiting	Waiting	
Ans'd	Conf	Transf	Ans'd	To Q	Out	Ans'd	Conf	Transf	Leased In	Not Ready	Ring	Walkaway	Talk	Talk	Talk	Talk	Talk	Talk	Talk	
1,329	11	3	3	16	5	5	1,345		55:31:51	00:03:54	02:54:25	00:00:00	00:17:30	46:15:00	00:00:00	02:15:38				
Averages :										00:12:26	00:00:26	00:13:23	00:00:00	00:01:37	05:06:20	00:00:00	00:15:04			
<b>GRAND TOTAL</b>																				

**Agent Name & ID: Tom Wilson - 6761**  
 Supervisor Name & ID: Chris Konings - 7870

7	1	0	0	1	0	0	0	0	00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:12:23	00:00:00	00:00:32				
Averages :										00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:12:23	00:00:00	00:00:32			
7	1	0	0	1	0	0	0	0	00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32				
Averages :										00:15:00	00:00:01	00:00:01	00:00:00	00:00:31	00:13:23	00:00:00	00:00:32			

**Agent Name & ID: Bill Macintosh - 6520**  
 Supervisor Name & ID: Chris Konings - 7870

109	0	0	0	0	0	0	109	0	06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:38			
Averages :										06:43:21	00:00:00	00:20:01	00:00:00	04:26:20	00:00:00	00:19:38			
109	0	0	0	0	0	0	109	0	06:43:21	00:00:00	00:20:01	00:00:00	00:00:00	04:26:20	00:00:00	00:19:38			
Averages :										06:43:21	00:00:00	00:20:01	00:00:00	04:26:20	00:00:00	00:19:38			

**Agent Name & ID: Brandon Woo - 6841**  
 Supervisor Name & ID: Pat Wilson - 7871

151	2	0	0	0	4	4	151	0	07:00:00	00:03:07	00:25:21	00:00:00	00:00:00	06:35:09	00:00:00	00:18:25			
Averages :										07:00:00	00:03:07	00:25:21	00:00:00	06:35:09	00:00:00	00:18:25			
151	2	0	0	0	4	4	151	0	07:00:00	00:03:07	00:25:21	00:00:00	00:00:00	06:35:09	00:00:00	00:18:29			
Averages :										07:00:00	00:03:07	00:25:21	00:00:00	06:35:09	00:00:00	00:18:29			

# Agent Performance Calls Answered, Top 5

## Description

The Agent Performance Calls Answered, Top 5 report is a daily report that shows call center managers summarized performance information for the five agents who answered the highest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged 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

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 468), except that they are for the five agents who answered the *highest* number of calls. The statistics are summarized in the same way as in the Agent Performance Calls Answered, Bottom 5 report.

# Agent Short Calls

## Description

The Agent Short Calls report shows summarized information on short call performance, grouping the data into supervisor and agent summaries.

## Definition: Short call

A short call is an incoming Symposium Call Center Server or ACD call that lasts less than a predetermined amount of time, as defined for the threshold class to which the skillset belongs. For example, a short call can occur if a caller hangs up due to dialing the wrong number.

Short calls can also occur if an agent inadvertently presses the wrong button on the phoneset. Symposium Call Center Server and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls may suggest a need for further training.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Statistics

Report field	View field/Formula
Short Calls Answered	ShortCallsAnswered
Skillset Answered	CallsAnswered
Skillset Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
Skillset Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
Returned to Queue	CallsReturnedToQ
Reserved For Call (NSBR/ NACD options)	ReservedForCall
ACD/NACD Answered (Meridian 1/Succession 1000)	ACDCallsAnswered + NACDCallsAnswered
ACD Answered (DMS/ MSL-100)	ACDCallsAnswered

<b>Report field</b>	<b>View field/Formula</b>
Returned to Q Due to Timeout	CallsReturnedToQDueToTimeout
Total Answered	CallsAnswered + ACDCallsAnswered + NACDCallsAnswered
Total Conferenced	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther
Total Transferred	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther

## Summaries

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

# Meridian 1/Succession 1000 report

Agent Short Calls										
Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999										
BestAIR Airlines TORONTO										
Site Name: TORONTO										
Table Name: IAgentPerformanceStat										
Short Calls Answered	Skillset Answered	Skillset Confereced	Skillset Transferred	Returned To Queue	Reserved For Call	ACD/NACD Answered	Returned to Q Due to Timeout	Total Answered	Total Confereced	Total Transferred
9	60	2	3	4	7	12	4	72	3	4
<b>GRAND TOTAL</b>										
Supervisor Name & ID: Chris Konings - 7870										
Summary: 5 12 2 3 1 1 0 1 12 2 3										
Agent Name & ID: Jon Carlos - 6709										
Summary: 5 12 2 3 1 1 0 1 12 2 3										
4/6/99										
13:30										
Daily 4/6/99: 5 12 2 3 1 1 0 1 12 2 3										
Agent: 5 12 2 3 1 1 0 1 12 2 3										
Supervisor: 5 12 2 3 1 1 0 1 12 2 3										

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# DMS/MSL-100 report

<b>Agent Short Calls</b>										
BestAir Airlines		TORONTO		Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999						
Site Name:		TORONTO								
Table Name: AgentPerformanceStat										
Short Calls Answered	Skillset Answered	Skillset Transferred	Returned To Queue	ACD Answered	Returned to Q Due to Timeout	Total Answered	Total Conferenced	Total Transferred		
9	56	1	2	4	5	4	61	3	3	3
<b>GRAND TOTAL</b>										
<b>Supervisor Name &amp; ID: Chris Konings - 7870</b>										
Summary:										
5	8	1	2	1	1	1	9	2	2	2
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>										
Summary:										
5	8	1	2	1	1	1	9	2	2	2
4/6/99										
13:30										
Daily 4/6/99:										
5	8	1	2	1	1	1	9	2	2	2
Agent										
5	8	1	2	1	1	1	9	2	2	2
Supervisor										
5	8	1	2	1	1	1	9	2	2	2

# Agent Transferred/Conferenced Activity

## Description

The Agent Transferred/Conferenced Activity report shows detailed statistics about calls conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report helps managers identify agents who may have difficulty with a specific skill. It can also highlight agents who need additional training or reassignment to a different skillset.

## Views

- AgentPerformanceStat

## Templates

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

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Calls transferred/conferenced by statistics

Report field	View field/Formula
Skillset Transf	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther
ACD Transf	ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther
DN Transf	DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Skillset Conf	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther
ACD Conf	ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther
DN Conf	DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

## Calls transferred/conferenced to statistics

Report field	View field/Formula
Transf ACD	CDNCallsTransferredToIncalls + ACDCallsTransferredToIncalls + DNCallsTransferredToACDDN
Transf DN	CDNCallsTransferredToDN + ACDCallsTransferredToDN + DNCallsTransferredToDN
Transf CDN	CDNCallsTransferredToCDN + ACDCallsTransferredToCDN + DNCallsTransferredToCDN
Transf Other	CDNCallsTransferredToOther + ACDCallsTransferredToOther + DNCallsTransferredToOther
Conf ACD	CDNCallsConferencedToIncalls + ACDCallsConferencedToIncalls + DNCallsConferencedToIncalls
Conf DN	CDNCallsConferencedToDN + ACDCallsConferencedToDN + DNCallsConferencedToDN
Conf CDN	CDNCallsConferencedToCDN + ACDCallsConferencedToCDN + DNCallsConferencedToCDN
Conf Other	CDNCallsConferencedToOther + ACDCallsConferencedToOther + DNCallsConferencedToOther

## Consultation statistics (Meridian 1/Succession 1000)

Report field	View field/Formula
Consultation Time	ConsultationTime
Transf Out	CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther
Conf Out	CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther

## Totals statistics (DMS/MSL-100)

Report field	View field/Formula
Total Transferred Out	$\begin{aligned} & \text{CDNCallsTransferredToCDN} + \\ & \text{CDNCallsTransferredToDN} + \\ & \text{CDNCallsTransferredToIncalls} + \\ & \text{CDNCallsTransferredToOther} + \\ & \text{ACDCallsTransferredToCDN} + \\ & \text{ACDCallsTransferredToDN} + \\ & \text{ACDCallsTransferredToIncalls} + \\ & \text{ACDCallsTransferredToOther} + \\ & \text{DNCallsTransferredToCDN} + \\ & \text{DNCallsTransferredToDN} + \\ & \text{DNCallsTransferredToACDDN} + \\ & \text{DNCallsTransferredToOther} \end{aligned}$
Total Conferenced Out	$\begin{aligned} & \text{CDNCallsConfToCDN} + \text{CDNCallsConfToDN} + \\ & \text{CDNCallsConfToIncalls} + \\ & \text{CDNCallsConfToOther} + \text{ACDCallsConfToCDN} \\ & + \text{ACDCallsConfToDN} + \\ & \text{ACDCallsConfToIncalls} + \\ & \text{ACDCallsConfToOther} + \text{DNCallsConfToCDN} + \\ & \text{DNCallsConfToDN} + \text{DNCallsConfToACDDN} + \\ & \text{DNCallsConfToOther} \end{aligned}$

## Summaries

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

# Meridian 1/Succession 1000 report

<b>Agent Transferred/Conferenced Activity</b>																				
BestAir Airlines Site Name: TORONTO Table Name: iAgentPerformanceStat Report Interval: 13:15:00.06 April, 1999 - 13:29:59.06 April, 1999																				
Calls Transferred / Conferenced by Agent						Calls Transferred / Conferenced To						Consultation								
Skillet	ACD	DN	Transf	Transf	Transf	Conf	ACD	DN	Transf	Transf	Conf	Conf	Conf	Transf	Conf					
Transf	Transf	Transf	ACD	DN	ACD	DN	ACD	DN	ACD	DN	Other	CDN	Other	Time	Out					
3	1	0	2	1	0	0	1	0	0	1	3	0	0	1	2	0	0	00:03:24	4	3
<b>GRAND TOTAL</b>																				
<b>Agent Name &amp; ID: Jon Carlos - 6709</b>																				
Summary: 3 0 0 2 0 0 0 1 2 0 0 1 1 0 0 0:00:42 3 2																				
4/6/99																				
13:30 3 0 0 2 0 0 1 2 0 0 1 1 0 0 0:00:42 3 2																				
Daily 4/6/99 3 0 0 2 0 0 1 2 0 0 1 1 0 0 0:00:42 3 2																				
Agent 3 0 0 2 0 0 1 2 0 0 1 1 0 0 0:00:42 3 2																				
<b>Agent Name &amp; ID: Tom Wilson - 6761</b>																				
Summary: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:32 0 0																				
4/6/99																				
13:30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:32 0 0																				
Daily 4/6/99 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:32 0 0																				
Agent 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:32 0 0																				
<b>Agent Name &amp; ID: Lori Vandenberg - 6763</b>																				
Summary: 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0:00:10 1 0																				
4/6/99																				
13:30 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0:00:10 1 0																				
Daily 4/6/99 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0:00:10 1 0																				
Agent 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0:00:10 1 0																				
<b>Agent Name &amp; ID: Brandon Woo - 6841</b>																				
Summary: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:00 0 0																				
4/6/99																				
13:30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:00 0 0																				
Daily 4/6/99 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:00 0 0																				
Agent 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0:00:00 0 0																				

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# DMS/MSL-100 report

## Agent Transferred/Conferenced Activity

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: AgentPerformanceStat  
 Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

										Calls Transferred / Conferenced To											
Calls Transferred / Conferenced by Agent																					
Skilset	ACD	DN	Skilset	ACD	DN	Transf	Transf	Transf	Transf	Conf	Conf	Conf	Conf	Conf	Conf	Other	Other	Other	Other	Total	
Transf	Transf	Transf	Transf	Transf	Transf	ACD	ACD	DN	DN	ACD	ACD	DN	DN	ACD	ACD	DN	DN	ACD	ACD	Out	
2	1	0	1	2	0	0	0	0	3	0	0	1	2	0	0	3	0	0	0	3	
<b>GRAND TOTAL</b>																					

**Agent Name & ID: Jon Carlos - 6709**

Summary:	2	0	0	1	1	0	0	0	2	0	0	1	1	0	0	2	0	0	0	2
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

4/6/99

13:30	2	0	0	1	1	0	0	0	2	0	0	1	1	0	0	2	0	0	0	2
Daily 4/6/99	2	0	0	1	1	0	0	0	2	0	0	1	1	0	0	2	0	0	0	2
Agent	2	0	0	1	1	0	0	0	2	0	0	1	1	0	0	2	0	0	0	2

**Agent Name & ID: Tom Wilson - 6761**

Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

4/6/99

13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Agent Name & ID: Lori Vandenberg - 6763**

Summary:	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

4/6/99

13:30	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1
Daily 4/6/99	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1
Agent	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1

**Agent Name & ID: Brandon Woo - 6841**

Summary:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
----------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

4/6/99

13:30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Daily 4/6/99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

# Estimated Revenue Per Agent

## Description

The Estimated Revenue Per Agent report shows the amount of revenue each agent generates based on the total number of calls taken and the number of times a specified activity code is recorded.

For user-defined reports that use this report as a template, you can set a dollar value to be multiplied against activity code occurrences. This is a useful feature for call centers that offer revenue-based incentives.

### Notes:

- This report does not include Not Ready activity codes.
- For standard reports, the default dollar value (\$1.00) is used.

## Views

- ActivityCodeStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

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

## Filters

- activity code
- activity name
- agent logon ID
- agent name

## Rights required

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

## Statistics

Report field	View field/Formula
Total Activity Time	ActivityTime
Total Occurrences	Occurrences
Total Estimated Revenue Generated	Occurrences * Per Unit \$ (specified at run-time)

## Summaries

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

### Estimated Revenue Per Agent - Daily

BestAir Airlines

Site Name: TORONTO

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

Table Name: dActivityCodeStat

<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>

**Agent Name & ID: Rose Stefanopolis - 6602**

Summary:	00:13:59	10	\$10.00
----------	----------	----	---------

**Activity Name & ID: System\_Default\_Activity\_Code - 0**

Summary:	00:09:02	6	\$6.00
----------	----------	---	--------

4/9/99	00:09:02	6	\$6.00
Activity:	00:09:02	6	\$6.00

**Activity Name & ID: Schedule\_Inquiry - 430**

Summary:	00:03:48	2	\$2.00
----------	----------	---	--------

4/9/99	00:03:48	2	\$2.00
Activity:	00:03:48	2	\$2.00

**Activity Name & ID: Booking - 431**

Summary:	00:01:09	2	\$2.00
----------	----------	---	--------

4/9/99	00:01:09	2	\$2.00
Activity:	00:01:09	2	\$2.00
Agent:	00:13:59	10	\$10.00

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## Section C: Application reports

### In this section

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# Application By Activity Code

## Description

The Application By Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, or support calls.

### Notes:

- This report does not include Not Ready activity codes.
- On the DMS/MSL-100 switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filters

- activity code
- activity name

## Rights required

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

## Statistics

Report field	View field/Formula
Activity Time	ActivityTime
Average Activity Time	ActivityTime / Occurrences
Activity Occurrences	Occurrences

## Summaries

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

### Application By Activity Code

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: iActivityCodeStat

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

<u>Agent Login</u>	<u>Agent Name</u>	<u>Activity Time</u>	<u>Average Activity Time</u>	<u>Activity Occurrences</u>
<b>GRAND TOTAL</b>				
		01:32:51	00:00:35	161

**Activity Name & ID: System\_Default\_Activity\_Code - 0**

Summary:	01:02:18	00:00:31	121
----------	----------	----------	-----

**Application: Booking\_Script**

Summary:	00:36:59	00:00:40	55
----------	----------	----------	----

4/9/99

15:15							
6708	James Jones	00:00:45	00:00:23	2			
6912	Ronnie Heintz	00:02:32	00:00:38	4			
6763	Lori Vandenberg	00:05:17	00:00:53	6			
6761	Tom Wilson	00:02:45	00:00:41	4			
6841	Brandon Woo	00:03:12	00:00:48	4			
6602	Rose Stefanopolis	00:07:12	00:01:26	5			
6913	Tajinder Singh	00:09:15	00:00:23	24			
6840	Donna Royce	00:06:01	00:01:00	6			

Daily 4/9/99	00:36:59	00:00:40	55
--------------	----------	----------	----

Application	00:36:59	00:00:40	55
-------------	----------	----------	----

**Application: Master\_Script**

Summary:	00:25:19	00:00:23	66
----------	----------	----------	----

4/9/99

15:15							
6761	Tom Wilson	00:00:10	00:00:10	1			
6912	Ronnie Heintz	00:09:51	00:00:28	21			
6840	Donna Royce	00:06:52	00:00:14	29			
6913	Tajinder Singh	00:05:31	00:00:30	11			
6708	James Jones	00:00:15	00:00:15	1			
6763	Lori Vandenberg	00:00:30	00:00:30	1			
6841	Brandon Woo	00:00:20	00:00:20	1			
6602	Rose Stefanopolis	00:01:50	00:01:50	1			

Daily 4/9/99	00:25:19	00:00:23	66
--------------	----------	----------	----

Application	00:25:19	00:00:23	66
-------------	----------	----------	----

Activity	01:02:18	00:00:31	121
----------	----------	----------	-----

**Activity Name & ID: Schedule\_Inquiry - 430**

Summary:	00:15:18	00:00:46	20
----------	----------	----------	----

**Application: Booking\_Script**

Summary:	00:10:45	00:00:46	14
----------	----------	----------	----

4/9/99

15:15							
6913	Tajinder Singh	00:00:08	00:00:08	1			

Inv-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

## Rights required

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

## Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
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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# Application Call Treatment

## Description

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

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

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

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

## Templates

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

## Filter

- application name

## Rights required

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

## Overflowed statistics

Report field	View field/Formula
Quantity	CallsGivenForceOverflow
Percentage (%)	$\text{CallsGivenForceOverflow} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceOverflow} / \text{number of calls given Force Overflow}$
Average calls per reporting period	$\text{CallsGivenForceOverflow} / \text{number of reporting periods (intervals, days, weeks, or months)}$
Average time before treatment per reporting period	$\text{TimeBeforeForceOverflow} / \text{number of reporting periods (intervals, days, weeks, or months)}$

## Defaulted statistics

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

<b>Report field</b>	<b>View field/Formula</b>
Average calls per reporting period	$\text{CallsGivenDefault} / \text{number of reporting periods (intervals, days, weeks, or months)}$
Average time before treatment per reporting period	$\text{TimeBeforeDefault} / \text{number of reporting periods (intervals, days, weeks, or months)}$

### Given Busy statistics

<b>Report field</b>	<b>View field/Formula</b>
Quantity	$\text{CallsGivenForceBusy}$
Percentage (%)	$\text{CallsGivenForceBusy} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeForceBusy} / \text{number of calls given Force Busy treatment}$
Average calls per reporting period	$\text{CallsGivenForceBusy} / \text{number of reporting periods (intervals, days, weeks, or months)}$
Average time before treatment per reporting period	$\text{TimeBeforeForceBusy} / \text{number of reporting periods (intervals, days, weeks, or months)}$

### Routed statistics

<b>Report field</b>	<b>View field/Formula</b>
Quantity	$\text{CallsGivenRouteTo}$
Percentage (%)	$\text{CallsGivenRouteTo} / \text{CallsOffered} \times 100$
Average time before	$\text{TimeBeforeRouteTo} / \text{Number of calls given Route To treatment}$
Average calls per reporting period	$\text{CallsGivenRouteTo} / \text{number of reporting periods (intervals, days, weeks, or months)}$

<b>Report field</b>	<b>View field/Formula</b>
Average time before treatment per reporting period	TimeBeforeRouteTo / number of reporting periods (intervals, days, weeks, or months)

### Disconnected statistics

<b>Report field</b>	<b>View field/Formula</b>
Quantity	CallsGivenForceDisconnect
Percentage (%)	CallsGivenForceDisconnect / CallsOffered x 100
Average time before	TimeBeforeForceDisconnect / Number of calls
Average calls per reporting period	CallsGivenForceDisconnect / number of reporting periods (intervals, days, weeks, or months)
Average time before treatment per reporting period	TimeBeforeForceDisconnect / number of reporting periods (intervals, days, weeks, or months)

### Offered statistics

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

### Answered statistics

<b>Report field</b>	<b>View field/Formula</b>
Quantity	CallsAnswered
Percentage (%)	CallsAnswered / CallsOffered x 100

Report field	View field/Formula
Average calls per reporting period (interval, day, week, or month)	$\text{Calls Answered} / \text{number of reporting periods (intervals, days, weeks, or months)}$

## Abandoned statistics

Report field	View field/Formula
Total	CallsAbandoned
Percentage (%)	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
Average calls per reporting period (interval, day, week, or month)	$\text{CallsAbandoned} / \text{number of reporting periods (intervals, days, weeks, or months)}$

## Given Host Lookup statistics

Report field	View field/Formula
Total	CallsGivenHostLookup
Percentage (%)	$\text{CallsGivenHostLookup} / \text{CallsOffered} \times 100$
Average calls per reporting period (interval, day, week, or month)	$\text{CallsGivenHostLookup} / \text{number of reporting periods (intervals, days, weeks, or months)}$

## Summaries

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

# Application Call Treatment

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

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: ApplicationStat

	Overflown	Defaulted	Given Busy	Routed	Disconnected	Offered	Answered	Abandoned	Given Host Lookup
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...
<b>GRAND TOTAL</b>									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...

## Application: Booking\_Script

Total	0	4	1	0	0	43	35	9	31
Average calls per interval	0	4	1	0	0	...	35	9	31
Avg time before treatment per Int.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%

4/5/99

Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...
<b>Daily 4/5/99</b>									
Total	0	4	1	0	0	43	35	9	31
Avg calls per Int.	0	4	1	0	0	...	35	9	31
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%

## Application

Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:34	00:00:24	00:00:00	00:00:04	...	...	...	...
<b>GRAND TOTAL</b>									
Quantity	0	4	1	0	0	43	35	9	31
Percentage (%)	0.00%	9.30%	2.33%	0.00%	0.00%	...	81.40%	20.93%	72.09%
Avg time before Treat.	00:00:02	00:00:09	00:00:24	00:00:00	00:00:04	...	...	...	...

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# Application Delay Before Abandon

## Description

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

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

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- application name

## Rights required

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

## Abandon delay spectrum

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

## Statistics

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

## Summaries

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

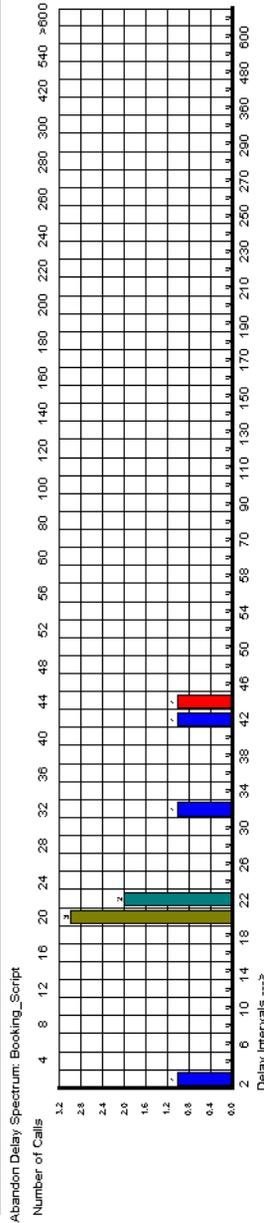
# Application Delay Before Abandon

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: ApplicationStat  
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 06 April, 1999

Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Maximum Abandon Delay	Average Abandon Delay
43	35	9	20.93%	5	00:00:43	00:00:25
<b>GRAND TOTAL</b>						

## Application: Booking\_Script

Summary:	43	35	9	20.93%	5	00:00:43	00:00:25



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# Application Delay Before Answer

## Description

The Application Delay Before Answer report shows summarized performance information regarding call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating how long callers wait before connecting to an agent. The statistics include all Symposium Call Center Server calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

By keeping delays to a minimum, the call center shows respect for customers and inspires the confidence that brings repeat business.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- application name

## Rights required

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

## Answer delay spectrum

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

## Statistics

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

## Summaries

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

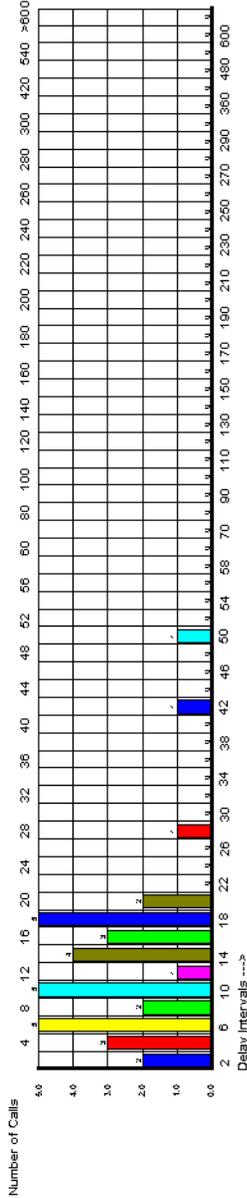
### Application Delay Before Answer

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

Skillsset Calls:	Offered	Answered	Answer Delay	Delay Avg Skillsset	Answered After Threshold	Maximum Answer Delay	Maximum Delay Avg Skillsset	Average Answer Delay
	43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13
<b>GRAND TOTAL</b>								

Application: Booking_Script	Summary:	Offered	Answered	Answer Delay	Delay Avg Skillsset	Answered After Threshold	Maximum Answer Delay	Maximum Delay Avg Skillsset	Average Answer Delay
		43	35	00:07:39	00:07:31	3	00:00:50	00:00:43	00:00:13

Answer Delay Spectrum: Booking\_Script



# Application Performance

## Description

The Application Performance report provides summarized performance information on your call center applications. The report gives an overview of calls answered, delayed, and abandoned, as well as the percentage of calls that achieved a minimum service level. The report tracks calls routed to the specified application (Master or primary call script). This report can be particularly useful in determining the efficiency of the service your center provides to specific call types and callers.

By showing the volume of calls answered in a given period, along with the average delay callers experienced, the report can identify the level of service customers received on a specific type of call or activity.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

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

## Filter

- application name

## Rights required

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

## Statistics

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

## 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 - 13:45:00 05 April, 1999

Table Names: iApplicationStat

Skillset Calls:	Avg Ans Delay	Offered	Answered	Answer Delay	Ans After Threshold	Abandoned	Aban After Threshold	Ans Delay At Skillset	% Service Level
<b>GRAND TOTAL</b>									
	00:00:14	158	133	00:30:42	11	25	8	00:24:51	87.97%

**Application: ACD\_DN\_Application**

Summary:	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33%
----------	----------	---	---	----------	---	---	---	----------	--------

4/5/99

13:45	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Daily 4/5/99	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33
Application	00:00:12	6	5	00:01:00	1	1	0	00:00:00	83.33

**Application: Booking\_Script**

Summary:	00:00:13	43	35	00:07:39	3	9	5	00:07:31	81.82%
----------	----------	----	----	----------	---	---	---	----------	--------

4/5/99

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

**Application: Cargo\_Script**

Summary:	00:00:13	7	6	00:01:19	1	1	0	00:01:02	85.71%
----------	----------	---	---	----------	---	---	---	----------	--------

4/5/99

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

**Application: Master\_Script**

Summary:	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59%
----------	----------	----	----	----------	---	----	---	----------	--------

4/5/99

13:45	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Daily 4/5/99	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59
Application	00:00:15	81	71	00:17:45	4	10	2	00:13:11	92.59

**Application: NACD\_DN\_Application**

Summary:	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00%
----------	----------	---	---	----------	---	---	---	----------	---------

4/5/99

13:45	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00
Daily 4/5/99	00:00:05	6	3	00:00:14	0	2	0	00:00:44	100.00

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# Crosstab - Application Performance

## Description

The Crosstab - Application Performance report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, and calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

## Views

- iApplicationStat

## Collection frequency

- interval

## Templates

- icross\_Application.rpt

## Filter

- application name

## Rights required

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

## 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: Call by call reports

## In this section

Call By Call Statistics	520
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# Call By Call Statistics

## Description

For each call, the Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

You can collect call information from the time the call is made until the time it leaves Symposium Call Center Server control. You can collect statistics for all of the events defined in Historical Statistics Collection.

### Notes:

- The Call By Call Statistics report includes only one interval.
- Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- Event information is written to the database every 15 minutes.

## Views

- eCallByCallStatYYYYMMDD
- Agent

## Template

- em-res9.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

## Field descriptions

Report field	View field/Formula
Call ID	eCallByCallStatYYYYMMDD.CallId
Time	eCallByCallStatYYYYMMDD.Time
Event	eCallByCallStatYYYYMMDD.CallEventName
Agent	Agent.SurName, Agent.GivenName, Agent.TelsetLoginID
Source	eCallByCallStatYYYYMMDD.Source
Destination	eCallByCallStatYYYYMMDD.Destination
Associated Data	eCallByCallStatYYYYMMDD.AssociatedData
Event Data	eCallByCallStatYYYYMMDD.EventData

## Grouping

Events in the Call By Call Statistics report are grouped by call ID.

## Call By Call Statistics

Site Name: ICMNGEN23  
 Table Names: eCallByCallYYYYMMDD, Agent  
 Report Interval: 11:00:00 04 October, 1999 - 11:16:00 04 October, 1999

Time	Event	Agent	Source	Destination	Associated Data	Event Data
<b>Call ID: 44,106,713</b>						
11:13:50	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN SK_SET: nload3	SK_SET: nload3		1st_TIME_QUEUED_TO_S KSET: YES REASON: NET_ALREADY_SERVICE D
11:13:51	Network In Call Dequeued	NULL				
<b>Call ID: 44,106,954</b>						
11:12:20	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN SK_SET: nload1	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES REASON: NET_ALREADY_SERVICE D
11:12:21	Network In Call Dequeued	NULL				
<b>Call ID: 44,106,962</b>						
11:14:58	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN SK_SET: nload1	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES REASON: NET_ALREADY_SERVICE D
11:14:59	Network In Call Dequeued	NULL				
<b>Call ID: 44,107,036</b>						
11:13:12	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN SK_SET: nload3 SK_SET: nload1	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES REASON: CANCELLED REASON: NET_ALREADY_SERVICE D REASON: NET_ALREADY_SERVICE D
11:13:13	Network In Call Dequeued	NULL				
11:13:13	Network In Call Dequeued	NULL				
11:13:13	Network In Call Dequeued	NULL	SK_SET: nload5			
11:13:13	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN R_APP: sw20network R_SITE: PMPKZS3NMVAN R_APP: sw20network R_SITE: PMPKZS3NMVAN	SK_SET: nload3 SK_SET: nload5		1st_TIME_QUEUED_TO_S KSET: NO REASON: NET_ALREADY_SERVICE D REASON: NET_ALREADY_SERVICE D REASON: NET_ALREADY_SERVICE D
11:13:13	Network In Call Queued	NULL				
11:13:13	Network In Call Queued	NULL				
<b>Call ID: 44,107,046</b>						
11:14:08	Network In Call Queued	NULL	R_APP: sw20network R_SITE: PMPKZS3NMVAN SK_SET: nload3	SK_SET: nload1		1st_TIME_QUEUED_TO_S KSET: YES REASON: CANCELLED
11:14:09	Network In Call Dequeued	NULL				

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## Section E: Configuration reports

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# Activity Code Properties

## Description

The Activity Code Properties report lists all of the activity codes and their assigned names.

## Where properties are defined

Activity code properties are defined on Activity Code Properties property sheet.

## View

- ActivityCode

## Template

- config8.rpt

## Filters

- activity code
- activity name

## Rights required

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

**Field descriptions**

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

## Rights required

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

## Field descriptions

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

---

<b>Report field</b>	<b>View field/Formula</b>
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 secondary directory number
- supervisor information—which lists the agent's supervisors

## Where properties are defined

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

## Views

- Agent
- SupervisorAgentAssignment

## Template

- config5.rpt

## Filters

- agent logon ID
- agent name

## Rights required

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

## General fields

Report field	View field/Formula
Agent Name & ID	Agent.GivenName Agent.SurName Agent.TelsetLoginID
Threshold Class	Agent.ThresholdTemplateName
Department	Agent.Department
Title	Agent.Title
Comment	Agent.Comment

## Agent Call Presentation fields

Report field	View field/Formula
Call Presentation Class	Agent.TemplateName
Call Force Option (Meridian 1/Succession 1000)	Agent.CallForceOption
Call Force Timer Delay (Meridian 1/Succession 1000)	Agent.CallForceDelayTimer
Reserve for Network Call (NSBR option)	Agent.TelsetShowReserve

<b>Report field</b>	<b>View field/Formula</b>
Return To Queue On No Answer	Agent.ReturnToQueueOnNoAnswer
Return To Queue Wait Interval	Agent.ReturnToQueueWaitInterval
Make Phoneset	Agent.ReturnToQueueMode
DN On Hold (Meridian 1/ Succession 1000)	Agent.AlternateCallAnswer
Union Break Timer (Meridian 1/Succession 1000)	Agent.UnionBreakTimer
Not Ready on Secondary DN (DMS/MSL-100)	Agent.NROSDN
Variable Wrap Time (DMS/MSL-100)	Agent.VariableWrap

## Phoneset fields

<b>Report field</b>	<b>View field/Formula</b>
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1/ Succession 1000)	Agent.PersonalDN
Secondary DN (DMS/MSL-100)	Agent.SecondaryDN
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

## Meridian 1/Succession 1000 report

---

### 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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# DMS/MSL-100 report

## Agent Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: Agent, SupervisorAgentAssignment

---

**Agent Name & ID:** James Jones -- 6708

General

Threshold Class:	Agent_Template
Department:	Vacations
Title:	Vacations Specialist
Comment:	

Agent Call Presentation

Call Presentation Class:	Senior_Agent
Return To Queue On No Answer:	Y
Return To Queue Wait Interval:	15
Make Phoneset:	Not Ready
Not Ready on Secondary DN:	Y
Variable Wrap:	Interval Zero

Phoneset

Phoneset Login ID:	6708
Secondary DN:	4165556766
Switch Port Address:	2102
Switch Port Name:	2102
Switch ID:	1

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

---

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# Agent Skillset Assignment

## Description

The Agent Skillset Assignment report lists scheduled changes of agents and their skillset assignments.

## Where properties are defined

Agent to skillset assignment properties are defined on the Agent to Skillset Properties property page.

## View

- ScheduledSkillsetAssignment

## Template

- config24.rpt

## Filters

- agent logon ID
- agent name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Agent Performance	Create and run any report

## Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
Assignment Name	AssignName
Status	Status
Comment	Comment
Agent Name and Phoneset Login	UserSurName UserGivenName UserTelsetLoginID
To Skillset	SkillsetName
SkillsetState	SkillsetState
Priority	Priority

---

## Agent Skillset Assignment

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: ScheduledSkillsetAssignment

---

<u>Agent Name and Phoneset Login</u>	<u>To Skillset</u>	<u>SkillsetState</u>	<u>Priority</u>
<b>Assignment Name: Afternoon_Break</b>			
Status:	Edited/Saved		
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2
<b>Assignment Name: Lunch</b>			
Status:	Edited/Saved		
Comment:			
Lori Vandenberg - 6763	Bookings	Active	2
Toni Morelli - 6710	Support	Active	1
<b>Assignment Name: Morning_Break</b>			
Status:	Edited/Saved		
Comment:			
James Jones - 6708	Bookings	Active	3
Jon Carlos - 6709	Support	Active	2

---

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# Agent Skillset Properties

## Description

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

## Where properties are defined

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

## Views

- Agent
- SkillsetByAgent
- Skillset

## Template

- config29.rpt

## Filters

- agent logon ID
- agent name

## Rights required

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

## Field descriptions

Report field	View field/Formula
Agent Name & ID	Agent.SurName Agent.GivenName Agent.TelsetLoginID
Phoneset Login ID	Agent.TelsetLoginID
Personal DN (Meridian 1/ Succession 1000)	Agent.PersonalDN
Call Presentation Class	Agent.AgentTemplateName
Threshold Class	Agent.ThresholdTemplateName
Skillset Name	Skillset.Skillset
Skillset State	SkillsetByAgent.SkillsetState
Priority	SkillsetByAgent.Priority

# Meridian 1/Succession 1000 report

---

## Agent Skillset Properties

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

---

**Agent Name & ID: James Jones - 6708**

Personal DN: 3119  
 Call Presentation Class: Senior\_Agent  
 Threshold Class: Agent\_Template

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

**Agent Name & ID: Jon Carlos - 6709**

Personal DN: 3120  
 Call Presentation Class: Senior\_Agent  
 Threshold Class: Agent\_Template

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

**Agent Name & ID: Toni Morelli - 6710**

Personal DN: 3121  
 Call Presentation Class: Senior\_Agent  
 Threshold Class: Agent\_Template

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

# DMS/MSL-100 report

---

## Agent Skillset Properties

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

---

**Agent Name & ID: James Jones - 6708**

Call Presentation Class: Senior\_Agent  
Threshold Class: Agent\_Template

<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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# Agent Supervisor Assignment

## Description

The Agent Supervisor Assignment report lists agent to supervisor assignments and their properties.

## Where properties are defined

Agent to supervisor assignment properties are defined on the Agent to Supervisor Properties property sheet.

## Views

- ScheduledSupervisorAssignment
- SupervisorAgentAssignment

## Template

- config23.rpt

## Filters

- agent logon ID
- agent name

## Rights required

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

## Field descriptions

Report field	View field/Formula
Assignment Name	ScheduledSupervisorAssignment.AssignName
Status	ScheduledSupervisorAssignment.Status
Comment	ScheduledSupervisorAssignment.Comment
From Reporting Supervisor	SupervisorAgentAssignment.SupervisorUserID SupervisorAgentAssignment.SupervisorSurname SupervisorAgentAssignment.SupervisorGivenName
Agent Name and Phoneset Login	SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentTelsetLoginID
To Reporting Supervisor	ScheduledSupervisorAssignment.SupervisorID ScheduledSupervisorAssignment.SupervisorGivenName ScheduledSupervisorAssignment.SupervisorSurname

### Agent Supervisor Assignment

Site Name: NTORI313  
Table Names: ScheduledSupervisorAssignment,SupervisorAgentAssignment

**Assignment Name: Normal**

Status: Edited/Saved  
Comment:

<u>Agent Name and Phonenumber</u>	<u>From Reporting Supervisor</u>	<u>To Reporting Supervisor</u>
Lori Vandenberg - 6763	Pat Wilson	-- no change --
Fred Gogolek - 6853	Chris Konings	Pat Wilson
Ronnie Heintz - 6912	Pat Wilson	-- no change --
Dylan Marcus - 6844	Pat Wilson	-- no change --
Donna Royce - 6840	Pat Wilson	-- no change --
Tajinder Singh - 6913	Cindy Wong	Pat Wilson
Tom Wilson - 6761	Cindy Wong	Pat Wilson
Brandon Woo - 6841	Chris Konings	Pat Wilson
Sara Fargus - 6911	Pat Wilson	-- no change --
Steven Chung - 6851	Chris Konings	Pat Wilson

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# Application Script Properties

## Description

The Application Script Properties report describes the relationship between application scripts.

## Definition: Parent script

A parent script is any script that directs a call to another secondary script.

## Definition: Child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

## View

- ApplicationByScript

## Template

- config14.rpt

## Filter

- application name

## Rights required

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

**Field descriptions**

<b>Report field</b>	<b>View field/Formula</b>
Parent Script Name	ParentName
Child Script Name	ChildName

---

## Application Script Properties

BestAir Airlines  
Site Name: TORONTO  
Table Name: ApplicationByScript

---

<u>Parent Script Name</u>	<u>Child Script Name</u>
Booking_Script	Busy_Booking IVR_Booking Night_Booking
Cargo_Script	Busy_Cargo IVR_Cargo Night_Cargo
Master_Script	Booking_Script Busy_Main Cargo_Script IVR_Main Night_Main Vacation_Script
Vacation_Script	Busy_Vacation IVR_Vacation Night_Vacation

---

config14.rpt

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# Application Template Properties

## Description

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

## Views

- Application
- ApplicationThresholdTemplate

## Template

- config15.rpt

## Filter

- application name

## Rights required

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

## Field descriptions

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

## Application Template Properties

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

### Application Name: ACD\_DN\_Application

Call By Call: None  
 Threshold Class: ACD\_Template

<u>Field</u>	<u>Level 1</u>	<u>Level 2</u>
Calls Waiting	5	15
Short Calls	10	

### Application Name: Booking\_Script

Call By Call: None  
 Threshold Class: Application\_Template

<u>Field</u>	<u>Level 1</u>	<u>Level 2</u>
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

### Application Name: Cargo\_Script

Call By Call: None  
 Threshold Class: Application\_Template

<u>Field</u>	<u>Level 1</u>	<u>Level 2</u>
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

### Application Name: Master\_Script

Call By Call: None  
 Threshold Class: Application\_Template

<u>Field</u>	<u>Level 1</u>	<u>Level 2</u>
Calls Waiting	5	10
Delay Before Interflow	5	10
Short Calls	5	

### Application Name: NACD\_DN\_Application

Call By Call: None  
 Threshold Class: Network\_Template

<u>Field</u>	<u>Level 1</u>	<u>Level 2</u>
Short Calls	5	

# 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 Call Center Server. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Call Center Server.

## Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

## View

- CDN

## Template

- config7.rpt

## Filters

- CDN
- CDN name

## Rights required

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

## Field descriptions

<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

---

conf167.rpt

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# Database View Definitions

## Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Call Center Server database. You can use these views to design user-created reports.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

## View

- Views

## Template

- config34.rpt

## Rights required

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

## Field descriptions

Report field	View field/Formula
Field Name	ColumnName
Type	Type
Length	Length

## Field types

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

# Meridian 1/Succession 1000 report

## 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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## DMS/MSL-100 report

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**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>	NRONSDN	char	1
	TelsetShowReserve	char	1
	ReturnToQueueOnNoAnswer	char	1
	VariableWrap	smallint	2
	ReturnToQueueWaitInterval	smallint	2
	SwitchID	int	4
	TemplateID	int	4
	ThresholdTemplateID	int	4
	UserID	binary	16
	SecondaryDN	varchar	16
	TelsetLoginID	varchar	16
	TemplateName	varchar	30
	SwitchPortName	varchar	30
	SwitchPortAddress	varchar	30
	ThresholdTemplateName	varchar	30
	Title	varchar	64
	SurName	varchar	64
GivenName	varchar	64	

---

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# DNIS Properties

## Description

The DNIS Properties report lists each DNIS and its assigned name. It also displays the service level threshold.

## Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

## Where properties are defined

DNIS Properties are defined on the DNIS Properties property sheet.

## View

- DNIS

## Template

- config10.rpt

## Filters

- DNIS
- DNIS name

## Rights required

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

## 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

# Formula Properties

## Description

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

## Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

## View

- Formula

## Template

- config17.rpt

## Rights required

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

### Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
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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# Historical and Real Time Statistics Properties

## Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics you configured Symposium Call Center Server to collect.

### Notes:

- To view call-by-call properties for individual applications, see the Application Properties report.
- User-defined reports using this standard report as a template cannot be scheduled.

## Real-time statistics collection modes

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

### Moving window mode

In moving window mode, statistics shown represent the last 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 zero and collection begins for the next interval.

## Where properties are defined

Real-time statistics collection properties are defined on the Real-time Statistics Configuration property sheet. Historical statistics collection properties are defined on the Historical Statistics Configuration property sheet.

## Views

- HistoricalStatCollection
- HistoricalStatDuration
- HistoricalStatStorage
- RealTimeStatCollection

## Template

- config1.rpt

## Rights required

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

## Historical Collection fields

Report field	View field/Formula
Application	HistoricalStatCollection.Application
CDN	HistoricalStatCollection.CDN
Skillset	HistoricalStatCollection.Skillset
Activity Code	HistoricalStatCollection.ActivityCode
DNIS	HistoricalStatCollection.DNIS
Trunk (Meridian 1/ Succession 1000)	HistoricalStatCollection.Trunk
Route (Meridian 1/ Succession 1000)	HistoricalStatCollection.Route
RAN/Music Route	HistoricalStatCollection.RANMusicRoute

<b>Report field</b>	<b>View field/Formula</b>
Agent Performance	HistoricalStatCollection.AgentPerformance
Agent By-Application	HistoricalStatCollection.AgentByApplication
Agent By-Skillset	HistoricalStatCollection.AgentBySkillset
Agent Login/Logout	HistoricalStatCollection.AgentLogin
IVR ACD-DN Statistics (Meridian 1/Succession 1000)	HistoricalStatCollection.IVR
IVR Port Statistics (Meridian 1/Succession 1000)	HistoricalStatCollection.IVRPort
IVR Port Login/Logout (Meridian 1/Succession 1000)	HistoricalStatCollection.IVRPortLogin
Network Call (NSBR option)	HistoricalStatCollection.NetworkCall
Network Out Call (NSBR option)	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

<b>Report field</b>	<b>View field/Formula</b>
Days of IVR Port Login (Meridian 1/Succession 1000)	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.DaysOfCallByall

## Historical Storage fields

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

## Real Time Properties fields

Report field	View field/Formula
Moving Window	<p>The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode:</p> <ul style="list-style-type: none"> <li>■ application statistics (RealTimeStatCollection.MWApplication)</li> <li>■ skillset statistics (RealTimeStatCollection.MWSkillset)</li> <li>■ agent statistics (RealTimeStatCollection.MWAgent)</li> <li>■ network call (RealTimeStatCollection.MWNetworkCall); NSBR option</li> <li>■ IVR (RealTimeStatCollection.MWIVR); Meridian 1/Succession 1000 switch</li> <li>■ route (RealTimeStatCollection.MWRoute); Meridian 1/Succession 1000 switch</li> <li>■ call center summary (RealTimeStatCollection.MWNodalCall)</li> </ul>

Report field	View field/Formula
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>■ application (RealTimeStatCollection.ITDApplication)</li> <li>■ skillset (RealTimeStatCollection.ITDSkillset)</li> <li>■ agent (RealTimeStatCollection.ITDAgent)</li> <li>■ network call (RealTimeStatCollection.ITDNetworkCall); NSBR option</li> <li>■ IVR (RealTimeStatCollection.ITDIVR); Meridian 1/Succession 1000 switch</li> <li>■ route (RealTimeStatCollection.ITDRoute); Meridian 1/Succession 1000 switch</li> <li>■ call center summary (RealTimeStatCollection.ITDNodalCall)</li> </ul>
Interval Duration	RealTimeStatCollection.IntervalDuration
Interval Start Time	RealTimeStatCollection.IntervalStartTime
Minimum Refresh Rate	RealTimeStatCollection.MinRefreshRate

# Meridian 1/Succession 1000 report

---

## Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

---

### Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
Trunk:	Y
Route:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By-Application:	Y
Agent By-Skillset:	Y
Agent Login / Logout:	Y
IVR ACD-DN Statistics:	Y
IVR Port Statistics:	Y
IVR Port Login / Logout:	Y
Network Call:	Y
Network Out Call:	Y

### Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of IVR Voice Port Login:	3
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	5

---

config1.rpt

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## DMS/MSL-100 report

### Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

#### Historical Collection Properties

Application:	Y
CDN:	Y
Skillset:	Y
Activity Code:	Y
DNIS:	Y
RAN/Music Route:	Y
Agent Performance:	Y
Agent By Application:	Y
Agent By Skillset:	Y
Agent Login / Logout:	Y

#### Historical Duration Properties

Days Of Interval:	20
Days Of Daily:	31
Weeks Of Weekly:	26
Months Of Monthly:	36
Days Of Agent Login and Logout:	3
First Business Day Of the Week:	Sunday
Business Hours Per Day:	8
Business Days Per Week:	5
Days Of Call By Call:	3

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# IVR Port Properties

## Description

DMS/MSL-100 switch only. The IVR Port Properties report lists the name and properties of all voice ports.

## Where properties are defined

IVR port properties are defined on the Voice Port Properties property sheet.

## Views

- IVRPort

## Template

- config11.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

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

## Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName

---

## IVR Port Properties

BestAir Airlines

Site Name: TORONTO

Table Names: IVRPort

---

IVR ACD-DN Name and Number: 2105 - 5

IVR Port Switch ID: 1  
IVR Port Switch Address: 2105  
Switch Port Name: 2105

# IVR Queue and Port Properties

## Description

Meridian 1/Succession 1000 switch only. The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

## Where properties are defined

IVR ACD-DN properties are defined on the ACD-DN Properties property sheet. IVR port properties are defined on the Voice Port Properties property sheet.

## Views

- IVRQueue
- IVRPort
- IVRThresholdTemplate

## Template

config11.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

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

## Field descriptions

Report field	View field/Formula
IVR Queue Name and ID	IVRQueue.Name IVRQueue.IVRQueueID
Service Level Threshold	IVRQueue.ServiceLevelThreshold
Acquired	IVRQueue.Acquire
Status	IVRQueue.Status
IVR ACD-DN Name and ID	IVRPort.Name IVRPort.IVRPortID
IVR Port Switch ID	IVRPort.SwitchPortID
IVR Port Switch Address	IVRPort.SwitchPortAddress
Switch Port Name	IVRPort.SwitchPortName
IVR Threshold Class	IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID
Template Field Name	IVRThresholdTemplate.Field
Template Level 1	IVRThresholdTemplate.Level1
Template Level 2	IVRThresholdTemplate.Level2

## IVR Queue and Port Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

### IVR Queue Name and ID: GIVE IVR queue 3650 - 3650

Service Level Threshold 20  
 Acquired: Y  
 Status: Acquired

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

IVR 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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# 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/Succession 1000 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

## Rights required

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

## Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
Agent Name	eAgentLogin.AgentSurName eAgentLogin.AgentGivenName
Agent Login	eAgentLogin.AgentLogin
Position ID	eAgentLogin.PositionID
Personal DN (Meridian 1/ Succession 1000)	Agent.PersonalDN

# Meridian 1/Succession 1000 report

---

## 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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# DMS/MSL-100 report

---

## 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>
James Jones	6708	2,009
Jon Carlos	6709	2,010
Toni Morelli	6710	2,026
Donna Royce	6840	2,017
Brandon Woo	6841	2,019

---

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# Network Site and Application Properties

## Description

NSBR option only. The Network Site and Application Properties report lists all of the sites in the network, and for each one, shows

- the site's properties (as configured on the NCC)
- the remote switch parameters for the site (as configured on the local server)
- the applications at that site

For each application, it includes the service level threshold and whether local and network call-by-call statistics are collected for the application.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## Where properties are defined

Site properties are defined on the Site Properties property sheet at the NCC. Remote switch parameters are defined on the Network Communication Parameters dialog box. Application properties are defined on the Application Properties property sheet at each server. Collection of call-by-call statistics for an application is configured at the server on the Call By Call—Historical Statistics property page.

## Views

- RemoteApplication
- Site
- TargetSwitchComm

## Template

- config28.rpt

## Filter

- site name

## Rights required

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

## Available Sites fields

Report field	View field/Formula
Site Name	Site.SiteName
Filter Timer	Site.OutOfServiceTimer
Time Relative to GMT	Site.RelativeGMT
Contact Person	Site.ContactPerson
Phone Number	Site.ContactNumber

## Destination Configuration fields

Report field	View field/Formula
Destination Site	TargetSwitchComm.SiteName
Dialable DN	TargetSwitchComm.DialableDN
Number of Retries	TargetSwitchComm.NumRetries
Retry Timer (sec)	TargetSwitchComm.RetryTimer
Agent Reserve Timer	TargetSwitchComm.AgentReserveTimer

## Application fields

<b>Report field</b>	<b>View field/Formula</b>
Application ID	RemoteApplication.RemoteApplicationID
Application Name	RemoteApplication.Name
Call-by-Call	RemoteApplication.CallByCall
Service Level Threshold	RemoteApplication.ServiceLevelThreshold

## Grouping

Application information is grouped by site.

## Network Site and Application Properties

BestAir Airlines

Site Name: TORONTO

Table Name: RemoteApplication, Site, TargetSwitchComm

### Site Properties

#### Available Sites:

<u>Site Name</u>	<u>Filter Timer</u>	<u>Time Relative to GMT</u>	<u>Contact Person</u>	<u>Phone Number</u>
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+6	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

#### Destination Configuration for Site : TORONTO

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

# Network Skillset Routing Properties

## Description

NSBR option only. The Network Skillset Routing Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## Definition: Round robin routing

Round robin routing is an agent request method that evenly distributes calls across the network. Each agent request is sent to a predefined site or group of sites. For example, in a four-site Symposium Call Center Server network, an agent request can be sent to nodes 1, 2, and 3. The next agent request is sent to nodes 2, 3, and 4. The next agent request is sent to nodes 4, 1, and 2, and so on. The agent request is always sent to the next target node or group of nodes, even if agents are available in a preceding target.

## Definition: Sequential routing

Sequential routing is an agent request method that always queues a call to the first site, then the second site, then the third site, and so on. The presentation does not change.

## Where properties are defined

Network skillset properties are defined on the Network Skillset Properties property sheet. Network skillset routing properties are defined on the Sites dialog box.

## Views

- NetworkSkillsetStatus
- Ranking
- Skillset

## Templates

- config39.rpt

## Filter

- network skillset name
- site name

## Rights required

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

## Site fields

Report field	View field/Formula
Site Name	NetworkSkillsetStatus.Site
Site Filter	NetworkSkillsetStatus.FilterStatus
Network Skillset (if skillset is being filtered)	Skillset.NetworkSkillset
Network Skillset Filter (if skillset is being filtered)	NetworkSkillsetStatus.FlowControlStatus

## Network skillset fields

<b>Report field</b>	<b>View field/Formula</b>
Network Skillset	Skillset.NetworkSkillset
Routing Method	Skillset.UseRoundRobin
Destination Site Name	NetworkSkillsetStatus.SiteName
Rank	Ranking.Rank
Network Skillset Filter	NetworkSkillsetStatus.FlowControlStatus

### Network Skillset Routing Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: NetworkSkillsetStatus, Skillset, Ranking

Site Status			
<u>Site Name</u>	<u>Site Filter</u>	<u>Network Skillset Name</u>	<u>Network Skillset Filter</u>
BOSTON	Off	Cargo	Out of Service
CHICAGO	Off	Bookings	Max Request
SF	Maximum number of retries reached		

<u>Network Skillset</u>	<u>Routing Method</u>	<u>Destination Site Name</u>	<u>Rank</u>	<u>Network Skillset Filter</u>
Bookings	Sequential	SF	0	Off
		CHICAGO	1	Max Request
		BOSTON	2	Off
Cargo	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Out of Service
Vacations	Sequential	SF	0	Off
		CHICAGO	1	Off
		BOSTON	2	Off

# Real Time Template Properties

## Description

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

## Where properties are defined

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

## Views

- RealTimeTemplate
- RealTimeColumn
- Formula

## Template

- config21.rpt

## Rights required

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

## Field descriptions

<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

BestAir Airlines

Site Name: TORONTO

Table Names: RealTimeTemplate, RealTimeColumn and Formula

### Template Name: Standard\_Agent\_by\_Supervisor

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

<u>Column Name</u>	<u>Formula Name</u>	<u>Format</u>	<u>Scale From</u>	<u>Scale To</u>
Position ID	N/A	Text	--	--
Walkaway	N/A	Text	--	--
DN Out	N/A	Text	--	--
Agent ID	N/A	Text	--	--
Supervisor	N/A	Text	--	--
Answered Skillset	N/A	Text	--	--
Time In State (bar)	N/A	Histogram	0.00	360.00
DN In	N/A	Text	--	--
Agent First Name	N/A	Text	--	--
Time In State	N/A	Time in time-format	0.00	100.00
Last Name	N/A	Text	--	--
In Calls Status	N/A	Text	--	--

### Template Name: Standard\_Application\_Display

Class: Application  
 Refresh Rate: 10  
 View Mode: Interval To Date

<u>Column Name</u>	<u>Formula Name</u>	<u>Format</u>	<u>Scale From</u>	<u>Scale To</u>
Calls Offered	N/A	Number	0.00	100.00
Application	N/A	Text	--	--
% Svc Lvl	%Service_Level	Number	0.00	100.00
Calls Ans	N/A	Number	0.00	0.00
Calls Given Terminate	N/A	Number	0.00	100.00
Calls Wait	N/A	Number	0.00	0.00
Longest Wait	N/A	Number	0.00	0.00
Avg Ans Dly	Average_Answer_Delay	Number	0.00	360.00
Calls Abnd	N/A	Number	0.00	0.00

### Template Name: Standard\_CallCenterSummary

Class: Summary  
 Refresh Rate: 10  
 View Mode: Moving Window

<u>Column Name</u>	<u>Formula Name</u>	<u>Format</u>	<u>Scale From</u>	<u>Scale To</u>
Nbwk In Calls Offered	N/A	Number	0.00	0.00
Call Center	N/A	Text	--	--
Nbwk In Calls Wait	N/A	Number	0.00	0.00
Nbwk In Calls Ans	N/A	Number	0.00	0.00
Calls Wait	N/A	Number	0.00	0.00
Calls Offered	N/A	Number	0.00	100.00

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# Route Properties

## Description

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also displays the threshold times set for each template.

## Where properties are defined

Route properties are defined on the Route Properties property sheet.

## Views

- Route
- RouteThresholdTemplate

## Template

- config9.rpt

## Filters

- Route ID
- Route Name

## Rights required

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

## 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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# Script Variable By Script

## Description

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

For more information on scripting, refer to the *Scripting Guide*.

## View

- ScriptVariables

## Template

- config36.rpt

## Filter

- script variable name

## Rights required

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

## Field descriptions

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

For more information on scripting, refer to the *Scripting Guide*.

## View

- ScriptVariableProperties
- ScriptVariables

## Template

- config35.rpt

## Filter

- script variable name

## Rights required

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

## Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
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
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 INTRISIC1_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

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# Skillset Properties

## Description

The Skillset Properties report describes all skillset properties, including the skillset type (local or network) and the service level threshold defined for the threshold class to which the skillset belongs.

## Where properties are defined

Skillset properties are defined on the Skillset Properties property sheet.

## View

- Agent
- Skillset
- SkillsetByAgent

## Template

- config16.rpt

## Filter

- skillset name

## Rights required

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

## Field descriptions

Report field	View field/Formula
Skillset Name	Skillset.Skillset
Comment	Skillset.Comment
Call Source Preference (NSBR option)	Skillset.CallSourcePreference
Call Age Preference	Skillset.CallAgePreference
Service Level Threshold	Skillset.ServiceLevelThreshold
Min Short Call Delay	Skillset.MinShortCallDelay
Night Service Type	Skillset.NightServiceType
Mapped ACD-DN Number	Skillset.DN
Default Activity Code (Meridian 1/Succession 1000)	Skillset.ActivityCode
Skillset Is Networked (NSBR option)	Skillset.IsNetworked
Nodal Network Skillset Name (NSBR option)	Skillset.NetworkSkillsetName
Call Queue Requested Size (NSBR option)	Skillset.CallRequestQueueSize
Flow Control Threshold (NSBR option)	Skillset.CallRequestQueueSizeThreshold
Comment (NSBR option)	Skillset.NetworkSkillsetComment
Use Round Robin (NSBR option)	Skillset.UseRoundRobin
Agent Name and ID	Agent.GivenName Agent.Surname Agent.TelsetLoginID

---

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

---

## Meridian 1/Succession 1000 report

---

### Skillset Properties

BestAir Airlines

Site Name: TORONTO

Table Names: Skillset, Agent, SkillsetByAgent

---

**Skillset Name: European\_Vacations**

Comment:

Call Source Preference: None  
 Call Age Preference: First in Queue  
 Service Level Threshold: 20  
 Min Short Call Delay: 10  
 Night Service Type: None  
 Mapped ACD DN Number: N/A  
 Skillset Is Networked: Y

**Nodal Network Skillset Name: European\_Vacations**

Call Queue Request Size: 50  
 Flow Control Threshold: 10  
 Use Round Robin: Y  
 Comment:

Agent Name and ID

Priority

Toni Morelli -- 6710	2
Jon Carlos -- 6709	2
James Jones -- 6708	1

**Skillset Name: Vacations**

Comment:

Call Source Preference: None  
 Call Age Preference: First in Queue  
 Service Level Threshold: 20  
 Min Short Call Delay: 10  
 Night Service Type: None  
 Mapped ACD DN Number: N/A  
 Skillset Is Networked: Y

**Nodal Network Skillset Name: Vacations**

Call Queue Request Size: 50  
 Flow Control Threshold: 10  
 Use Round Robin: Y  
 Comment:

Agent Name and ID

Priority

Toni Morelli -- 6710	1
Jon Carlos -- 6709	1
James Jones -- 6708	0

---

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# DMS/MSL-100 report

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**Skillset Properties**

---

BestAir Airlines  
Site Name: TORONTO  
Table Names: Skillset

---

**Skillset Name: Agent Queue To**

Comment:  
Call Age Preference: First in Queue  
Service Level Threshold: 20  
Min Short Call Delay: 10  
Night Service Type: None  
Mapped ACD DN Number: N/A

**Skillset Name: Bookings**

Comment:  
Call Age Preference: First in Queue  
Service Level Threshold: 20  
Min Short Call Delay: 10  
Night Service Type: None  
Mapped ACD DN Number: N/A

**Skillset Name: Default ACD**

Comment:  
Call Age Preference: First in Queue  
Service Level Threshold: 20  
Min Short Call Delay: 10  
Night Service Type: None  
Mapped ACD DN Number: N/A

**Skillset Name: Default NACD**

Comment:  
Call Age Preference: First in Queue  
Service Level Threshold: 20  
Min Short Call Delay: 10  
Night Service Type: None  
Mapped ACD DN Number: N/A

---

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# Supervisor Properties

## Description

The Supervisor Properties report lists all Symposium Call Center Server supervisors by name and threshold class. The report includes port information, personal or secondary directory number, 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

## Rights required

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

## Field descriptions

Report field	View field/Formula
Supervisor Name & ID	Supervisor.Given Name Supervisor.SurName Supervisor.TelsetLoginID
Threshold Class	Supervisor.ThresholdTemplateName
Supervisor Template Name	Supervisor.TemplateName
Switch Port Address	Supervisor.SwitchPortAddress
Switch ID	Supervisor.SwitchID
PC Login Name	Supervisor.PCLoginName
Personal Directory Number (DN) (Meridian 1/ Succession 1000)	Supervisor.PersonalDN
Comment	Supervisor.Comment
Supervisor Type	SupervisorAgentAssignment.Type
Agents Assigned	SupervisorAgentAssignment.AgentGivenName SupervisorAgentAssignment.AgentSurName SupervisorAgentAssignment.AgentTelsetLoginID

## Meridian 1/Succession 1000 report

---

### Supervisor Properties

BestAir Airlines

Site Name: TORONTO

Table Names: SupervisorAgentAssignment, Supervisor

---

#### Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class: Agent\_Template  
 Supervisor Template Name: Supervisors  
 Switch Port Address: 8-0-2-2  
 Switch ID: 1.00  
 PC Login Name: pwilson  
 Personal Directory Number (DN): 2511  
 Comment:

<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  
 Personal Directory Number (DN): 2634  
 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  
 Personal Directory Number (DN): 2541  
 Comment:

<u>Supervisor Type</u>	<u>Agents Assigned</u>
Reporting	James Jones - 6708

---

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# DMS/MSL-100 report

## Supervisor Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Names: SupervisorAgentAssignment, Supervisor

### Supervisor Name & ID: Pat Wilson -- 7871

Threshold Class:	Agent_Template
Supervisor Template Name:	Supervisors
Switch Port Address:	8-0-2-2
Switch ID:	1.00
PC Login Name:	pwilson
Comment:	
<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:	mmith
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

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# Telephone Display Properties

## Description

Meridian 1/Succession 1000 switch only. You can configure the order in which Symposium Call Center Server displays information (such as caller line ID, or CLID, and caller name) on agent phonesets.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

## Where properties are defined

Telephone display properties are defined on the Telephone Display Properties property sheet.

## View

- PhoneSetDisplay

## Template

- config6.rpt

## Rights required

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

### Field descriptions

<b>Report field</b>	<b>View field/Formula</b>
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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# 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
Skillssets	Create / delete
Reports - Agent Performance	Create and run any report
Agent to Skillset Assignments	View and assign all agents
CDNs	Create / delete
Connected Sessions	Create / delete
Emergency Help	View
Agent to Supervisor Assignments	View and assign all agents
Script Variables	Create / delete
Skillset Threshold Classes	Create / delete
Event Browser	View
Scripts	Edit, create / delete
Phonsets	Create / delete
Voice Prompt Editor	Create / delete
Event Preferences	Create / delete
Route Threshold Classes	Create / delete
Real-Time Statistics	Edit
IVR ACD-DNs	Create / delete
Activity Codes	Create / delete
Access Classes	Create / delete
Call Presentation Classes	Create / delete
Nodal Threshold Classes	Edit
Backup Devices	Edit, create / delete
Formulas	Create / delete
Network Communication Parameters	Create / delete
Routes	Create / delete
Serial Ports	Edit
Phonset Displays	Create / delete
Agent Threshold Classes	Create / delete
Users	Edit all users - create agents only
Maintenance	View
Historical Statistics	Edit
DNISs	Create / delete
Backup Scheduler	Edit, create / delete
Switch Resource	View
Reports - Other	Create and run any report
Reports	Create and run any report
Real-Time Displays	View all agents - create displays
Server Performance Monitor	View
Users - ICCM	Edit all users - create agents only
Application Threshold Classes	Create / delete
Voice Ports	Edit
Reports - Call-by-Call	Create and run any report

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## Section F: IVR reports

### In this section

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# IVR Port First Login/Last Logout

## Description

Meridian 1/Succession 1000 switch only. 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

## Rights required

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

## Field descriptions

Report field	View field/Formula
Time	Time
Port ID	IVRPortID

### IVR Port First Login / Last Logout

BestAir Airlines

Site Name: TORONTO

Report Interval: 09:00:00 20 April, 1999 - 17:00:00

Table Name: eIVRPortLoginStat

Time      Port ID

#### First Login Details

4/20/99

9:00:00      13-1-2-0

#### Last Logout Details

4/20/99

17:00:00      13-0-2-2  
13-0-3-3  
13-0-3-7  
13-1-2-6

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# IVR Port Statistics

## Description

Meridian 1/Succession 1000 switch only. The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the call center. For each port specified, the report shows the total number of calls answered, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port was available to take calls and how much time was spent waiting to receive calls. The report helps you determine whether a specific port may be causing poor performance within an IVR queue.

## Views

- IVRPortStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

## Rights required

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

## Filters

- IVR Port ID
- IVR Port Name

## Statistics

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

## Summaries

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

### IVR Port Statistics

BestAir Airlines

Report Interval: 16:30:00 17 April, 1999 - 16:45:00 17 April, 1999

Site Name: TORONTO

Table Name: iVRPortStat

<u>Answered</u>	<u>Conferenced</u>	<u>Transferred</u>	<u>Logged In Time</u>	<u>Not Ready Time</u>	<u>Talk Time</u>	<u>Waiting Time</u>
<b>GRAND TOTAL</b>						
450	0	0	17:45:00	00:00:00	02:03:38	15:41:22

**IVR Queue Name & ID: 3660 - 3660**

Summary:	225	0	0	05:45:00	00:00:00	00:51:35	04:53:25
----------	-----	---	---	----------	----------	----------	----------

**IVR Port Name & ID: 13-0-2-1 - 13-0-2-1**

Summary:	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
----------	----	---	---	----------	----------	----------	----------

4/17/99

16:45	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35
IVR Port	10	0	0	00:15:00	00:00:00	00:02:25	00:12:35

**IVR Port Name & ID: 13-0-2-2 - 13-0-2-2**

Summary:	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
----------	----	---	---	----------	----------	----------	----------

4/17/99

16:45	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38
IVR Port	10	0	0	00:15:00	00:00:00	00:02:22	00:12:38

**IVR Port Name & ID: 13-0-2-3 - 13-0-2-3**

Summary:	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
----------	----	---	---	----------	----------	----------	----------

4/17/99

16:45	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
Daily 4/17/99	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54
IVR Port	12	0	0	00:15:00	00:00:00	00:00:06	00:14:54

**IVR Port Name & ID: 13-0-2-4 - 13-0-2-4**

Summary:	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
----------	----	---	---	----------	----------	----------	----------

4/17/99

16:45	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
Daily 4/17/99	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49
IVR Port	10	0	0	00:15:00	00:00:00	00:02:11	00:12:49

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# IVR Queue Statistics

## Description

Meridian 1/Succession 1000 switch only. The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays callers may have experienced when attempting to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

## Views

- IVRStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

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

## Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Answered Delay	CallsAnsweredDelay
Confer'd	CallsConferenced
Transf'd	CallsTransferred
Not Treated	CallsNotTreated
Not Treated After Threshold	CallsNotTreatedAftThreshold
Not Treated Delay	CallsNotTreatedDelay

## Summaries

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

### IVR Queue Statistics

BestAir Airlines

Site Name: TORONTC

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

Table Name: iVRStat

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

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

Summary:	470	0	0	00:00:00	0	0	470	235	02:08:15
----------	-----	---	---	----------	---	---	-----	-----	----------

4/20/99

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

**Queue Name & ID: 3660 - 3660**

Summary:	248	248	0	00:01:08	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

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

**Queue Name & ID: 3670 - 3670**

Summary:	223	223	0	00:01:03	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

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

**Queue Name & ID: 3680 - 3680**

Summary:	336	336	0	00:00:03	0	0	0	0	00:00:00
----------	-----	-----	---	----------	---	---	---	---	----------

4/20/99

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

**GRAND TOTAL**

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

im-ws3.rpt

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## Section G: NCC reports

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# Overview of NCC reports

## Introduction

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

Currently, network consolidated reports are only supported using modified Nortel Networks-provided templates. The structure of the reports cannot be changed from the templates beyond the deletion of fields not included in formulas, and you cannot add subreports or views to network consolidated reports. Subreports in network consolidated reports cannot be linked—each subreport must run as a whole before the next subreport is executed.

### Notes:

- For network consolidated reports, define the same userid on the NCC and each server in the network. (The passwords need not match the password defined on the NCC.) That userid must have the rights required to generate the report. To create a report, log on to the NCC with that userid and password.
- For information about reports that can be run on other servers in the network, see Section H: “Network reports,” on page 683.

## Time zone conversion

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

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

If you want to report on activity at all sites during the same period—for example, lunch hour—you do not use time zone conversion. (If a site has not reached the specified time, the report does not contain data for that site. For example, if the current time at one site is 11:00 a.m., that site is not included in the report.)

**Note:** For time zone conversion to work, the Time Relative to GMT must be configured for all sites in the Site Parameters.

# Network Call By Call Statistics

## Description

NCC option only. For each call that is networked out, the Network Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

### Notes:

- Network Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- User-defined reports using this standard report as a template cannot be scheduled.

## Time zone conversion

When you generate a Network Call By Call Statistics report, you specify a source site and a data extraction period based on the time at the source site. (The data extraction period can be up to 1 hour.) The report contains information about all calls networked out from the source site during this period, and provides all events applicable to those calls, from the time they entered the source site to the time that they ended. If the Time Zone Relative to GMT is configured correctly for each site, the time stamp for each call event is in the time zone of the source site.

For example, the administrator of BestAir's NCC wants to generate a Network Call By Call Statistics report to report on calls networked out from the Chicago server during the period from 10:00 a.m. to 11:00 a.m., Toronto time. (Chicago is one hour behind Toronto.) When generating the report, the administrator identifies Chicago as the source site, and specifies a data extraction period of 9:00 a.m. to 10:00 a.m.

## Views

- eCallByCallStatYYYYMMDD (source site)
- eNetCallByCallStatYYYYMMDD

## Template

- netcbc.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Call By Call	Create and run any report
Users	View all users

## Field descriptions

Report field	View field/Formula
Call ID	eNetCallByCallStatYYYYMMDD.CallId
Timestamp	eNetCallByCallStatYYYYMMDD.Timestamp
Time	eNetCallByCallStatYYYYMMDD.Time
Event	eNetCallByCallStatYYYYMMDD.CallEventName
AgentID	eNetCallByCallStatYYYYMMDD.TelsetLoginID
Event Data	eNetCallByCallStatYYYYMMDD.EventData
Source	eNetCallByCallStatYYYYMMDD.Source
Destination	eNetCallByCallStatYYYYMMDD.Destination

### Network Call By Call Statistics

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

BestAir Airlines  
 Site Name: NCC  
 Table Name: eNetCallByCallStatYYYYMMDD  
 eCallByCallStatYYYYMMDD

Agent ID	Event	Agent ID	Event Data	Source	Destination
121,241,603 10499	10:58:17 Network In Call Arrived		CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
	10:58:17 Network In Call Queued		1#_LTIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network_R_SITE: ICCM	SK_SET: nload1
	10:58:17 Handed Over to Network Application		REASON: PRESENTED	CDN: 3759	L_APP:
	10:58:18 Network In Call Dequeued		DELAY_AFTER_Q: 1	SK_SET: nload1	AGT: 115
	10:58:18 Give Ringback				
121,241,604 10499	10:58:18 Network In Call Answered	116	CLID: 7307115	R_APP: Load_Script_Network_R_SITE: ICCM	SK_SET: nload4
	10:58:18 Network In Call Answered		1#_LTIME_QUEUED_TO_SKSET: YES	CDN: 3759	AGT: 116
	10:58:18 Call Presented		REASON: PRESENTED	SK_SET: nload4	L_APP:
	10:58:27 Network In Call Released	116	DELAY_AFTER_Q: 2	RTE: 30 TRK: 17	CDN: 3759
	10:55:59 Network In Call Released				
121,241,606 10499	10:55:59 Network In Call Queued		1#_LTIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network_R_SITE: ICCM	SK_SET: nload4
	10:55:59 Call Presented		REASON: PRESENTED	CDN: 3759	L_APP:
	10:55:50 Handed Over to Network Application		REASON: PRESENTED	SK_SET: nload4	L_APP:
	10:55:50 Network In Call Dequeued		CLID: 7307115	RTE: 30 TRK: 19	CDN: 3759
	10:55:50 Give Ringback		DELAY_AFTER_Q: 1	SK_SET: nload4	AGT: 113
121,241,606 10499	10:55:32 Network In Call Dequeued	113	CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
	10:55:32 Handed Over to Network Application		1#_LTIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network_R_SITE: ICCM	SK_SET: nload5
	10:55:32 Give Ringback		REASON: PRESENTED	CDN: 3759	L_APP:
	10:55:32 Call Presented		REASON: PRESENTED	SK_SET: nload4	AGT: 113
	10:55:32 Network In Call Arrived	113	CLID: 7307114	RTE: 30 TRK: 19	CDN: 3759
121,241,606 10499	10:55:42 Network In Call Released	113	DELAY_AFTER_Q: 1	SK_SET: nload4	AGT: 115
	10:57:53 Network In Call Queued		1#_LTIME_QUEUED_TO_SKSET: YES	R_APP: Load_Script_Network_R_SITE: ICCM	SK_SET: nload5
	10:57:54 Network In Call Arrived		CLID: 7307115	RTE: 30 TRK: 13	CDN: 3759
	10:57:54 Call Presented		REASON: PRESENTED	SK_SET: nload5	AGT: 115
	10:57:54 Network In Call Dequeued				

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# Network Consolidated Application Performance

## Description

NCC option only. This report contains summarized application performance statistics for all sites in the network. For each site, the report lists all applications. For each application at a site, the report lists the number of outgoing network calls that were answered, delayed, and abandoned. The report contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

This report can be particularly useful in determining the efficiency of your network configuration.

## Time zone conversion

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

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

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnetapp1.rpt
- dcnetapp1.rpt
- wcnetapp1.rpt
- mcnetapp1.rpt

## Rights required

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

## Network Out Call statistics

Report field	View field/formula
Offered	NetOutCalls
Answered	NetOutCallsAnswered
Abandoned	NetOutCallsAbandoned
Reaching Non-ISDN Trunks	NetOutCallsReachNonISDN

## Call Delay Time statistics

Report field	View field/formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach Non-ISDN Trunks	TimeBeforeReachNonISDN

## NACD statistics

Report field	View field/formula
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

## Summaries

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

## Network Consolidated Application Performance

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

BestAir Airlines  
 Site Name: NCC  
 Table Names: ApplicationStat

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

**Site : BOSTON**

80	80	9	6	00:17:34	00:00:35	00:00:13	00:03:17	00:04:28	00:00:19	3	4	00:00:38
<b>SITE TOTAL</b>												

**Application: ACD\_DN\_Application**

Summary:	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00

**Application: Booking\_Script**

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

**Application: Cargo\_Script**

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

**Application: Master\_Script**

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

C:\REPORTS\NACC\NET4001.V01

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

# Network Consolidated DNIS Statistics

## Description

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

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

## Time zone conversion

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

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

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

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

## Rights required

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

## Call total statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Ans Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Abn Thrsh'd	CallsAbandonedAftThreshold

<b>Report field</b>	<b>View field/Formula</b>
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$

### Call Treatment statistics

<b>Report field</b>	<b>View field/Formula</b>
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transfer'd	IVRTransferred
Given Busy	CallsGivenBusy

### Call Time statistics

<b>Report field</b>	<b>View field/Formula</b>
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Average Answered Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Abn Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Talk Time	TalkTime

## Network Calls statistics

---

<b>Report field</b>	<b>View field/Formula</b>
Network Out	CallsNetworkedOut
NACD Out	CallsNACDOut
Reaching Non-ISDN	CallsReachNonISDN

---

## Summaries

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

### Network Consolidated DNIS Statistics

BestAir Airlines  
 Site Name: NCC  
 Table Names: IDNISStat  
 Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

OfferId	Calls		Ans Threshld	Abn Aft	% Service	Level	Dis-connect	Call Treatment			IVR	Given	Call Time			Network Calls					
	Ans	Threshld						AbnThreshld	Over-flow	RouteDefault			Transfd	Busy	Delay	Ans	Max	Avg	Ans	Max	Abn
17	14	2	1	1	80.00%		0	0	0	0	1	0	00:04:18	00:00:22	00:00:19	00:00:33	00:00:33	00:00:34	3	1	1
										<b>SITE TOTAL</b>											

**Site : BOSTON**

**DNIS Name & ID: Corporate\_Gold - 5569000**

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

**DNIS Name & ID: Corporate\_Service - 5569010**

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

# Network Consolidated Incoming Calls

## Description

NCC option only. This report contains incoming call statistics for all sites in the network. It contains information about the number of network calls originating at each site, that were offered, answered, and abandoned at your site. The report provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

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

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

## View

- NetworkInCallStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnet-10.rpt
- dcnet-10.rpt
- wcnnet-10.rpt
- mcnet-10.rpt

## Rights required

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

## Statistics

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

## Answer Delay Time statistics

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

## Abandon Delay Time statistics

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

## Summaries

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

### Network Consolidated Incoming Calls

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

BestAir Airlines  
 Site Name: NCC  
 Table Name: INetworkInCallStat

Network In Calls				Answer Delay Time				Abandon Delay Time			
Offered	Answered	Answered After Threshold	Abandoned After Terminated	Total Delay	Max Delay	Total AT/Dest	Max AT/Dest	Total Delay	Max Delay	Total AT/Dest	Max AT/Dest
37	27	4	10	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

**SITE TOTAL**

Source	Offered	Answered	Answered After Threshold	Abandoned After Terminated	Total Delay	Max Delay	Total AT/Dest	Max AT/Dest	Total Delay	Max Delay	Total AT/Dest	Max AT/Dest
Source: BOSTON	37	27	4	10	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
4/8/99	20	14	2	6	00:08:40	00:01:42	00:08:25	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Booking_Script	4	4	1	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Cargo_Script	9	6	1	3	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Master_Script	4	3	0	1	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
9:30 Vacation_Script	37	27	4	10	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Daily 4/8/99	37	27	4	10	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	4	10	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

**Destination Site : Boston**

# Network Consolidated Outgoing Calls

## Description

NCC option only. This report contains outgoing call statistics for all sites in the network. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

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

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- NetworkOutStat

## Collection frequency

- interval
- daily
- weekly

- monthly

## Template

- icnet-11.rpt
- dcnet-11.rpt
- wcnet-11.rpt
- mcnet-11.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

The report provides totals for each source site, and subtotals for each destination site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

### Network Consolidated Outgoing Calls

BestAir Airlines  
 Site Name: NCC  
 Table Names: iNetworkOutStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 09 April, 1999

Source Application			Call To Destination		
			Offered	Answered	Abandoned
<b>Site : BOSTON</b>			<b>SITE TOTAL</b>		
Source Site:			96	71	11
<b>Destination: CHICAGO</b>			42	36	7
4/8/99	9:45	Cargo_Script	2	1	1
	9:45	Vacation_Script	0	2	0
	9:45	Booking_Script	13	12	1
	9:45	Master_Script	27	21	5
Daily 4/8/99			42	36	7
Destination			42	36	7
<b>Destination: SF</b>			35	18	3
4/8/99	9:45	Cargo_Script	0	0	0
	9:45	Vacation_Script	2	1	1
	9:45	Booking_Script	17	16	2
	9:45	Master_Script	16	1	0
Daily 4/8/99			35	18	3
Destination			35	18	3
<b>Destination: TORONTO</b>			19	17	1
4/8/99	9:45	Cargo_Script	1	0	0
	9:45	Vacation_Script	2	2	0
	9:45	Booking_Script	14	13	1
	9:45	Master_Script	2	2	0
Daily 4/8/99			19	17	1
Destination			19	17	1

# Network Consolidated Route Performance

## Description

NCC option only. This report contains route performance statistics for all sites in the network. For each site, the report lists all routes, and indicates how often and how long all trunks within the route were busy. The report displays the total number of calls that were unable to reach another site because all trunks within the route were busy. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default\_Route, 999.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnetres2.rpt
- dcnetres2.rpt
- wcnetres2.rpt
- mcnetres2.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN
All Trunks Busy Time	AllTrunksBusyTime
Avg All Trunks Busy Time	AllTrunksBusyTime / AllTrunksBusy

## Summaries

The report provides totals for each site, and subtotals for each route. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

## Network Consolidated Route Performance

BestAir Airlines  
 Site Name: NCC  
 Table Names: iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

### BOSTON

Calls			Call Time		
All Trunks	# Network Out Blocked	# Network Out Reached	All Trunks	Avg All	
Busy	By All Trunks Busy	Non-ISDN Trunks	Busy	Trunks Busy	Trunks Busy

**SITE TOTAL**

			15	3	3	00:06:19	00:00:25
<b>Route Name &amp; ID: B_Route1 - 1</b>							
Summary:			10	0	1	00:05:32	00:00:33
4/8/99	15:45		10	0	1	00:05:32	00:00:33
		4/8/99	10	0	1	00:05:32	00:00:33
		Route	10	0	1	00:05:32	00:00:33
<b>Route Name &amp; ID: B_Route2 - 2</b>							
Summary:			1	0	0	00:00:15	00:00:15
4/8/99	15:45		1	0	0	00:00:15	00:00:15
		4/8/99	1	0	0	00:00:15	00:00:15
		Route	1	0	0	00:00:15	00:00:15
<b>Route Name &amp; ID: B_Route3 - 3</b>							
Summary:			4	0	2	00:00:32	00:00:08
4/8/99	15:45		4	0	2	00:00:32	00:00:08
		4/8/99	4	0	2	00:00:32	00:00:08
		Route	4	0	2	00:00:32	00:00:08
<b>Route Name &amp; ID: Default_Route - 999</b>							
Summary:			0	3	0	00:00:00	00:00:00
4/8/99	15:45		0	3	0	00:00:00	00:00:00
		4/8/99	0	3	0	00:00:00	00:00:00
		Route	0	3	0	00:00:00	00:00:00

# Network Consolidated Skillset Call Distribution

## Description

NCC option only; only available in Symposium Web Client. This report contains skillset call distribution statistics for all sites in the network. For each skillset, the report lists the total local and incoming network calls answered by agents at each site, the percentage of calls agents answered that were local and incoming network calls, and the average delay a caller experienced. The report contains a skillset summary that consolidates the results for all sites for each skillset, and a grand summary section that consolidates the results for all sites in the network and provides a roll-up summary for all call statistics.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnet\_cd-12.rpt
- dcnet\_cd-12.rpt
- wcnnet\_cd-12.rpt
- mcnet\_cd-12.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Skillset Call statistics

Report field	View field/Formula
Answered	CallsAnswered
Local	CallsAnswered - NetCallsAnswered
Remote	NetCallsAnswered
% Ans Local	$((\text{CallsAnswered} - \text{NetCallsAnswered}) / \text{CallsAnswered}) \times 100$
% Ans Remote	$(\text{NetCallsAnswered} / \text{CallsAnswered}) * 100$

## Skillset Call Delay statistics

---

Report field	View field/Formula
Average Ans Delay	CallsAnsweredDelay / CallsAnswered

---

### Summaries

The report provides totals for each skillset, and subtotals for each site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

### Network Consolidated Skillset Call Distribution

Report Interval: 00:00:00 01 July, 2003 - 00:00:00 03 September, 2003

Site Name: NCCSERVER1  
Table Name: dSkillsetConStat

Skillset	Target Site	Answered	Local	Remote	%Ans Local	%Ans Remote	Average Ans Delay
		17	9	8			
	<b>GRAND TOTAL</b>						
		17	9	8	52.00	48.00	0.00
	<b>SKILLSET TOTAL</b>						
		17	9	8	52.00	48.00	0.00

**Skillset: Default ACD**

Site	NCCBELFAST	Summary	Answered	Local	Remote	%Ans Local	%Ans Remote	Average Ans Delay
8/5/2003		Daily 8/5/2003	8	0	8	00.00	100.00	0.00
			8	0	8	00.00	100.00	0.00
8/6/2003		Daily 8/6/2003	7	7	0	100.00	0.00	0.00
			7	7	0	100.00	0.00	0.00
8/12/2003		Daily 8/12/2003	1	1	0	100.00	0.00	0.00
			1	1	0	100.00	0.00	0.00
8/25/2003		Daily 8/25/2003	1	1	0	100.00	0.00	0.00
			1	1	0	100.00	0.00	0.00
<b>Site</b>			<b>17</b>	<b>9</b>	<b>8</b>	<b>52.00</b>	<b>48.00</b>	<b>0.00</b>

F:\shang\Temp\enstat\NCCDN\CGCD\daily.rpt

Printed By: webadmin 9/3/2003

# Network Consolidated Skillset Performance

## Description

NCC option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Service level thresholds

Skillset service level thresholds are defined at each site. To ensure that comparisons between sites are valid, use the same value for service level threshold at every site. For example, Toronto defines the service level threshold for a skillset as 20 seconds. Boston defines the threshold as 25 seconds. At Toronto, the percentage of calls answered after the threshold is 25. At Boston, it is 20. The statistic appears to indicate that callers to Toronto are waiting longer than callers to Boston, but this may not be true.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnet-12.rpt
- dcnet-12.rpt
- wcnet-12.rpt
- mcnet-12.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Skillset Call statistics

Report field	View field/Formula
Answered	CallsAnswered
Network In Answered	NetCallsAnswered
% Answered Aft Threshold	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Answered Aft Threshold	CallsAnsweredAfterThreshold

## Skillset Call Delay statistics

Report field	View field/Formula
Total	CallsAnsweredDelay
Max	MaxAnsweredDelay
Avg	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$

## Skillset Call Delay statistics

Report field	View field/Formula
All Agt Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No of Agts	$\text{TotalStaffedTime} / \text{ActiveTime}$

## Summaries

The report provides totals for each site, and subtotals for each skillset and site-application combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

## Network Consolidated Skillset Performance

BestAir Airlines NCC  
 Site Name: NCC  
 Table Names: ISkillsetStat  
 Report Interval: 09:00:00 07 April, 1999 09:15:00 07 April, 1999

Time	Source Application	Source Site	Skillset Call		Skillset Call Delay Time		Agent		Skillset Avg No.				
			Answered	% Answered	Max	Avg	All Agt	All Agent					
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
			<b>SITE TOTAL</b>										

**Site : BOSTON**

Skillset: Bookings														
Summary:														
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25	
4/7/99	09:15	ACD_DN_Application	BOSTON	53	0	8	4	00:12:22	00:00:21	00:00:14	00:00:00	00:00:00	0	
		Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:00:00	00:00:00	0	
		Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:00:00	00:00:00	0	
		Booking_Script	TORONTO	11	11	36	4	00:02:34	00:00:22	00:00:14	00:00:00	00:00:00	0	
		Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:00:00	00:00:00	0	
		Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:18	00:00:00	00:00:00	0	
		Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:10	00:00:00	00:00:00	0	
		Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:00:00	00:00:00	0	
		Master_Script	TORONTO	267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Total for interval 09:15				267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Daily 4/7/99				267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25
Skillset				267	47	15	39	01:08:54	00:00:31	00:00:15	00:03:21	06:15:00	00:15:00	25

# Network Site and Application Properties

## Description

NCC option only. The Network Sites report lists each site in the network and, for each one, shows its properties.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## View

- NCCSite
- NCCRemoteApplication

## Template

- config38.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Site properties

Report field	View field/Formula
Site Name	NCCSite.SiteName
Filter Timer	NCCSite.OutOfServiceTimer
Time Relative to GMT	NCCSite.RelativeGMT
Contact Person	NCCSite.ContactPerson

---

<b>Report field</b>	<b>View field/Formula</b>
Contact Phone Number	NCCSite.ContactNumber

---

## Application properties

---

<b>Report field</b>	<b>View field/formula</b>
Application	NCCRemoteApplication.Name
Service Level Threshold	NCCRemoteApplication.ServiceLevel Threshold
Call By Call	NCCRemoteApplication.CallByCall

---

## Grouping

Applications are grouped by site.

## Network Site and Application Properties

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: RemoteApplication, Site, TargetSwitchComm

**Site Properties**

**Available Sites:**

<u>Site Name</u>	<u>Filter Timer</u>	<u>Time Relative to GMT</u>	<u>Contact Person</u>	<u>Phone Number</u>
BOSTON	00:10	+5	Li Ming	555-2098
CHICAGO	00:10	+8	Jocelyn Petrovsky	555-9911
SF	01:00	+8	Manfred Simpson	555-8871

**Destination Configuration for Site : TORONTO**

<u>Destination Site</u>	<u>Dialable DN</u>	<u>Number of Retries</u>	<u>Retry Timer (sec)</u>	<u>Agent Reserve Timer</u>
BOSTON	5552222	5	5	30
CHICAGO	5559999	5	5	30
SF	5558888	5	10	45

# Network Skillset Routing Properties

## Description

NCC option only. The Network Skillset Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

### Round robin

The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

### Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

## Views

- NCCNetworkSkillset
- NCCR ranking

## Template

- config26.rpt

## Filters

- source site name
- network skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Field descriptions

Report field	View field/Formula
Source Site	NCCRanking.SourceSiteName
Network Skillset Name	NCCRanking.NetworkSkillsetName
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NCCRanking.Rank
Destination Site Name	NCCRanking.Rank.DestSiteName

## Grouping

Network skillsets are grouped by source site.

---

## Network Skillset Routing Properties (NCC)

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: NCCRanking, NCCNetworkSkillset

---

<u>Network Skillset Name</u>	<u>Routing Method</u>	<u>Rank</u>	<u>Destination Site Name</u>
<b>Source Site: BOSTON</b>			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	TORONTO
Vacations	Round Robin	0	SF
		1	TORONTO
<b>Source Site: SF</b>			
Bookings	Round Robin	0	TORONTO
		1	BOSTON
Vacations	Round Robin	0	TORONTO
		1	BOSTON
<b>Source Site: TORONTO</b>			
Bookings	Round Robin	0	CHICAGO
		1	SF
		2	BOSTON
Vacations	Round Robin	0	SF
		1	BOSTON

---

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# Network Table Routing Assignments

## Description

NCC option only. The Network Table Routing Assignments report provides a listing of the network control center (NCC) table routing assignments. For each assignment, the report provides status, source site, comments, and the routing table.

## Views

- NCCNetworkSkillset
- NetworkRankingAssignment

## Template

- config25.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Field descriptions

Report field	View field/Formula
Status	NetworkRankingAssignment.Status
Source Site Name	NetworkRankingAssignment.SrcSiteName
Comment	NetworkRankingAssignment.Comment
Network Skillset	NetworkRankingAssignment.Network SkillsetName

---

<b>Report field</b>	<b>View field/Formula</b>
Routing Method	NCCNetworkSkillset.UseRoundRobin
Rank	NetworkRankingAssignment.Rank
Destination Site Name	NetworkRankingAssignment.DestSite Name

---

### Network Table Routing Assignment (NCC)

BestAir Airlines

Site Name: NCC

Table Name: NetworkRankingAssignment, NCCNetworkSkillset

**Assignment: TORONTO\_10**

Status:
Source Site Name: TORONTO
Comment:

<u>Network Skillset</u>	<u>Routing Method</u>	<u>Rank</u>	<u>Destination Site Name</u>
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
Vacations	Round Robin	1	BOSTON
		2	CHICAGO

**Assignment: TORONTO\_12**

Status:
Source Site Name: TORONTO
Comment:

<u>Network Skillset</u>	<u>Routing Method</u>	<u>Rank</u>	<u>Destination Site Name</u>
Bookings	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF
Vacations	Round Robin	1	BOSTON
		2	CHICAGO
		3	SF

**Assignment: TORONTO\_AM**

Status:
Source Site Name: TORONTO
Comment:

<u>Network Skillset</u>	<u>Routing Method</u>	<u>Rank</u>	<u>Destination Site Name</u>
Bookings	Round Robin	1	BOSTON
Cargo	Round Robin	1	BOSTON
Vacations	Round Robin	1	BOSTON

# Nodal Consolidated Application Delay Before Abandon

## Description

NCC option only. This report is similar to the Application Delay Before Abandon report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after the service level threshold for the application, and the percentage of calls that abandoned.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- inodapp5.rpt
- dnodapp5.rpt
- wnodapp5.rpt
- mnodapp5.rpt

## Filters

- application name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Abandon delay spectrum

The report contains a histogram showing the number of calls abandoned after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

## Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned
% Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
Abandoned After Threshold	CallsAbandonedAftThreshold
Abandon Delay	CallsAbandonedDelay
Maximum Abandon Delay	MaxCallsAbandonedDelay
Average Abandon Delay	$\text{CallsAbandonedDelay} / \text{CallsAbandoned}$

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

## Nodal Consolidated Application Delay Before Abandon

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

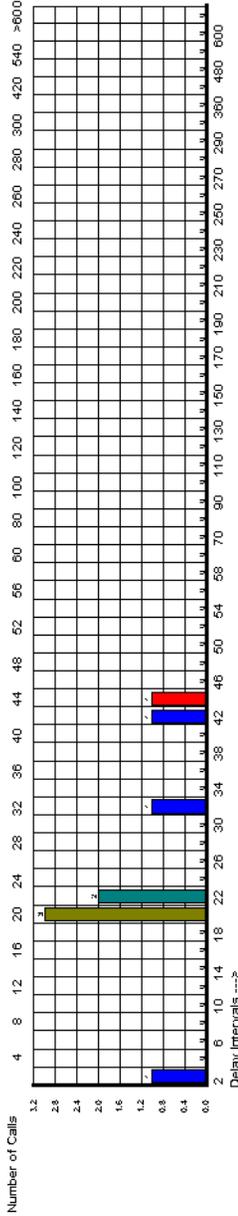
BestAir Airlines  
 Site Name: TORONTO  
 Table Names: iApplicationStat

Offered	Answered	Abandoned	% Abandoned	Abandoned After Threshold	Maximum Abandon Delay	Average Abandon Delay
152	128	24	15.79 %	8	00:06:48	00:00:17
<b>SITE TOTAL</b>						

**Application: Booking\_Script**

Summary:	43	35	9	20.93%	5	00:03:41	00:00:25
----------	----	----	---	--------	---	----------	----------

Abandon Delay Spectrum: Booking\_Script



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# Nodal Consolidated Application Delay Before Answer

## Description

NCC option only. This report is similar to the Application Delay Before Answer report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how long callers wait before connecting to an agent. The report also indicates whether the delay occurred after the skillset received the call.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

This report uses the following templates:

- inodapp3.rpt
- dnodapp3.rpt
- wnodapp3.rpt
- mnodapp3.rpt

## Filters

- application name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Answer delay spectrum

The report contains a histogram showing the number of calls answered after delays of times divided into 2-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

## Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answer Delay	CallsAnsweredDelay
Delay at Skillset	CallsAnsweredDelayAtSkillset
Answered After Threshold	CallsAnsweredAftThreshold
Maximum Answer Delay	MaxCallsAnsDelay
Maximum Delay at Skillset	MaxCallsDelayAtSkillset
Average Answer Delay	CallsAnsweredDelay / CallsAnswered

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

### Nodal Consolidated Application Delay Before Answer

BestAir Airlines  
 Site Name:NCC  
 Table Names: \ApplicationStat  
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

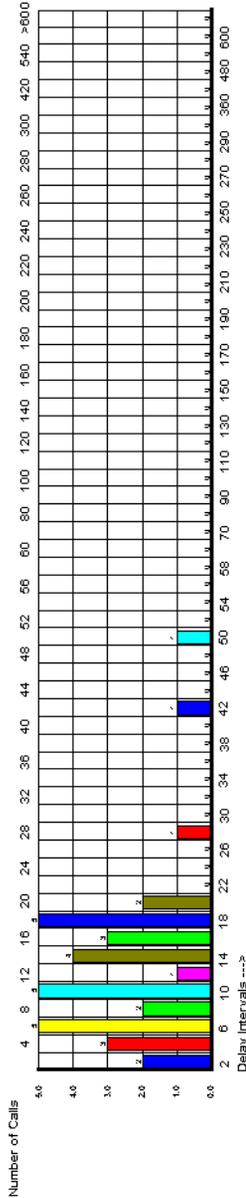
Skillset Calls: Offered Answered Answer After Threshold Delay at Skillset Maximum Answer Delay Maximum Delay at Skillset Average Answer Delay

**Site : BOSTON**

152	128	00:29:42	SITE TOTAL	10	00:00:50	00:00:44	00:00:14
		00:24:51					

Application: Booking\_Script  
 Summary: 43 35 00:07:39 00:07:31 3 00:00:50 00:00:43 00:00:13

Answer Delay Spectrum: Booking\_Script



# Nodal Consolidated Application Performance

## Description

NCC option only. This report is similar to the Application Performance report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites. For each application, the report gives an overview of calls answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

This report uses the following templates:

- inodapp1.rpt
- dnodapp1.rpt
- wnodapp1.rpt
- mnodapp1.rpt

## Filters

- application name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Avg Ans Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Offered	$\text{CallsOffered}$
Answered	$\text{CallsAnswered}$
Answer Delay	$\text{CallsAnsweredDelay}$
Max Ans Delay	$\text{MaxCallsAnsDelay}$
Ans After Threshold	$\text{CallsAnsweredAftThreshold}$
Abandoned	$\text{CallsAbandoned}$
Max Abn Delay	$\text{MaxCallsAbandonedDelay}$
Aban After Threshold	$\text{CallsAbandonedAftThreshold}$
Ans Day At Skillset	$\text{CallsAnsweredDelayAtSkillset}$
% Service Level	$\left[ \frac{(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})}{(\text{CallsAnswered} + \text{CallsAbandoned})} \right] \times 100$

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

## Nodal Consolidated Application Performance

BestAir Airlines  
 Site Name: NCC  
 Table Names: iApplicationStat  
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Skillet Calls	Offered	Answered	Answer Delay	Avg Answer Delay	Max. Answer Delay	Ans After Threshold	Abandoned	Max. Aban'd Delay	Aban After Threshold	Ans Delay At Skillet	% Service Level
	152	128	00:29:42	00:00:14	00:00:50	10	24	00:01:11	8	00:24:51	88.16%
<b>SITE TOTAL</b>											

**Application: Booking\_Script**

Summary:	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82%
4/5/99 13:45	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Daily 4/5/99	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82
Application	43	35	00:07:39	00:00:13	00:00:50	3	9	00:00:43	5	00:07:31	81.82

**Application: Cargo\_Script**

Summary:	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71%
4/5/99 13:45	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Daily 4/5/99	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71
Application	7	6	00:01:19	00:00:13	00:00:41	1	1	00:00:00	0	00:01:02	85.71

**Application: Master\_Script**

Summary:	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59%
4/5/99 13:45	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59
Daily 4/5/99	81	71	00:17:45	00:00:15	00:00:32	4	10	00:00:41	2	00:13:11	92.59

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## Section H: Network reports

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# Overview of network reports

## Introduction

This section lists the networking reports that you can generate when logged on to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

# Crosstab - Network Incoming Calls

## Description

The Crosstab - Network Incoming Calls report provides you with an at-a-glance view of inbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

## Views

- iNetInCallStat

## Collection frequency

- interval

## Templates

- icross\_net\_in\_calls.rpt

## Filter

- source site name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

<b>Report field</b>	<b>View field/Formula</b>
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

The report provides totals for each source site for each interval, as well as daily totals for the source site.

### Crosstab - Network Incoming Calls

BestAir Airlines BOSTON  
 Site Name: inNetworkCallStat  
 Table Name: inNetworkCallStat  
 Report Interval: 08:15:00 05 April, 1999 - 08:30:00 09 April, 1999

#### Grand Totals

Calls Offered	326
Calls Answered	263
Calls Abandoned	58

	Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO						
9:30	44	45	45	86	14	234
	41	35	42	61	14	193
	3	10	2	24	0	39
Source Site	44	45	45	86	14	234
Total	41	35	42	61	14	193
	3	10	2	24	0	39
SF						
9:30	5	7	3	9	1	25
	5	6	2	4	0	17
	0	1	1	5	0	7
Source Site	5	7	3	9	1	25
Total	5	6	2	4	0	17
	0	1	1	5	0	7
TORONTO						
9:30	3	15	6	37	6	67
	3	12	5	27	6	53
	0	3	1	8	0	12
Source Site	3	15	6	37	6	67
Total	3	12	5	27	6	53
	0	3	1	8	0	12
<b>Total</b>	<b>52</b>	<b>67</b>	<b>54</b>	<b>132</b>	<b>21</b>	<b>326</b>
	<b>49</b>	<b>53</b>	<b>49</b>	<b>92</b>	<b>20</b>	<b>263</b>
	<b>3</b>	<b>14</b>	<b>4</b>	<b>37</b>	<b>0</b>	<b>58</b>

# Crosstab - Network Outgoing Calls

## Description

The Crosstab - Network Outgoing Calls report provides you with an at-a-glance view of outbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

## Views

- iNetOutCallStat

## Collection frequency

- interval

## Templates

- icross\_net\_out\_calls.rpt

## Filter

- destination site name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

<b>Report field</b>	<b>View field/Formula</b>
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

The report provides totals for each destination site for each interval, as well as daily totals for the destination site.

## Crosstab - Network Outgoing Calls

Report Interval: 09:30:00 05 April, 1999 - 09:45:00 05 April, 1999

BestAir, Airlines  
 Site Name: BOSTON  
 Table Name: InNetworkOutStat

### Grand Totals

Calls Offered	229
Calls Answered	186
Calls Abandoned	27

	Mon	Tue	Wed	Thurs	Fri	Total
CHICAGO						
9-45	32	27	16	42	26	143
	30	21	16	38	25	128
	2	6	0	7	1	16
Destination	32	27	16	42	26	143
Site Total	30	21	16	38	25	128
	2	6	0	7	1	16
SF						
9-45	1	9	1	35	3	49
	1	6	0	18	2	27
	0	2	0	3	1	6
Destination	1	9	1	35	3	49
Site Total	1	6	0	18	2	27
	0	2	0	3	1	6
TORONTO						
9-45	5	7	2	19	4	37
	5	3	2	17	4	31
	0	4	0	1	0	5
Destination	5	7	2	19	4	37
Site Total	5	3	2	17	4	31
	0	4	0	1	0	5
<b>Total</b>	<b>38</b>	<b>43</b>	<b>19</b>	<b>96</b>	<b>33</b>	<b>229</b>
	<b>36</b>	<b>30</b>	<b>18</b>	<b>71</b>	<b>31</b>	<b>186</b>
	<b>2</b>	<b>12</b>	<b>0</b>	<b>11</b>	<b>2</b>	<b>27</b>

# Network Application Performance

## Description

NSBR option only. The Network Application Performance report provides summarized performance information for application calls that entered your local site and were routed to a remote site.

For each application, the report provides information about the number of outgoing network calls that were answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetapp1.rpt
- dnetapp1.rpt
- wnetapp1.rpt
- mnetapp1.rpt

## Filter

- application name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Network Out Call statistics

Report field	View field/Formula
Offer'd	NetOutCalls
Ans	NetOutCallsAnswered
Aban	NetOutCallsAbandoned
Reach Non-ISDN Trunks	NetOutCallsReachNonISDN

## Call Delay Time statistics

Report field	View field/Formula
Ans Delay	NetOutCallsAnsweredDelay
Maximum Ans Delay	MaxNetOutCallsAnsweredDelay
Average Ans Delay	NetOutCallAnsweredDelay / NetOutCallsAnswered
Aban Delay	NetOutCallsAbandonedDelay
Time Before Network Out	TimeBeforeNetOut
Time Before Reach non-ISDN Trunks	TimeBeforeReachNonISDK

## NACD Call statistics

<b>Report field</b>	<b>View field/Formula</b>
Given NACD	CallsGivenNACD
NACD Out	CallsNACDOut
Time Before NACD Out	TimeBeforeNACDOut

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

## Network Application Performance

BestAir Airlines  
 Site Name: TORONTO  
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999  
 Table Names: ApplicationStat

Network Out Calls				Call Delay Time				NACD Calls				
OfferId	Ans	Aban	ISDN_Trunks	Maximum Ans Delay	Average Ans Delay	Time Before Aban Delay	Time Before Network Out	Time Before Reach Non ISDN_Trunks	Time Before NACD Out	Given NACD	NACD Out	NACD Out
20	17	3	1	00:03:10	00:00:24	00:00:11	00:00:37	00:01:18	00:00:05	4	3	00:00:10
<b>GRAND TOTAL</b>												

### Application: ACD\_DN\_Application

Summary:	1	1	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
4/5/99 13:45	1	1	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Daily 4/5/99	1	1	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01
Application	1	1	0	00:00:08	00:00:08	00:00:08	00:00:00	00:00:04	00:00:00	0	0	00:00:01

### Application: Booking\_Script

Summary:	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
4/5/99 13:45	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Daily 4/5/99	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08
Application	12	10	2	1	00:02:16	00:00:24	00:00:14	00:00:16	00:00:48	00:00:05	1	1	00:00:08

### Application: Cargo\_Script

Summary:	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
4/5/99 13:45	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Daily 4/5/99	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00
Application	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00

### Application: Master\_Script

Summary:	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
4/5/99 13:45	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Daily 4/5/99	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00
Application	5	4	1	0	00:00:41	00:00:15	00:00:10	00:00:21	00:00:12	00:00:00	3	2	00:00:00

# Network DNIS Statistics

## Description

NSBR option only. The Network DNIS Statistics report lists the total call volume to each Dialed Number Identification Service (DNIS) number. The report lists the total calls answered, total calls abandoned, the percentage of calls that abandoned after the service level threshold defined for the DNIS, and the total number of calls networked out.

You can use this report to track network performance for a particular DNIS number.

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetres6.rpt
- dnetres6.rpt
- wnetres6.rpt
- mnetres6.rpt

## Filters

- DNIS number
- DNIS name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Ans	CallsAnswered
Ans Aft Thresh'd	CallsAnsweredAftThreshold
Abn	CallsAbandoned
Abn Aft Thresh'd	CallsAbandonedAftThreshold
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$
Disconnect	CallsGivenForceDisconnect
Overflow	CallsGivenForceOverflow
Route	CallsGivenRouteTo
Default	CallsGivenDefault
IVR Transf'd	IVRTransferred
Given Busy	CallsGivenForceBusy
Ans Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay

---

<b>Report field</b>	<b>View field/Formula</b>
Avg Ans Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Abn Delay	$\text{CallsAbandonedDelay}$
Max Abn Delay	$\text{MaxAbandonedDelay}$
Talk Time	$\text{TalkTime}$
Network Out	$\text{CallsNetworkedOut}$
NACD Out	$\text{CallsNACDOut}$
Reaching Non-ISDN	$\text{CallsReachNonISDN}$

---

## Summaries

The report provides totals for each DNIS, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNISs.

### Network DNS Statistics

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: IDNISStat  
 Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Calls				Call Treatment				Call Time				Network Calls						
Offsite	Ans Threshld	Abn Threshld	Abn Att	Dis- connect	Over- flow	Route Default	IVR Transfd	Given Busy	Ans Max	Avg Ans	Abn Max	Abn	Talk Network	NACD Reaching	Out Non-ESDN			
			Level						Delay	Delay	Delay	Time	Time	Out	Out			
33	24	4	1	82.14%	0	0	0	3	1	00:02:48	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0
<b>GRAND TOTAL</b>																		

#### DNIS Name & ID: Corporate\_Gold - 5559000

Summary:	15	9	1	3	1	83.33%	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
12:45	15	9	1	3	1	82.14	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
Daily	15	9	1	3	1	83.33	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0
DNIS	15	9	1	3	1	83.33%	0	0	0	2	1	00:01:11	00:00:21	00:00:08	00:00:39	00:00:39	00:09:10	1	1	0

#### DNIS Name & ID: Corporate\_Service - 5559010

Summary:	18	15	3	1	0	81.25%	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
12:45	18	15	3	1	0	82.14	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
Daily	18	15	3	1	0	81.25	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0
DNIS	18	15	3	1	0	81.25%	0	0	0	1	0	00:01:38	00:00:32	00:00:07	00:00:13	00:00:00	00:18:18	1	1	0

#### GRAND TOTAL

33	24	4	1	82.14%	0	0	0	3	1	00:02:48	00:00:32	00:00:07	00:00:52	00:00:39	00:27:28	2	2	0
----	----	---	---	--------	---	---	---	---	---	----------	----------	----------	----------	----------	----------	---	---	---

# Network Incoming Calls

## Description

NSBR option only. The Network Incoming Calls report provides statistics about incoming network calls for your site. It contains information about the number of incoming network calls offered, answered, and abandoned at your site. It also provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls.

## Views

- NetworkInCallStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-10.rpt
- dnet-10.rpt
- wnet-10.rpt
- mnet-10.rpt

## Filter

- source site name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Network In Call statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Answered After Threshold	CallsAnsweredAftThreshold
Abandoned / Terminated at Dest	CallsAbandoned
Abandoned After Threshold	CallsAbandonedAftThreshold

## Answer Delay statistics

Report field	View field/Formula
Answer Delay	CallsAnsweredDelay
Max Delay	MaxAnsweredDelay
Total At Dest	CallsAnsweredDelayAtDest
Max At Dest	MaxAnsweredDelayAtDest

## Abandon Delay statistics

<b>Report field</b>	<b>View field/Formula</b>
Total Delay	CallsAbandonedDelay
Max Delay	MaxAbandonedDelay
Total At Dest	CallsAbandonedDelayAtDest
Max At Dest	MaxAbandonedDelayAtDest

## Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all destination sites.

### Network Incoming Calls

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: iNetworkInCallStat  
 Report Interval: 08:15:00 08 April, 1999 - 08:30:00 08 April, 1999

Source_Application	Network In Calls			Answer Delay Time			Abandon Delay Time						
	Offered	Answered	After Threshold	Total Delay	Max Delay	At Dest	Total Delay	Max Delay	At Dest				
Destination: TORONTO	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
<b>GRAND TOTAL</b>													
Source: BOSTON	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
<b>Summary:</b>													
4/8/99	20	14	2	6	2	00:08:40	00:01:42	00:08:26	00:01:40	00:05:50	00:00:57	00:05:02	00:00:55
9:30 Booking_Script	4	4	1	0	0	00:02:22	00:01:01	00:02:21	00:00:59	00:00:00	00:00:00	00:00:00	00:00:00
9:30 Cargo_Script	8	6	1	3	1	00:03:40	00:00:44	00:03:21	00:00:42	00:01:01	00:01:38	00:00:51	00:01:35
9:30 Master_Script	4	3	0	1	0	00:00:27	00:00:13	00:00:21	00:00:12	00:00:15	00:00:15	00:00:13	00:00:12
9:30 Vacation_Script	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Daily 4/8/99	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
Source	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35
<b>GRAND TOTAL</b>													
Destination: TORONTO	37	27	4	10	3	00:15:09	00:01:42	00:14:28	00:01:40	00:07:06	00:01:38	00:06:06	00:01:35

# Network Outgoing Calls

## Description

NSBR option only. The Network Outgoing Calls report provides statistics about outgoing network calls for your site. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites.

## Views

- NetworkOutStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-11.rpt
- dnet-11.rpt
- wnet-11.rpt
- mnet-11.rpt

## Filter

- destination site name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

The report provides totals for each destination site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval and application. The report also contains a grand total for all destination sites.

### Network Outgoing Calls

BestAir Airlines

Report Interval: 09:30:00 08 April, 1999 - 09:45:00 08 April, 1999

Site Name: TORONTO

Table Name: iNetworkOutStat

Source Application			Call To Destination			
			Offered	Answered	Abandoned	
Source Site: TORONTO			<b>GRAND TOTAL</b>	86	74	11
<b>Destination: BOSTON</b>			37	33	3	
4/8/99	9:45	Cargo_Script	1	1	0	
	9:45	Vacation_Script	5	4	0	
	9:45	Booking_Script	22	21	1	
	9:45	Master_Script	9	7	2	
Daily 4/8/99			37	33	3	
Destination			37	33	3	
<b>Destination: CHICAGO</b>			21	19	3	
4/8/99	9:45	Cargo_Script	2	1	1	
	9:45	Vacation_Script	2	2	0	
	9:45	Booking_Script	14	12	1	
	9:45	Master_Script	3	4	1	
Daily 4/8/99			21	19	3	
Destination			21	19	3	
<b>Destination: SF</b>			28	22	5	
4/8/99	9:45	Cargo_Script	5	4	0	
	9:45	Vacation_Script	2	1	1	
	9:45	Booking_Script	17	15	2	
	9:45	Master_Script	4	2	2	
Daily 4/8/99			28	22	5	
Destination			28	22	5	
Source Site: TORONTO			<b>GRAND TOTAL</b>	86	74	11

# Network Route Performance

## Description

NSBR option only. The Network Route Performance report shows summarized performance information grouped by route. The report indicates how often and how long all trunks within the route were busy. It also displays the total number of calls that were unable to reach another site because all of the trunks within the route were busy.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default\_Route, 999.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetres2.rpt
- dnetres2.rpt
- wnetres2.rpt
- mnetres2.rpt

## Filters

- route number
- route name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Call statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
# Network Out Blocked by All Trunks Busy	CallsBlockedByAllTrunksBusy
# Network Out Reached Non-ISDN Trunks	CallsReachNonISDN

## Call Time statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusyTime
Average All Trunks Busy	AllTrunksBusyTime / AllTrunksBusy

## Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

### Network Route Performance

BestAir Airlines  
 Site Name: TORONTO  
 Table Name:RouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

	Calls			Call Time	
	All Trunks Busy	# Network Out Blocked By All Trunks Busy	# Network Out Reached Non-ISDN Trunks	All Trunks Busy	Avg All Trunks Busy
<b>GRAND TOTAL</b>					
	7	3	0	00:02:52	00:00:25

<b>Route Name &amp; ID: T_Route1 - 1</b>					
<b>); Default_Route - 999</b>					
	Summary:				
4/8/99 15:45	5	0	0	00:01:30	00:00:18
4/8/99	5	0	0	00:01:30	00:00:18
Route	5	0	0	00:01:30	00:00:18

<b>Route Name &amp; ID: T_Route2 - 2</b>					
	Summary:				
4/8/99 15:45	2	0	0	00:00:15	00:00:08
4/8/99	2	0	0	00:00:15	00:00:08
Route	2	0	0	00:00:15	00:00:08

<b>Route Name &amp; ID: Default_Route - 999</b>					
	Summary:				
4/8/99 15:45	0	3	0	00:01:07	00:00:00
4/8/99	0	3	0	00:01:07	00:00:00
Route	0	3	0	00:01:07	00:00:00

<b>GRAND TOTAL</b>					
	7	3	0	00:02:52	00:00:25

# Network Skillset Performance

## Description

NSBR option only. The Network Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after the service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, you may need to consult the agent reports.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-12.rpt
- dnet-12.rpt
- wnet-12.rpt
- mnet-12.rpt

## Filter

- skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Skillset Call statistics

Report field	View field/Formula
Total Answered	CallsAnswered
Answered Aft Threshold	CallsAnsweredAftThreshold
Percent Answered Aft Threshold	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
Network In Answered	NetCallsAnswered

## Answer Delay statistics

Report field	View field/Formula
Total Answer Delay	CallsAnsweredDelay
Average Answer Delay	$\text{CallsAnsweredDelay} / \text{CallsAnswered}$
Maximum Answer Delay	MaxAnsweredDelay

## Agent statistics

<b>Report field</b>	<b>View field/Formula</b>
All Agent Busy Time	AllAgentBusyTime
All Agent Staffed Time	TotalStaffedTime
Skillset Active Time	ActiveTime
Avg No Of Agts	TotalStaffedTime / ActiveTime

## Summaries

The report provides totals for each skillset, and for each application/site combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

### Network Skillset Performance

BestAir Airlines  
 Site Name: BOSTON  
 Table Name: ISkillsetStat  
 Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Time	Source Application	Source Site	Skillset Call		Skillset Ans Delay Time			Agent			Skillset Avg No Active Time Of Agts		
			Answered	% Answered	Total	Max	Avg	All Agt Staffed Time	All Agt Busy Time	Staffed Time			
			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:43:12	02:31:47	02:00:00	1
<b>Summary:</b>			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:43:12	02:31:47	02:00:00	1
<b>4/7/99</b>													
09:15	ACD_DN_Application	BOSTON	63	0	8	4	00:12:22	00:00:21	00:00:14	00:04:16	00:15:00	00:15:00	1
	Booking_Script	SF	5	5	20	1	00:00:42	00:00:10	00:00:08	00:05:32	00:15:00	00:15:00	1
	Booking_Script	TORONTO	11	11	38	4	00:02:34	00:00:22	00:00:14	00:08:13	00:15:00	00:15:00	1
	Booking_Script	CHICAGO	21	21	14	3	00:05:15	00:00:28	00:00:15	00:06:30	00:20:09	00:15:00	1
	Booking_Script	BOSTON	26	0	4	1	00:04:14	00:00:31	00:00:10	00:10:45	00:40:08	00:15:00	3
	Master_Script	TORONTO	2	2	0	0	00:00:09	00:00:05	00:00:05	00:03:43	00:15:00	00:15:00	1
	Master_Script	CHICAGO	8	8	13	1	00:01:20	00:00:25	00:00:10	00:06:52	00:15:00	00:15:00	1
	Master_Script	BOSTON	141	0	18	25	00:42:18	00:00:27	00:00:19	00:03:21	00:16:30	00:15:00	1
Daily 4/7/99			267	47	15	39	01:08:54	00:00:31	00:00:15	00:43:12	02:31:47	02:00:00	1
Skillset			267	47	15	39	01:08:54	00:00:31	00:00:15	00:43:12	02:31:47	02:00:00	1
<b>Summary:</b>			267	47	15%	39	01:08:54	00:00:31	00:00:15	00:43:12	02:31:47	02:00:00	1

# Section I: Resource reports

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# CDN Statistics

## Description

The CDN Statistics report details summarized call volume information for the CDNs configured on the server. The report displays the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

## Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the Master script of Symposium Call Center Server.

## Views

- CDNStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt
- mm-res7.rpt

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Filters

- CDN
- CDN name

## Statistics

CDN Statistics reports contain the following statistics:

Report field	View field/Formula
Offered	CallsOffered
Answered	CallsAnswered
Terminated	CallsTerminated
Percent Terminated	$\text{CallsTerminated} / \text{CallsOffered} \times 100$
Abandoned	CallsAbandoned
Percent Abandoned	$\text{CallsAbandoned} / \text{CallsOffered} \times 100$
IVR Calls with Data (DMS/MSL-100)	CallsWithDigitsCollected

## Summaries

The report provides totals for each CDN, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all CDNs.

# Meridian 1/Succession 1000 report

<b>CDN Statistics</b>						
BestAir Airlines		Report Interval: 00:00:00 09 April, 1999 - 23:59:59 09 April, 1999				
Site Name: TORONTO						
Table Name: iCDNStat						
	<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>35,492</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	198	99.50	0	0.00
21:15	193	0	194	100.52	0	0.00
21:30	195	0	195	100.00	0	0.00
21:45	198	0	198	100.00	0	0.00
22:00	201	0	201	100.00	0	0.00
22:15	199	0	199	100.00	0	0.00
22:30	199	0	199	100.00	0	0.00
22:45	197	0	197	100.00	0	0.00
23:00	199	0	199	100.00	0	0.00
23:15	196	0	196	100.00	0	0.00
23:30	199	0	199	100.00	0	0.00
23:45	198	0	198	100.00	0	0.00
Daily 4/9/99:	5,811	2,266	3,522	60.61	23	0.40
CDN	5,811	2,266	3,522	60.61	23	0.40
<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	85	0	0.00	0	0.00
18:00	355	354	0	0.00	0	0.00
18:15	348	340	0	0.00	7	2.01
18:30	350	348	0	0.00	2	0.57
18:45	350	348	0	0.00	4	1.14
19:00	349	345	0	0.00	3	0.86
19:15	333	325	0	0.00	5	1.50

im-rcs7.rpt

# DMS/MSL-100 report

<b>CDN Statistics</b>							
BestAir Airlines		Report Interval: 17:00:00 09 April, 1999 - 17:15:00 09 April, 1999					
Site Name: TORONTO							
Table Name: ICDNStat							
	Offered	Answered	Terminated	Percent Terminated	Abandoned	Percent Abandoned	IVR Calls With Data
<b>GRAND TOTAL</b>							
	<b>336</b>	<b>288</b>	<b>17</b>	<b>5.06%</b>	<b>28</b>	<b>8.33%</b>	<b>245</b>
<b>CDN Name &amp; ID: 3750 - 3750</b>							
Summary:	36	32	2	5.56%	0	0.00%	30
4/9/99							
17:15	36	32	2	5.56	0	0.00	30
Daily 4/9/99	36	32	2	5.56	0	0.00	30
CDN	36	32	2	5.56	0	0.00	30
<b>CDN Name &amp; ID: 3751 - 3751</b>							
Summary:	31	25	2	6.45%	4	12.90%	20
4/9/99							
17:15	31	25	2	6.45	4	12.90	20
Daily 4/9/99	31	25	2	6.45	4	12.90	20
CDN	31	25	2	6.45	4	12.90	20
<b>CDN Name &amp; ID: 3752 - 3752</b>							
Summary:	35	32	2	5.71%	0	0.00%	31
4/9/99							
17:15	35	32	2	5.71	0	0.00	31
Daily 4/9/99	35	32	2	5.71	0	0.00	31
CDN	35	32	2	5.71	0	0.00	31
<b>CDN Name &amp; ID: 3753 - 3753</b>							
Summary:	32	26	0	0.00%	6	18.75%	17
4/9/99							
17:15	32	26	0	0.00	6	18.75	17
Daily 4/9/99	32	26	0	0.00	6	18.75	17
CDN	32	26	0	0.00	6	18.75	17
<b>CDN Name &amp; ID: 3754 - 3754</b>							
Summary:	35	31	3	8.57%	1	2.86%	29
4/9/99							
17:15	35	31	3	8.57	1	2.86	29
Daily 4/9/99	35	31	3	8.57	1	2.86	29
CDN	35	31	3	8.57	1	2.86	29

C:\Reports\statim-res7.rpt

# Crosstab - CDN Statistics

## Description

The Crosstab - CDN Statistics report provides you with an at-a-glance view of CDN statistics (calls offered, calls answered, calls terminated, and calls abandoned) for several days. You can use this report to compare CDN statistics for the same reporting period on different days.

## Views

- iCDNStat

## Collection frequency

- interval

## Templates

- icross\_CDN.rpt

## Filter

- CDN
- CDN name

## Rights required

<b>Function</b>	<b>Minimum access level</b>
Reports	Create and run any report
Reports—Other	Create and run any report

## 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 statistics (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare DNIS statistics for the same reporting period on different days.

## Views

- iDNISStat

## Collection frequency

- interval

## Templates

- icross\_DNIS.rpt

## Filter

- DNIS
- DNIS name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

<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	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	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

Meridian 1/Succession 1000 switch only. 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

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## 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_Routes1	2	2	6	10	4	24
	0	0	0	0	0	0
Route Total	2.00	2.00	6.00	10.00	4.00	24
	0.00	0.00	0.00	0.00	0.00	0
B_Routes2	3	2	6	1	2	14
	0	0	0	0	0	0
Route Total	3.00	2.00	6.00	1.00	2.00	14
	0.00	0.00	0.00	0.00	0.00	0
B_Routes3	5	2	1	4	3	15
	0	0	0	0	0	0
Route Total	5.00	2.00	1.00	4.00	3.00	15
	0.00	0.00	0.00	0.00	0.00	0
Default_Route	0	0	0	0	0	0
	1	0	2	3	0	6
Route Total	0.00	0.00	0.00	0.00	0.00	0
	1.00	0.00	2.00	3.00	0.00	6
<b>Total</b>	<b>10</b>	<b>6</b>	<b>13</b>	<b>15</b>	<b>9</b>	<b>53</b>
	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>6</b>

# Crosstab - Trunk Performance

## Description

Meridian 1/Succession 1000 switch only. The Crosstab - Trunk Performance report provides you with an at-a-glance view of trunk performance (calls offered, answered, and abandoned) for several days. You can use this report to compare trunk performance for the same reporting period on different days.

## Views

- iTrunkStat

## Collection frequency

- interval

## Templates

- icross\_trunk.rpt

## Filter

- trunk ID

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

<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>103</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.

## 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.

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

## Filters

- DNIS
- DNIS name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Offer'd	CallsOffered
Answer'd	CallsAnswered
Answer Delay	CallsAnsweredDelay
Max Ans Delay	MaxAnsweredDelay
Avg Ans Delay	CallsAnsweredDelay / CallsAnswered
Ans After Threshold	CallsAnsweredAftThreshold
Disconnected	CallsGivenForceDisconnect
Overflowed	CallsGivenForceOverflow
Routed	CallsGivenRouteTo
NACD Out (Meridian 1)	CallsNACDOut
IVR Transferred (Meridian 1)	IVRTransferred
Default'd	CallsGivenDefault

<b>Report field</b>	<b>View field/Formula</b>
Given Busy	CallsGivenForceBusy
Aban'd	CallsAbandoned
Aband Delay	CallsAbandonedDelay
Max Abn Delay	MaxAbandonedDelay
Aban After Thresh	CallsAbandonedAftThreshold
% Service Level	$\frac{[(\text{CallsAnswered} + \text{CallsAbandoned}) - (\text{CallsAnsweredAftThreshold} + \text{CallsAbandonedAftThreshold})]}{(\text{CallsAnswered} + \text{CallsAbandoned})} \times 100$
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.

# Meridian 1/Succession 1000 report

DNIS Statistics																			
Report Interval: 12:30:00.06 April, 1999 - 12:45:00.05 April, 1999																			
BestAir Airlines Site Name: TORONTO Table Name: IDNISStat																			
	Offer'dAnswer'd	Answer Delay	Max Ans Delay	Avg Ans Delay	Ans After Discou- nected	Over flowed	Routed	NACD	IVR OutTransf'd	De- faulted	Given Buay	Aband Delay	Max: Abn Delay	Aban After Thresh	% Service Level	Talk Time			
33	24	00:02:49	00:00:32	00:00:07	4	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28		
<b>GRAND TOTAL</b>																			
<b>DNIS Name &amp; ID: Corporate_Gold - 5659000</b>																			
Summary: 15 9 00:01:11 00:00:21 00:00:08 1 0 0 0 1 2 0 1 3 00:00:39 00:00:39 1 83.33% 00:09:10																			
48999	12:45	15	9	00:01:11	00:00:21	00:00:08	1	0	0	1	2	0	1	3	00:00:39	00:00:39	1	82.14	00:09:10
Daily 4/9/99 15 9 00:01:11 00:00:21 00:00:08 1 0 0 0 1 2 0 1 3 00:00:39 00:00:39 1 83.33 00:09:10																			
DNIS 15 9 00:01:11 00:00:21 00:00:08 1 0 0 0 1 2 0 1 3 00:00:39 00:00:39 1 83.33 00:09:10																			
<b>DNIS Name &amp; ID: Corporate_Service - 5659010</b>																			
Summary: 18 15 00:01:38 00:00:32 00:00:07 3 0 0 0 1 1 0 0 1 00:00:00 00:00:00 0 81.29% 00:18:18																			
48999	12:45	18	15	00:01:38	00:00:32	00:00:07	3	0	0	1	1	0	0	1	00:00:13	00:00:00	0	82.14	00:18:18
Daily 4/9/99 18 15 00:01:38 00:00:32 00:00:07 3 0 0 0 1 1 0 0 1 00:00:00 00:00:00 0 81.25 00:18:18																			
DNIS 18 15 00:01:38 00:00:32 00:00:07 3 0 0 0 1 1 0 0 1 00:00:00 00:00:00 0 81.25 00:18:18																			
<b>GRAND TOTAL</b>																			
33	24	00:02:49	00:00:32	00:00:07	4	0	0	2	3	0	1	4	00:00:52	00:00:39	1	82.14%	00:27:28		

C:\REPORTS\dnisn-ss6.rpt

Printed By: sysadmin 4/9/99 09:00:01 AM

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# DMS/MSL-100 report

DNIS Statistics															
BestAir Airlines TORONTO Site Name: TORONTO Table Name: IDNISStat Report Interval: 12:30:00 06 April, 1989 - 13:00:00 06 April, 1989															
Offered Answer'd	Answer Delay	Max. Ans Delay	Avg Ans Delay	Ans After Thresh	Discon- nected	Over flowed	Routed Default'd	Given Busy	Aband Delay	Max. Abn Delay	Aban After Thresh	% Service Level	Talk Time		
81	44	00:00:07	00:00:20	00:00:00	9	0	0	1	0	00:00:00	00:00:00	0	79.55	00:01:40	
GRAND TOTAL															
<b>DNIS Name &amp; ID: Corporate_Gold - 5559000</b> Summary: 35 10 00:00:02 00:00:20 00:00:00 1 0 0 0 0 0 00:00:00 00:00:00 0 90.00 00:00:31															
4/6/89	15	3	00:00:02	00:00:20	00:00:01	1	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:10
13:00	20	7	00:00:00	00:00:20	00:00:00	0	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:21
Daily 4/6/89	35	10	00:00:02	00:00:20	00:00:00	1	0	0	0	0	00:00:00	00:00:00	0	90.00	00:00:31
DNIS	35	10	00:00:02	00:00:20	00:00:00	1	0	0	0	0	00:00:00	00:00:00	0	90.00	00:00:31
<b>DNIS Name &amp; ID: Corporate_Service - 5559010</b> Summary: 46 34 00:00:05 00:00:20 00:00:00 8 0 0 0 1 0 0 00:00:00 00:00:00 0 76.47 00:01:09															
4/6/89	18	14	00:00:04	00:00:20	00:00:00	3	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:24
13:00	28	20	00:00:01	00:00:20	00:00:00	5	0	0	0	0	00:00:00	00:00:00	0	79.55	00:00:45
Daily 4/6/89	46	34	00:00:05	00:00:20	00:00:00	8	0	0	0	0	00:00:00	00:00:00	0	76.47	00:01:09
DNIS	46	34	00:00:05	00:00:20	00:00:00	8	0	0	0	0	00:00:00	00:00:00	0	76.47	00:01:09
GRAND TOTAL															
81	44	00:00:07	00:00:20	00:00:00	9	0	0	1	0	0	00:00:00	00:00:00	0	79.55	00:01:40

# Music/RAN Route Statistics

## Description

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint any routes that may be overloaded.

## Views

- RANMusicRouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

## Filters

- route ID
- route name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Route Access	RouteAccess
Route Access Time	RouteAccessTime

## Summaries

The report provides totals for each music and RAN route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all music and RAN routes.

### Music/RAN Route Statistics

BestAir Airlines

Site Name: TORONTO

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

Table Name: iRANMusicRouteStat

Route Access                      Route Access Time

————— **GRAND TOTAL** —————  
**975**                                      **00:14:13**

Route Name & ID: Route1 - 1	Summary:	329	00:05:01
-----------------------------	----------	-----	----------

4/8/99	3:30	145	00:02:03
	3:45	184	00:02:58
Daily 4/8/99:		329	00:05:01
Route		329	00:05:01

Route Name & ID: Route2 - 2	Summary:	331	00:04:50
-----------------------------	----------	-----	----------

4/8/99	3:30	175	00:02:34
	3:45	156	00:02:16
Daily 4/8/99:		331	00:04:50
Route		331	00:04:50

Route Name & ID: Route3 - 3	Summary:	315	00:04:22
-----------------------------	----------	-----	----------

4/8/99	3:30	139	00:01:43
	3:45	176	00:02:39
Daily 4/8/99:		315	00:04:22
Route		315	00:04:22

————— **GRAND TOTAL** —————  
**975**                                      **00:14:13**

in-rs8.rpt

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# Route Performance

## Description

Meridian 1/Succession 1000 switch only. The Route Performance report shows summarized performance information grouped by route. The report describes the performance of the route as a whole, in contrast to the Trunk Performance report, which tracks and displays individual trunk performance.

The Route Performance report indicates how often and how long all trunks within the route were busy.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default\_Route, 999.

## Definition: Route

A route is a group of trunks with similar characteristics.

## Example

A call center may direct two routes to each of its call center skillsets, depending on the demographics of a particular customer area. Each route is configured with multiple trunks.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

## Filters

- route ID
- route name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
All Trunks Busy	AllTrunksBusy
All Trunks Busy Time	AllTrunksBusyTime
Calls Blocked By All Trunks Busy	CallsBlockedByAllTrunksBusy

## Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

### Route Performance

BestAir Airlines

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>7</b>	<b>00:02:52</b>	<b>3</b>

<b>Route Name &amp; ID: T_Route1 - 1</b>			
Summary:	5	00:01:30	0

4/8/99	15:45	5	00:01:30	0
Daily	4/8/99	5	00:01:30	0
Route		5	00:01:30	0

<b>Route Name &amp; ID: T_Route2 - 2</b>			
Summary:	2	00:00:15	0

4/8/99	15:45	2	00:00:15	0
Daily	4/8/99	2	00:00:15	0
Route		2	00:00:15	0

<b>Route Name &amp; ID: Default_Route - 999</b>			
Summary:	0	00:01:07	3

4/8/99	15:45	0	00:01:07	3
Daily	4/8/99	0	00:01:07	3
Route		0	00:01:07	3

<b>GRAND TOTAL</b>		
<b>7</b>	<b>00:02:52</b>	<b>3</b>

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# Trunk Performance

## Description

Meridian 1/Succession 1000 switch only. The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand call center traffic patterns. The report lists the total call volume by individual trunk, including total calls abandoned, answered, and offered.

To further evaluate trunk and call center performance, the Trunk Performance report also shows the amount of time callers waited for an answer and the amount of time callers waited before abandoning their call.

If specific trunks are underused or consistently backlogged, you can take action to make these call center resources more efficient.

## Views

- TrunkStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res1.rpt
- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

## Filter

- trunk ID

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Average Utilization per reporting period (interval, day, week, or month)	Occupancy Time / number of reporting periods
Usage Time	OccupancyTime
Answer Delay	CallsAnsweredDelay
Abandon Delay	CallsAbandonedDelay
Offered	CallsOffered
Answered	CallsAnswered
Abandoned	CallsAbandoned

## Summaries

The report provides totals for each trunk, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all trunks.

### Trunk Performance

Report Interval: 09:00:00 04 October, 1999 - 09:15:00 05 October, 1999

Site Name: ICCMNGEN23

Table Name: ITrunkStat

Average Utilization per Interval	Usage Time	Answer Delay	Abandon Delay	Offered	Answered	Abandoned
<b>GRAND TOTAL</b>						
293.65	69:20:06	12:42:47	00:00:00	26,843	26,843	0

**Trunk ID: 10 Route Name: R30 Route ID: 30**

Summary:	19.77	00:07:15	00:01:32	00:00:00	46	46	0
----------	-------	----------	----------	----------	----	----	---

10/4/99

09:15	00:00:18	00:00:03	00:00:00	2	2	0	
10:00	00:00:10	00:00:02	00:00:00	1	1	0	
20:15	00:00:38	00:00:07	00:00:00	4	4	0	
20:30	00:00:37	00:00:10	00:00:00	4	4	0	
20:45	00:02:15	00:00:28	00:00:00	14	14	0	
21:30	00:00:09	00:00:02	00:00:00	1	1	0	
22:45	00:00:10	00:00:03	00:00:00	1	1	0	
23:00	00:00:09	00:00:02	00:00:00	1	1	0	
23:30	00:00:12	00:00:02	00:00:00	2	2	0	
23:45	00:00:06	00:00:00	00:00:00	0	0	0	
Daily 10/4/99	28.40	00:04:44	00:00:59	00:00:00	30	30	0

10/5/99

01:00	00:00:10	00:00:01	00:00:00	1	1	0	
02:00	00:00:19	00:00:03	00:00:00	2	2	0	
02:15	00:00:18	00:00:04	00:00:00	2	2	0	
04:45	00:00:18	00:00:04	00:00:00	2	2	0	
05:00	00:00:10	00:00:05	00:00:00	1	1	0	
05:15	00:00:10	00:00:02	00:00:00	1	1	0	
06:45	00:00:10	00:00:01	00:00:00	1	1	0	
07:30	00:00:09	00:00:02	00:00:00	1	1	0	
07:45	00:00:10	00:00:02	00:00:00	1	1	0	
08:00	00:00:09	00:00:02	00:00:00	1	1	0	
08:15	00:00:09	00:00:01	00:00:00	1	1	0	
08:30	00:00:19	00:00:06	00:00:00	2	2	0	
Daily 10/5/99	12.58	00:02:31	00:00:33	00:00:00	16	16	0
Trunk	19.77	00:07:15	00:01:32	00:00:00	46	46	0

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# Section J: Skillset reports

## In this section

Crosstab - Skillset Performance	746
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Skillset Performance	753

# Crosstab - Skillset Performance

## Description

The Crosstab - Skillset Performance report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, network calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

## Views

- iSkillsetStat

## Collection frequency

- interval

## Templates

- icross\_skillset.rpt

## Filter

- skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

<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		236 201	231 224	227 231	251 241	266 254	1,211 1,151
Master_Script		2 14	5 6	0 5	2 11	2 12	11 48
		44 12 0 2	11 8 1 3	44 39 1 1	23 21 0 2	33 32 0 1	155 112 2 8
Total		280 213 2 16	242 232 6 9	271 270 5 5	274 262 2 13	299 286 2 13	1,366 1,263 13 56
<b>Total</b>		280 213 2 16	242 232 6 9	271 270 5 5	274 262 2 13	299 286 2 13	1,366 1,263 13 56

# Skillset By Application

## Description

The Skillset By Application report shows summarized skillset statistics for each application under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

## Filter

- skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
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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# Skillset Performance

## Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, consult the agent reports.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- imskill1.rpt
- dmskill1.rpt
- wmskill1.rpt
- mmskill1.rpt

## Filter

- skillset name

## Rights required

Function	Minimum access level
Reports	Create and run any report
Reports—Other	Create and run any report

## Statistics

Report field	View field/Formula
Skillset Answered	CallsAnswered
Skillset Answered After Thresh	CallsAnsweredAfterThreshold
% Ansd After Thresh	$\text{CallsAnsweredAfterThreshold} / \text{CallsAnswered} \times 100$
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 skillset, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

### Skillset Performance

BestAir Airlines  
 Site Name: TORONTO  
 Table Name: ISkillsetStat  
 Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

Application Name	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Times	Avg No. of Agents
	458	15	3.28%	01:43:55	00:00:14	00:00:42	00:10:52	09:00:00	00:45:00	12
<b>GRAND TOTAL</b>										

#### Skillset: Bookings

Summary:	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Times	Avg No. of Agents
	270	8	2.96%	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
4/7/99	231	5	2.16	00:56:10	00:00:14	00:00:42	00:00:00	00:00:00	00:00:00	0
Booking_Script	39	3	7.69	00:06:59	00:00:11	00:00:27	00:00:00	00:00:00	00:00:00	0
Master_Script	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Total for interval: 09:15	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Daily 4/7/99	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25
Skillset	270	8	2.96	01:02:09	00:00:14	00:00:42	00:03:21	06:15:00	00:15:00	25

#### Skillset: Default\_Skillset

Summary:	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Times	Avg No. of Agents
	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Master_Script	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Total for interval: 09:15	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Daily 4/7/99	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1
Skillset	0	0	0.00	00:00:00	00:00:00	00:00:00	00:01:50	00:15:00	00:15:00	1

#### Skillset: European\_Vacations

Summary:	Skillset Answered	Skillset Answered After Thresh	% Ansd After Thresh	Answer Delay	Average Answer Delay	Maximum Answer Delay	All Agent Busy Time	All Agent Staffed Time	Skillset Active Times	Avg No. of Agents
	135	3	2.22%	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
4/7/99	109	2	1.83	00:26:10	00:00:14	00:00:34	00:00:00	00:00:00	00:00:00	0
Vacation_Script	26	1	3.85	00:04:14	00:00:10	00:00:31	00:00:00	00:00:00	00:00:00	0
Master_Script	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Total for interval: 09:15	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Daily 4/7/99	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10
Skillset	135	3	2.22	00:29:24	00:00:13	00:00:34	00:05:41	02:30:00	00:15:00	10

# Appendix B

---

## Pegging examples

### In this appendix

Local call pegging	744
Network call pegging	747

# Local call pegging

## Introduction

This section provides a typical example of how local calls are pegged.

## Scenario

Call arrives	09:00:00
Call is given IVR treatment	09:00:02
Call is handed over to Booking_Script application	09:00:02
Call is queued to Bookings skillset	09:00:03
Call is presented to Donna Royce	09:00:10
Call is answered by Donna Royce	09:00:15
Call is conferenced to a Brandon Woo's DN	09:00:25
Caller disconnects	09:00:35
Brandon Woo releases call Donna Royce releases call	09:00:38

---

In this scenario, the agent's call presentation class is configured for a break (variable wrap) of 30 seconds after each call.

## Pegging

### AgentPerformanceStat view: Donna Royce

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CDNCallsConferencedToDN	1
ConsultationTime (Meridian 1/Succession 1000 switch)	3
TalkTime	23
BreakTime/VariableWrapTime	30

### ApplicationStat view: Master\_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsGivenIVR	1

### ApplicationStat view: Booking\_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	15 seconds

<b>Field</b>	<b>Pegging</b>
AnsDelay16	1
CallsAnsweredDelayAtSkillset	12 seconds
CallsConferencedOut	1
TimeBeforeInterflow	2 seconds

### **CDNStat view**

<b>Field</b>	<b>Pegging</b>
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1

### **SkillsetStat view: Bookings**

<b>Field</b>	<b>Pegging</b>
Interval	9:00 – 9:15
Application	Booking_Script
CallsOffered	1
CallsAnswered	1
CallsAnsweredDelay	12 seconds
BreakTime/VariableWrapTime	30 seconds

# Network call pegging

## Introduction

This section provides a typical example of how network calls are pegged (at the source site and at the destination site).

## Scenario

Call arrives at Toronto	09:00:00
Call is handed over to Booking_Script application	09:00:01
Call is queued to network skillset: Bookings	09:00:02
Call is routed to Boston	09:00:08
Call is presented to Boston agent, Lane Rivers	09:00:10
Lane Rivers answers call	09:00:15
Caller disconnects	09:00:35

---

## Pegging at source site

### ApplicationStat view: Master\_Script

Field	Pegging
Interval	9:00 – 9:15
CallsOffered	1

---

**ApplicationStat view: Booking\_Script**

<b>Field</b>	<b>Pegging</b>
Interval	9:00 – 9:15
CallsOffered	1
NetOutCalls	1
NetOutCallsAnswered	1
NetOutCallsAnsweredDelay	15 seconds
AnsDelay16	1
CallsAnsweredDelayAtSkillset	13 seconds

**NetworkOutCallStat view**

<b>Field</b>	<b>Pegging</b>
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

## Pegging at destination site

### ApplicationStat view: Network\_Script

Field	Pegging
Interval	9:00 – 9:15
CallsAnswered	1
CallsAnsweredDelay	7 seconds
AnsDelay8	1
CallsAnsweredDelayAtSkillset	13 seconds

### NetworkInCallStat view

Field	Pegging
Interval	9:00 – 9:15
Source Site	Toronto
Source Application	Booking_Script
Destination Site	Boston
Destination Application	Network_Script
Calls Offered	1
Calls Answered	1

**AgentPerformanceStat view: Lane Rivers**

<b>Field</b>	<b>Pegging</b>
Interval	9:00 – 9:15
CallsOffered	1
CallsAnswered	1
TalkTime	20

# Appendix C

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## Agent state tracking

### In this appendix

Pegging of agent state

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# Pegging of agent state

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										
call ringing	no call present							•			

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	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		•				•		•		
ACD/NACD call ringing	no call present										

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 active	no call present	•									
ACD/NACD call on hold	no call present	•									
Not ready	no call present					•					
Not ready	Incoming DN call active			•		•					
Not ready	Incoming DN call on hold			•		•					
Not ready	Outgoing DN call active					•	•				
Not ready	Outgoing DN call on hold					•	•				
Call on hold; walkaway	no call present		•						•		•

**Note:**

- Unless otherwise specified, calls on the Incalls key are Symposium Call Center Server calls.
- If the Answer call by placing DN on hold option is enabled for the agent's call presentation class, agent time is pegged against the Waiting state when no call is present on the agent's Incalls key, and the agent has a DN call (incoming or outgoing) on hold.



# Glossary

## A

### **accelerator key**

A key on a phoneset that an agent can use to place a call quickly. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the Emergency key, the system places a call to the agent's supervisor.

### **ACCESS**

An internal protocol used by Symposium Call Center Server to directly control some of the voice services available on the CallPilot or Meridian Mail platform.

### **access class**

A collection of access levels that defines the actions a member of the access class can perform within the system. For example, a member of the Administrator access class might be given a collection of Read/Write access levels.

### **access level**

A level of access or permission given to a particular user for a particular application or function. For example, a user might be given View Only access to historical reports.

### **ACCESS link**

A communication channel between Symposium Call Center Server and CallPilot or Meridian Mail.

### **ACCESS voice port**

A voice port that is controlled by the ACCESS link.

### **ACD call**

*See* Automatic call distribution call.

### **ACD-DN**

*See* Automatic call distribution directory number.

**ACD group**

*See* Automatic call distribution group.

**ACD routing table**

*See* Automatic call distribution routing table.

**ACD subgroup**

*See* Automatic call distribution subgroup.

**acquired resource**

A resource configured on the switch that is under the control of Symposium Call Center Server. Resources must be configured with matching values on both the switch and Symposium Call Center Server.

**activated script**

A script that is processing calls or is ready to process calls. Before you can activate a script, you must first validate it.

**activity code**

A number that an agent enters on his or her phoneset during a call. Activity codes provide a way of tracking the time agents spend on various types of incoming calls. They are also known as Line of Business (LOB) codes. For example, the activity code 720 might be used to track sales calls. Agents can then enter 720 on their phonesets during sales calls, and this information can be generated in an Activity Code report.

**administrator**

A user who is responsible for setting up and maintaining Symposium Call Center Server.

**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. Agent to skillset assignments can be scheduled.

**agent to supervisor assignment**

A definition that, when you run it, assigns one or more agents to specific supervisors. Agent to supervisor assignments can be scheduled.

**API**

*See* application program interface.

**application**

1. A logical entity that represents a Symposium Call Center Server script for reporting purposes. The Master script and each primary script have an associated application. The application has the same name as the script it represents. 2. A program that runs on a computer.

**application program interface**

A set of routines, protocols, and tools that programmers use to develop software applications. APIs simplify the development process by providing commonly used programming procedures.

**application server**

The server on which the Symposium Web Client software is installed. This server acts as the middle layer that communicates with Symposium Call Center Server and makes information available to the client PCs.

**associated supervisor**

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. *See also* reporting supervisor.

**Automatic call distribution**

A means of automatically distributing an organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and are distributed so that the workload at each answering position is approximately equal.

**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. *See also* Automatic call distribution directory number.

**Automatic call distribution directory number**

A primary or supplementary DN associated with an ACD group. Calls made to an automatic call distribution directory number are distributed to agents belonging to the group, based on the ACD routing table on the switch.

**Automatic call distribution group**

An entity defined on the switch for the purpose of call distribution. When a customer dials an ACD group, the call is routed to any agent who is a member of that group.

**Automatic call distribution routing table**

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Symposium Call Center Server will be queued to ACD groups and handled by available agents.

**Automatic call distribution subgroup**

An entity defined on the switch to assign supervisory responsibilities. Each subgroup has one supervisor phoneset and a number of agent phonesets associated with it. Agents can log on to any phoneset within their ACD subgroup. The supervisor must log on to the supervisor phoneset to monitor his or her assigned agents.

**C****call age**

The amount of time a call was waiting in the system before being answered by an agent.

**call destination**

The site to which an outgoing network call is sent. *See also* call source.

**call intrinsic**

A script element that stores call-related information assigned when a call enters Symposium Call Center Server. *See also* intrinsic, skillset intrinsic, time intrinsic, traffic intrinsic.

**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 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**

A script element that enables you to provide handling to a call while it is waiting to be answered by a call center agent. For example, a caller can hear a recorded announcement or music while waiting for an agent.

**call variable**

A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. *See also* global variable, script variable.

**Calling Line Identification**

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.

**CallPilot**

A multimedia messaging system you can use to manage many types of information, including voice messages, fax messages, e-mail messages, telephone calls (including conferencing), calendars, and directories.

**CDN**

*See* controlled directory number.

**CLAN**

*See* Customer local area network.

**CLID**

*See* Calling Line Identification.

**client**

The part of Symposium Call Center Server that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

**command**

A building block used with expressions, variables, and intrinsics to create scripts. Commands perform distinct functions, such as routing a call to a specific destination, playing music to a caller, or disconnecting a caller.

**controlled directory number**

A special directory number that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Symposium Call Center Server. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Call Center Server.

**Customer local area network**

The LAN to which your corporate services and resources connect. The server in Symposium Call Center Server and client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

**D****DBMS**

Database Management System

**deactivated script**

A script that does not process any new calls. If a script is in use when it is deactivated, calls continue to be processed by the script until they are completed.

**default activity code**

The activity code that is assigned to a call if an agent does not enter an activity code manually, or when an agent presses the activity code button twice on his or her phoneset.

Each skillset has a defined default activity code.

**default skillset**

The skillset to which calls are queued if they have not been queued to a skillset or a specific agent by the end of a script.

**desktop user**

A configured user who can log on to Symposium Call Center Server from a client PC.

**destination site**

The site to which an outgoing network call is sent. *See also* source site.

**DHCP**

*See* dynamic host configuration protocol.

**Dial-Up Networking**

*See* Remote Access Services.

**Dialed Number Identification Service**

An optional service that allows Symposium Call Center Server to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on different DNISs and, if the DNIS is displayed on the phoneset, can prepare a response according to the DNIS.

**directory number**

The number that identifies a phoneset on a switch. The directory number (DN) can be a local extension (local DN), a public network telephone number, or an automatic call distribution directory number (ACD-DN).

**directory number call**

A call that is presented to the DN key on an agent's phoneset.

**display threshold**

A threshold used in real-time displays to highlight a value below or above the normal range.

**DMS**

Digital Multiplex Switch

**DN**

*See* directory number.

**DN call**

*See* directory number call.

**DNIS**

*See* Dialed Number Identification Service.

**dongle**

The attachment plugged into the parallel port of a server connected to a DMS/MSL-100 switch that authenticates the serial number required at the time of server installation.

**dynamic host configuration protocol**

A protocol for dynamically assigning IP addresses to devices on a network.

**dynamic link library**

A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions, and a program accesses the functions by creating either a static or dynamic link to the DLL. 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 the server in Symposium Call Center Server and the switch.

**Emergency key**

A key on an agent's phoneset that, when pressed by an agent, automatically calls his or her supervisor to notify the supervisor of a problem with a caller.

**event**

1. An occurrence or action on Symposium Call Center Server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical. 2. An action generated by a script command, such as queuing a call to a skillset or playing music.

**expression**

A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. *See also* logical expression, mathematical expression, relational expression.

**F****filter timer**

The length of time after the system unsuccessfully attempts to route calls to a destination site, before that site is filtered out of a routing table.

**first-level threshold**

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks how often the value for the statistic falls below this value.

**G****global settings**

Settings that apply to all skillsets or IVR ACD-DNs that are configured on your system.

**global variable**

A variable that contains values that can be used by any script on the system. You can only change the value of a global variable in the Script Variable Properties sheet. You cannot change it in a script. *See also* call variable, variable.

**ICM**

*See* Intelligent Call Manager.

**Incalls key**

The key on an agent phoneset to which incoming ACD and Symposium Call Center Server calls are presented.

**Intelligent Call Manager**

A high capacity call center TCP/IP interface to the switch that enables the exchange of messages between the switch and a remote host computer.

**Interactive voice response**

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

**Interactive voice response ACD-DN**

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

**Interactive voice response event**

A voice port 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 values separated by periods. Each value can be 0 to 255. For example, 1.160.10.240 could be an IP address.

**intrinsic**

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. *See also* call intrinsic, skillset intrinsic, time intrinsic, traffic intrinsic.

**IP address**

*See* Internet Protocol address.

**IVR**

*See* Interactive voice response.

**IVR ACD-DN**

*See* Interactive voice response ACD-DN.

**IVR event**

*See* Interactive voice response event.

**IVR port**

*See* voice port.

**L****LAN**

*See* Local area network.

**Line of Business code**

*See* activity code.

**LOB code**

*See* activity code.

**Local area network**

A computer network that spans a relatively small area. Most LANs connect workstations and personal computers, and are confined to a single building or group of buildings.

**local call**

A call that originates at the local site. *See also* network call.

**local skillset**

A skillset that can be used at the local site only. *See also* network skillset, skillset.

**logical expression**

A symbol used in scripts to test for different conditions. Logical expressions are AND, OR, and NOT. *See also* expression, mathematical expression, relational expression.

**M****M1**

Meridian 1 switch

**M1 IE**

Meridian 1 Internet Enabled switch

**Management Information Base**

A data structure that describes the collection of all possible objects in a network. Each managed node maintains one or more variables (objects) that describe its state. Symposium Call Center Server Management Information Bases (MIBs) contribute to the overall network MIB by

- identifying Nortel Networks/Meridian/Symposium Call Center Server nodes within the network
- identifying significant events (SNMP traps), such as alarms reporting
- specifying formats of alarms

**Master script**

The first script executed when a call arrives at Symposium Call Center Server. A default Master script is provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* network script, primary script, script, secondary script.

**mathematical expression**

An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (-), division (/), and multiplication (\*). *See also* expression, logical expression, relational expression.

**Meridian Link Services**

A communications facility that provides an interface between the switch and a third-party host application.

**Meridian Mail**

A Nortel Networks product that provides voice messaging and other voice and fax services.

**Meridian MAX**

A Nortel Networks product that provides call processing based on ACD routing.

**MIB**

*See* Management Information Base.

**MLS**

*See* Meridian Link Services.

**MM**

*See* Meridian Mail.

**MSL-100**

Meridian Stored Logic 100 switch

**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.

**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 script**

The script that is executed to handle error conditions for Symposium Call Center Server calls forwarded from one site to another, for customers using NSBR. The network script is a system-defined script provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* Master script, primary script, script, secondary script.

**Network Skill-Based Routing**

An optional feature with Symposium Call Center Server that provides skill-based routing to multiple networked sites.

**network skillset**

A skillset that is common to every site on the network. Network skillsets must be created at the Network Control Center (NCC).

**night mode**

A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls are given night treatment. A skillset goes into night mode automatically when the last agent logs off, or the administrator can put it into night mode manually. *See also* out-of-service mode, transition mode.

**NPA**

*See* Number Plan Area.

**NSBR**

*See* Network Skill-Based Routing.

**Number Plan Area**

Area code

**O****object linking and embedding**

A compound document standard that enables you to create objects with one application, and then link or embed them in a second application.

**ODBC**

*See* Open Database Connectivity.

**OEM**

Original equipment manufacturer

**OLE**

*See* object linking and embedding.

**Open Database Connectivity**

A Microsoft-defined database application program interface (API) standard.

**out-of-service mode**

A skillset state in which the skillset does not take calls. A skillset is out of service if there are no agents logged on or if the supervisor puts the skillset into out-of-service mode manually. *See also* night mode, transition mode.

**out-of-service skillset**

A skillset that is not taking any new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. *See also* local skillset, network skillset, skillset.

# P

## **PBX**

*See* private branch exchange.

## **pegging**

The action of incrementing statistical counters to track and report on system events.

## **pegging threshold**

A threshold used to define a cut-off value for statistics, such as short call and service level. Pegging thresholds are used in reports.

## **PEP**

*See* Performance Enhancement Package.

## **Performance Enhancement Package**

A Symposium Call Center Server supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release.

## **personal directory number**

A DN on which an agent can be reached directly, usually for private calls.

## **phoneset**

The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phoneset.

## **phoneset display**

The display area on an agent's phoneset where information about incoming calls can be communicated.

## **Position ID**

A unique identifier for a phoneset, used by the switch to route calls to the phoneset. Referred to as Telephony/Port Address in Symposium Call Center Server.

## **primary ACD-DN**

A directory number that callers can dial to reach an ACD group.

**primary script**

A script that is executed or referenced by the Master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. *See also* Master script, network script, script, secondary script.

**private branch exchange**

A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

**R****RAN**

recorded announcement

**RAN route**

*See* recorded announcement route.

**RAS**

*See* Remote Access Services.

**recorded announcement route**

A resource installed on the switch that offers a recorded announcement to callers.

**relational expression**

An expression used in scripts to test for different conditions. Relational expressions are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), and not equal to (<>). *See also* expression, logical expression, mathematical expression.

**Remote Access Services**

A feature built into Windows NT and Windows 95 that enables users to log on to an NT-based LAN using a modem, X.25 connection, or WAN link. This feature is also known as Dial-Up Networking.

**reporting supervisor**

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phoneset, the emergency call is presented to the agent's reporting supervisor. *See also* associated supervisor.

**round robin routing table**

A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. *See also* sequential routing table.

**route**

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. *See also* music route, RAN route.

**routing table**

A table that defines how calls are routed to the sites on the network. *See also* round robin routing table, sequential routing table.

**S****sample script**

A script that is installed with the Symposium Call Center Server client. Sample scripts are stored as text files in a special folder on the client. The contents of these scripts can be imported or copied into user scripts to create scripts for typical call center scenarios.

**SCM**

*See* Service Control Manager.

**script**

A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. *See also* Master script, network script, primary script, secondary script.

**script variable**

*See* variable.

**second-level threshold**

The value used in display thresholds that represents the highest value of the normal range for a given statistic. The system tracks how often the value for the statistic falls outside this value.

**secondary directory number**

A DN defined on the agent's phoneset as a Centrex line for incoming and outgoing non-ACD calls.

**secondary script**

Any script (other than a Master, network, or primary script) that is referenced from a primary script or any other secondary script. There is no pegging of statistics for actions occurring during a secondary script. *See also* Master script, network script, primary script, script.

**sequential routing table**

A routing table method that always queues a call to the first three active sites in the routing table. *See also* round robin routing table.

**server**

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. Symposium Call Center Server is used to configure the operations of the call center. *See also* client.

**service**

A process that adheres to a Windows NT structure and requirements. A service provides system functionality.

**Service Control Manager**

A Windows NT process that manages the different services on the PC.

**service level**

The percentage of incoming calls answered within a configured number of seconds.

**service level threshold**

A parameter that defines the number of seconds within which incoming calls should be answered.

**Simple Network Management Protocol**

A systematic way of monitoring and managing a computer network. The SNMP model consists of four components:

- managed nodes, which are any device, such as hosts, routers, and printers, capable of communicating status to the outside world via an SNMP management process called an SNMP Agent
- management stations, which are computers running special network management software that interact with the Agents for status
- management information, which is conveyed through exact specifications and format of status specified by the MIB
- Management Protocol or SNMP, which sends messages called protocol data units (PDUs)

**site**

1. A system using Symposium Call Center Server that can be accessed using SMI. 2. A system using Symposium Call Center Server and participating in Network Skill-Based Routing.

**skillset**

A group of capabilities or knowledge required to answer a specific type of call. *See also* local skillset, network skillset.

**skillset intrinsic**

A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. *See also* call intrinsic, intrinsic, time intrinsic, traffic intrinsic.

**skillset priority**

An attribute of a skillset assignment that determines the order in which calls from different skillsets are presented to an agent. When an agent becomes available, calls might be waiting for several of the skillsets to which the agent belongs. The server presents the call queued for the skillset for which the agent has the highest priority.

**SNMP**

*See* Simple Network Management Protocol.

**source site**

The site from which an incoming network call originates. *See also* destination site.

**standby**

In skillset assignments, a property that grants an agent membership in a skillset, but makes the agent inactive for that skillset.

**supervisor**

A user who manages a group of agents. *See also* associated supervisor, reporting supervisor.

**supplementary ACD-DN**

A DN associated with a primary DN. Any calls to the supplementary DN are automatically routed to the primary DN. A supplementary DN can be a toll-free (1-800) number.

**switch**

The hardware that receives incoming calls and routes them to their destination.

**switch resource**

A device that is configured on the switch. For example, a CDN is configured on the switch, and then is used as a resource with Symposium Call Center Server. *See also* acquired resource.

**Symposium Call Center Server**

A client/server contact center solution for varied and changing business requirements. It offers a suite of applications that includes call processing and agent handling, management and reporting, networking, and third-party application interfaces.

**Symposium Call Center Server call**

A call to a CDN that is controlled by Symposium Call Center Server. The call is presented to the Incalls key on an agent's phoneset.

**Symposium Web Client**

A browser-based tool for call center administrators and supervisors used for managing and configuring a contact center and its users, defining access to data, and viewing real-time and historical reports. The Symposium Web Client software is installed on an application server. *See also* application server.

**system-defined scripts**

The Master\_Script and the Network\_Script (if NSBR is enabled). These scripts can be customized or deactivated by a user, but cannot be deleted. These scripts are This script is the first scripts executed for every local or network call arriving at the call center.

**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.

**time intrinsic**

A script element that stores information about system time, including time of day, day of week, and week of year. *See also* call intrinsic, intrinsic, skillset intrinsic, traffic intrinsic.

**Token Ring**

A PC network protocol developed by IBM. A Token Ring network is a type of computer network in which all the computers are arranged schematically in a circle.

**traffic intrinsic**

An intrinsic that inserts information about system-level traffic in a script. *See also* call intrinsic, intrinsic, skillset intrinsic, time intrinsic.

**transition mode**

A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. *See also* night mode, out-of-service mode.

**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* call treatment.

**trunk**

A communications link between a PBX and the public central office, or between PBXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

# U

**user-created script**

A script that is created by an authorized user on the Symposium Call Center Server system. Primary and secondary scripts are user-created scripts.

**user-defined script**

A script that is modified by an authorized user on the Symposium Call Center Server system.

**utility**

A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities for managing disk drives, printers, and other devices.

# V

**validation**

The process of checking a script to ensure that all the syntax and semantics are correct. A script must be validated before it can be activated.

**variable**

A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering Symposium Call Center Server. *See also* call variable, global variable.

**voice port**

A connection from a telephony port on the switch to a port on the IVR system.

# W

**WAN**

*See also* Wide area network.

**Wide area network**

A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local area networks (LANs). The largest WAN in existence is the Internet.

**workload scenarios**

Sets of configuration values defined for typical patterns of system operations. Five typical workload scenarios (entry, small, medium, large, and upper end) are used in the Capacity Assessment Tool for capacity analysis for Symposium Call Center Server.



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# Reader Response Form

Nortel Networks Symposium Call Center Server  
Product release 5.0  
Historical Reporting and Data Dictionary

**Tell us about yourself:**

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# Reader Response Form



# Nortel Networks Symposium Call Center Server

## Historical Reporting and Data Dictionary

Nortel Networks  
Mervue Business Park  
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