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Digital Switching Systems

Call Center Management Information System (CC MIS)

RT-100 Report Conversion Guide

CC MIS Software Release 2.0 Standard 02.01 May 1994



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About this guide

The *RT-100 Report Conversion Guide* describes the CC MIS statistics reports that can be customized to report data similar to the RT-100 reports. For each RT-100 report, this guide identifies the CC MIS fields and parameters used to generate the customized CC MIS report.

Using this documentation

The *RT-100 Report Conversion Guide* identifies the data fields and parameters that must be selected to reproduce each specified RT-100 report. If needed, you may follow the tutorials located in Appendix A to create either a custom tabular report or a custom graphic report.

After following these tutorials, use the *RT-100 Report Conversion Guide* to identify the proper data fields and the parameters used to create the CC MIS customized reports.

Defining CC MIS Reports

When creating CC MIS reports, there are several steps involved. The steps required for successfully creating each individual CC MIS report are outlined for each report described in this document. These steps include defining Formulas, Format (Data Fields), Parameters, and Spectrums (the majority of the Reports do not require Spectrum definition).

Formulas

If the data fields that are required for each report are not supplied with the standard CC MIS data fields, formulas may be created to ensure the proper information is provided in the report. Chapter 2 “Custom CC MIS Formulas” contains all of the formulas required to generate the CC MIS reports described in this document.

Format (Data fields)

Each data field in the RT-100 report is described, and if the data field description for the RT-100 report is different than the CC MIS report, those differences are noted. If the description is the same for both the CC MIS and RT-100 reports, no differences are noted.

In addition, each data field description identifies the appropriate CC MIS menu numbers that must be selected to produce the equivalent RT-100 report field. The CC MIS field name associated with the menu number is also identified.

Percent overflowed	RT-100: The percentage of calls overflowed from the source ACD group. CC MIS: The percentage of calls that time overflowed from the source group to the destination group. Menu # : 22. Percentage of calls that overflowed Data Field : TOT TOF%
---------------------------	--

If a CC MIS data field has been added to the report in order to accurately duplicate the RT-100 report, that data field is identified in italic type:

<i>Agent Name</i>	The name of the agent as defined in the report parameters. Menu # : 2. Agent name Data Field : AGENT NAME
--------------------------	---

Parameters

The parameters identified in this guide are used to create the Completed CC MIS Report identified in each chapter. These parameters can be changed according to user requirements.

Spectrums

If a report requires a spectrum to be defined, the type of spectrum and its entries are identified. The type of spectrums that can be used are:

- Abandoning Delay
- Answering Delay
- Calls Duration

Spectrum	: Abandoning Delay
Number of Categories	: 6
Entries	:1. 0 2. 10 3. 20 4. 30 5. 40 6. 50

Refer to the *CC MIS Supervisor's Guide*, NTP 297-2671-340 for more information on creating spectrums.

Completed CC MIS Report

The Completed CC MIS Report in each chapter is an example of how a CC MIS customized report may appear. The report headings can be modified to meet user requirements.

Related documentation

For more information of CC MIS, refer to the following Northern Telecom Publications (NTPs):

Document	Title
297-2671-050	DMS-ACD Call Center MIS Quick Reference Guide
297-2671-150	DMS-ACD Call Center MIS System Description
297-2671-210	DMS-ACD Call Center MIS Conversion to RT-100 Stand-alone Guide
297-2671-340	DMS-ACD Call Center MIS Supervisor's Guide
297-2671-545	DMS-ACD Call Center MIS Maintenance and Administration Guide

Introduction

The *RT-100 Report Conversion Guide* identifies the CC MIS data fields and parameters used to reproduce the following tabular and graphic RT-100 reports. Within this guide, these reports are organized by report type.

RT-100 Agent Reports

These reports provide call statistics for specific agents:

- Agent Report
- Agent Detail
- Agent Full Activity - Graphic
- Agent Performance
- Agent Primary DN Activity - Graphic
- Short Calls

RT-100 ACD Destination Group Reports

These reports provide call statistics for specific ACD Destination Groups:

- Demand and Resource
- Group Full Activity - Graphic
- Group Primary DN Activity - Graphic
- Incoming Calls
- Incoming Calls Abandoned
- Incoming Calls Abandoned - Graphic
- Incoming Calls Duration
- Incoming Calls Waiting - Graphic
- Incoming Traffic Analysis
- Workload Summary
- Workload Detail

RT-100 Overflow Reports

These reports provide call statistics for overflow analysis:

- Overflow Analysis
- Time Delay Overflow Analysis
- Transfer Analysis

RT-100 Line of Business Reports

These reports provide call statistics for specific Line of Business (LOB) codes:

- LOB - Graphic
- LOB Summary

Unsupported RT-100 reports

The statistics in the following RT-100 reports cannot be tracked in CC MIS:

- Agent Deviation - Graphic
- Closed Key Walkaway
- LOB Agent vs. Group
- LOB Detail
- Queue Busy
- Virtual Facility Group

CC MIS Custom Formulas

This chapter provides the custom formulas required to generate the CC MIS Agent reports, ACD Destination Group reports, and Overflow reports. The formulas identified in this chapter should be created prior to defining the CC MIS custom reports.

Note: The Overflow Statistics and LOB Statistics Reports do not require creation of custom formulas. They are generated using standard CC MIS data fields.

Agent Statistics reports requiring formulas

The following reports use Agent custom formulas:

- Agent Report
- Agent Detail Report
- Agent Full Activity - Graphic
- Agent Performance
- Agent Primary DN Activity - Graphic
- Short Calls

Agent Statistics custom formulas

At the Report Formula Definition screen, enter the information provided for each of the following Agent custom formulas. Refer to the *CC MIS Supervisor's Guide*, NTP 297-2671-340, for the procedures required to create CC MIS custom formulas.

Number of Calls (Count Total)

The agents' combined incoming and outgoing calls.

Graph Title : TOTAL CALLS
Divide by Zero Treatment : Divide by One
Default Display Format : Numeric
Minimum Display Width : 5
Column Title : TOTAL CALLS
Calculation : DN Calls In + DN Calls Out + Calls Answered

Allocation of Time (Pct) Avbl.

The percentage of time the agent spent logged-in ready to receive ACD calls.

Graph Title : % WAIT TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 6
Column Title : % WAIT TIME
Calculation : Wait Time / Manned Time x 100

Allocation of Time (Pct) Cler.

The percentage of time the agent spent on clerical post-call processing, i.e., the time the ACD Not Ready key was activated.

Graph Title : % NOT READY
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 5
Column Title : % NOT READY
Calculation : ((Not Ready Time + Total Walk Time) / Manned Time) x 100

Allocation of Time (Pct) Secondary DN Incm.

The percentage of time the agent spent on incoming secondary DN calls.

Graph Title : % TIME SDN IN
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % TIME SDN IN
Calculation : Incoming DN Time / Manned Time x 100

Allocation of Time (Pct) Secondary DN Outg.

The percentage of time the agent spent on outgoing secondary DN calls.

Graph Title : % TIME SDN OG
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % TIME SDN OG
Calculation : Outgoing DN Time / Manned Time x 100

Incoming ACD Talk Time (Pct)

The percentage of talk time the agent spent on incoming ACD calls.

Graph Title : % TALK TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 5
Column Title : % INC TALK TIME
Calculation : ACD Talk Time / Manned Time x 100

Average Duration (Min:Sec) Cler.

The average duration of time that an agent spent performing clerical work.

Graph Title : AVRG DUR
Divide by Zero Treatment : Divide by One
Default Display Format : Numeric
Minimum Display Width : 8
Column Title : AVG DUR
Calculation : Total Walk Time + Not Ready Time

Average Short Call Duration

The average amount of time that an agent spent on short calls.

Graph Title : AVRG SHRTCDUR
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 5
Column Title : AVG SHORT CALL DUR
Calculation : Short Call Time / Num Short Calls

Destination ACD-GRP Statistics reports requiring formulas

The following reports use Destination ACD-GRP Statistics custom formulas:

- All Positions Busy
- Demand and Resource
- Group Full Activity - Graphic
- Group Primary DN Activity - Graphic
- Incoming Calls
- Incoming Calls Abandoned
- Incoming Calls Abandoned - Graphic
- Incoming Calls Duration
- Incoming Calls Waiting
- Incoming Calls Waiting - Graphic
- Incoming Traffic Analysis
- Workload Summary
- Workload Detail

Destination ACD-GRP Statistics custom formulas

At the Report Formula Definition screen, enter the information provided for each of the following Destination ACD-GRP Statistics custom formulas. Refer to the *CC MIS Supervisor's Guide*, NTP 297-2671-340, for the procedures required to create CC MIS custom formulas.

Percent Abandoned

The percentage of ACD calls abandoned before speaking to agents.

Graph Title : % ABAND
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % ABAND
Calculation : Calls Abandoned / Calls Offered x 100

Available

The percentage of time an ACD group spent ready to receive incoming ACD calls.

Graph Title : % WAIT TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % WAIT TIME
Calculation : $\text{Wait Time} / \text{Manned Time} \times 100$

Incoming

The percentage of time an ACD group spent talking on incoming ACD calls.

Graph Title : % TALK TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % ACD TALK TIME
Calculation : $\text{ACD Talk Time} / \text{Manned Time} \times 100$

Clerical

The percentage of time an ACD group spent performing clerical follow-up on ACD calls (the ACD Not Ready key was activated).

Graph Title : % NTRDYTIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % NOT RDY TIME
Calculation : $(\text{Not Ready Time} + \text{TotalWalk Time}) / \text{Manned Time} \times 100$

Incoming Secondary DN

The percentage of time the group spent talking on incoming secondary DN calls.

Graph Title : % IN DN TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % IN DN TIME
Calculation : $\text{Incoming DN Time} / \text{Manned Time} \times 100$

Outgoing Secondary DN

The percentage of time the group spent talking on outgoing secondary DN calls.

Graph Title : % OUT DN TIME
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % OUT DN TIME
Calculation : $\text{Outgoing DN Time} / \text{Manned Time} \times 100$

Percent incoming calls delayed

The percentage of ACD calls that entered the queue.

Graph Title : % INCM DLY
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % INC DLYD
Calculation : $\text{Num Received RAN} / \text{Calls Offered} \times 100$

Percent incoming calls - no delay

The percentage of ACD calls where callers spoke directly to agents, without waiting in the queue.

Graph Title : % IN NO DLY
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : % INC NO DLY
Calculation : $(\text{Calls Answered} - \text{Num Received RAN}) / \text{Calls Offered} \times 100$

Average Speed of Answer

The average time it takes an agent to answer an ACD call.

Graph Title : AVG SPD ANSW
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : AVG SPD OF ANSW
Calculation : $(\text{Total TOF Delay} + \text{Total Answer Delay}) / \text{Calls Answered}$

Average Speed of Answer - Non-Overflow

The average time it takes an agent to answer an ACD call which has not been overflowed.

Graph Title : SPD AN-NOOVRF
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : AVG SPD OF ANSW NON OVR
Calculation : $\text{Total Answer Delay} / (\text{Calls Answered} - \text{Num TOF Calls})$

Number Abandoned Before RAN

The number of calls abandoned before receiving a recorded announcement.

Graph Title : NUM ABDBRAN
Divide by Zero Treatment : Divide by One
Default Display Format : Numeric
Minimum Display Width : 7
Column Title : NUM ABD BEFORE RAN
Calculation : Calls Abandoned - Num Abd After RAN

Answered Under Cutoff

The sum of calls answered within the delay objective.

Graph Title : ANSW UN CUT
Divide by Zero Treatment : Divide by One
Default Display Format : Numeric
Minimum Display Width : 4
Column Title : ANSW UNDR CUT
Calculation : SUM of Ans CAT1.....Ans CAT(X) (where X = Category with Delay Objective)

Note: To find the Delay Objective (X), go to the Admin pull-down menu and choose the Threshold Definition screen. Note the “Delay Objective” field value. After noting the Delay Objective, go to the Reports pull-down menu and choose the Spectrums Definition screen. Find the category under “Answering Delay” that contains the Delay Objective value. This category number is the (X) value for the above formula.

Answered Above Cutoff

The sum of calls answered after the delay objective.

Graph Title : ANSW ABV CUT

Divide by Zero Treatment : Divide by One

Default Display Format : Numeric

Minimum Display Width : 4

Column Title : ANSW ABV CUT

Calculation : SUM of Ans CAT(X+1).....Ans CAT(Y) (where Y = the last category listed)

Note: The (X) value for this formula will be the same as the one found for the Answered Under Cutoff formula.

Average Call Duration

The average amount of time an agent spent on a call.

Graph Title : AVG CALL DUR

Divide by Zero Treatment : Force to Zero

Default Display Format : Numeric

Minimum Display Width : 4

Column Title : AVG CALL DUR

Calculation : ACD Talk Time / Calls Completed

Percent from Overflow

The percentage of ACD calls where callers spoke directly to agents, without waiting in the queue.

Graph Title : % OVRFLOW

Divide by Zero Treatment : Force to Zero

Default Display Format : Numeric

Minimum Display Width : 7

Column Title : % OVRFLOW

Calculation : Num TOF Calls / Calls Offered x 100

Out per Answered

The percentage of outgoing calls per incoming answered calls.

Graph Title : OUT PER ANSW
Divide by Zero Treatment : Force to Zero
Default Display Format : Numeric
Minimum Display Width : 4
Column Title : OUT PER ANSW
Calculation : $\text{DN Calls Out} / \text{Calls Answered} \times 100$

Agent

Both the RT-100 and CC MIS Agent Reports detail an individual agent's performance based on the number, duration, and type of calls per day.

The RT-100 Agent report provides the following information (see Figure 3-1):

- Provides summaries for agent and group for each ACD group the agent worked in during the reporting period.
- Compares the agent's performance against the average ACD group performance for the same day.

Figure 3-1xxx
RT-100 Agent report

RT-100 MIS		Agent Report												Page 1				
Start : 05/07/93		Bob Roberts : Pin # 1001												Printed 16:48:52 05/07/93				
End : 05/07/93																		
DATE	SIGN IN hh:mm	DURATION hh:mm	NUMBER OF CALLS (COUNT)				NUMBER CLER	AVERAGE DURATION (MIN:SEC)				ALLOCATION OF TIME (PCT)						
			INCM	OUTG	INCM. SDN	TOTAL		INCM	CLER	INCM. SDN	OUTG	AVBL	INCM	CLER	INCM	OUTG		
05/07/93	13:46	16:30	: 49	0	0	49	: 1 :	3:00	0:35	0:00	0:00	:	10	89	1	:	0	0
	GROUP_00	16:00	: 39	0	0	49	: 2 :	3:30	0:45	0:00	0:00	:	15	80	5	:	0	0

GROUP_00 SUMMARY																		
AGENT		16:30	: 49	0	0	49	: 0 :	3:00	0:35	0:00	0:00	:	10	89	1	:	0	0
GROUP		16:00	: 39	0	0	39	: 2 :	3:30	0:45	0:00	0:00	:	15	80	5	:	0	0

Formulas

The formulas created in Chapter 2 that are required to generate the Agent Report include the following:

- Number of Calls (Count) Total
- Allocation of Time (Pct) Avbl.
- Allocation of Time (Pct) Cler.
- Allocation of Time (Pct) Secondary DN Incm.
- Allocation of Time (Pct) Secondary DN Outg.

Tabular Format

At the Tabular Format screen, enter the following information for the Agent Report:

Statistics Group : Agent Statistics
Format Title : Agent Report
Custom Headings : (Refer to report example in Figure 3-2)

Column Selections

Select the identified CC MIS Data Fields for the specified RT-100 fields:

Date	The date the agent's performance was measured. Menu # : 6. Base time unit Data Field :base time unit
Agent Name	The name of the agent as defined in the report parameters. Menu # : 2. Agent name Data Field :AGENT NAME
Agent ID	The ID of the agent as defined in the report parameters. Menu # : 1. Agent ID Data Field :AGT ID
Sign In	RT-100: The initial log-in (in military time) of the agent. CC MIS: Not available as a data field. To obtain the log-in time of an agent, an additional CC MIS agent log-in/log-out report must be generated.
Duration	The total log-in time for the agent, in hours and minutes. Menu # :32. Total manned time of agent Data Field :TOTAL MAND TIME

Number of Calls (Count) Incm.	<p>RT-100: The total number of incoming ACD calls received by the agent.</p> <p>CC MIS: The number of calls answered by the agents assigned to the ACD group, including calls that overflowed to the ACD group.</p> <p>Menu # :10. Number of calls answered.</p> <p>Data Field :CALLS ANSWD</p>
Number of Calls (Count) Outg.	<p>The total number of outgoing secondary DN calls made by the agent.</p> <p>Menu # :12. Number of outgoing DN calls</p> <p>Data Field :OUT DN CALLS</p>
Number of Calls (Count) Incm. SDN	<p>The total number of incoming secondary DN calls received by the agent.</p> <p>Menu # :11. Number of incoming DN calls</p> <p>Data Field :IN DN CALLS</p>
Number of Calls (Count) Total	<p>Use the data field created as a formula.</p>
Number Cler.	<p>RT-100 : The number of times an agent required clerical, post-call processing, i.e., the number of times the ACD Not Ready key was activated.</p> <p>CC MIS : This field identifies the total time that the ACD Not Ready key was activated.</p> <p>Menu # :24. Total not ready time.</p> <p>Data Field :TOTAL NOT READY TIME</p>
Average Duration (Min:Sec) Incm.	<p>The average amount of time the agent spent on incoming ACD calls.</p> <p>Menu # :15. Average ACD talk time.</p> <p>Data Field :AVG ACD TALK TIME</p>

**Average Duration
(Min:Sec) Cler.**

RT-100 : The average amount of time the agent spent on clerical post-call processing, i.e., the average amount of time the ACD Not Ready key was activated.

CC MIS : The average length of time the agents spent after a call doing work related to the call.

Menu # : 16. Average not ready time

Data Field :AVG NOT RDY TIME

**Average Duration
(Min:Sec) Incm. SDN**

The average amount of time the agent spent on incoming secondary DN calls.

Menu # :20. Average incoming DN call time

Data Field : AVG DN IN TIME

**Average Duration
(Min:Sec) Outg.**

RT-100 : The average amount of time the agent spent on outgoing SDN calls.

CC MIS : The average time the agents spent on each outgoing DN call.

Menu # :21. Average outgoing DN call time

Data Field : AVG DN OUT TIME

**Allocation of Time
(Pct) Avbl.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Incm.**

The percentage of time the agent spent on incoming ACD calls.

Menu # :34. Percentage of manned time worked

Data Field :WORK MAND %

**Allocation of Time
(Pct) Cler.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Sec. DN Incm.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Sec. DN Outg**

Use the data field created as a formula.

Parameters

At the Report Parameter Definition screen, select the following information for the Agent report:

Report Name : Agent Report
Use as Title : Yes
Format : Agent Report
Time Frame : Day
Logical Group : No
Day : (Selected date)
Dst ACD Group : (Selected ACD Group)
Subgroup : (Selected subgroup)
Agent : (Selected agent)

Completed CC MIS Report

Figure 3-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 3-2xxx
CC MIS Agent report example

Northern Telecom															Agent Report Daily Report				Page 1	
Interval: 15:00 Day: 05/07/93															Date: 05/07/93 Time 15:02:18					
DAY	AGENT NAME	ID	DUR HH:MM	-NUMBER OF CALLS (COUNT)-			TOTAL TIME HH:MM	-AVERAGE DURATION (MIN:SEC)-			--ALLOCATION OF TIME (PCT)--									
				ACD	OUTG SDN	INCM SDN		ACD MM:SS	CLER MM:SS	INCM. SDN MM:SS	OUTG SDN MM:SS	AVBL	INCM	CLER	SDN	SDN				
04/23/93	Bill Wil	102	09:43	132	12	3	147	01:10	1:35	0:24	0:00	0:00	12	75	2	6	5			
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====			
04/23/93	Bill Wil	102	09:43	132	12	3	147	01:10	1:35	0:24	0:00	0:00	12	75	2	6	5			
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====			

Agent Detail

The RT-100 Agent Detail report presents a detailed daily record of a single agent's activity for a day (see Figure 4-1). This report includes daily log-in and log-outs, logged-on duration, number of calls, average duration and the allocation of time.

The CC MIS customized report contains the same call information as the RT-100 report, but does not include agent log-in and log-out times or a position number. To identify an agent's log-in and log-out times, a separate Agent Log report must be generated.

Figure 4-1xxx
RT-100 Agent Detail report

RT-100 MIS		Agent Detail Report												Page 1				
Start : 05/07/93		Bob Roberts : Pin # 1001												Printed 16:48:52 05/07/93				
End : 05/07/93		NUMBER OF CALLS (COUNT)						AVERAGE DURATION (MIN:SEC)				ALLOCATION OF TIME (PCT)						
IN	OUT	DUR	GROUP	EXTN	INCM	OUTG	SDN	TOTAL	CLER	INCM	CLER	SDN	OUTG	AVBL	INCM	CLER	INCM	OUTG
hh:mm	hh:mm	hh:mm																
05/07/93																		
13:46	16:30	:2:44	603551001	7:	49	0	0	49	: 4	:3:00	0:35	0:00	0:00	:10	89	1	: 0	: 0
17:30	21:20	:3:58	603551001	7:	38	0	0	38	: 5	:3:10	0:39	0:00	0:00	:12	87	1	: 0	: 0

		6:42		7:	87	0	0	87	: 9	:3:05	0:37	0:00	0:00	:11	88	1	: 0	: 0
603551001 : Sales 603551001																		

Formulas

The formulas created in Chapter 2 that are required to generate the Agent Detail report include the following:

- Number of Calls (Count) Total
- Allocation of Time (Pct) Avbl.
- Allocation of Time (Pct) Cler.
- Allocation of Time (Pct) Secondary DN Incm.
- Allocation of Time (Pct) Secondary DN Outg.

Tabular Format

At the Tabular Format screen, enter the following information for the Agent Detail report:

Statistics Group : Agent Statistics
Format Title : Agent Detail Report
Custom Headings : (refer to Appendix A)

Column Selections

Select the following CC MIS fields for the specified RT-100 fields:

Date	The date the agent's performance was measured. Menu # : 6. Base time unit Data Field : base time unit
Dur	The total log-in time (duration) for the agent, in hours and minutes. Menu # : 32. Total manned time of agent Data Field : TOTAL MAND TIME
Agent Name	The name of the agent as defined in the report parameters. Menu # : 2. Agent name Data Field : AGENT NAME
Agent ID	The ID of the agent as defined in the report parameters. Menu # : 1. Agent ID Data Field : AGT ID
Group	The agent's team number. Menu # : 4. Destination ACD-GRP number Data Field : ACD-GRP NUMBER
Extn	RT-100: The agent's telephone extension number. CC MIS: Not available.

In	<p>RT-100: The time of the agent's log-in (24-hour format).</p> <p>CC MIS: Not available.</p>
Out	<p>RT-100: The time of the agent's log-out (24-hour format).</p> <p>CC MIS: Not available.</p>
Number of Calls (Count) Incm.	<p>The total number of incoming ACD calls received by the agent.</p> <p>Menu # : 10. Number of calls answered</p> <p>Data Field : CALLS ANSWD</p>
Number of Calls (Count) Outg.	<p>The total number of outgoing secondary DN calls made by the agent.</p> <p>Menu # : 12. Number of outgoing DN calls</p> <p>Data Field : OUT DN CALLS</p>
Number of Calls (Count) Incm.	<p>The total number of incoming secondary DN calls received by the agent.</p> <p>Menu # : 11. Number of incoming DN calls</p> <p>Data Field : IN DN CALLS</p>
Number of Calls (Count) Total	<p>Use the data field created as a formula.</p>
Number Cler.	<p>The number of times an agent required clerical, post-call processing, i.e., the number of times the ACD not ready key was activated.</p> <p>Menu # : 24. Total not ready time.</p> <p>Data Field : TOTAL NOT READY TIME</p>
Average Duration (Min:Sec) Incm.	<p>The average amount of time the agent spent on incoming ACD calls.</p> <p>Menu # : 15. Average ACD talk time.</p> <p>Data Field : AVG ACD TALK TIME</p>

**Average Duration
(Min:Sec) Cler.**

The average amount of time the agent spent on clerical post-call processing, i.e., the average amount of time the ACD not ready key was activated.

Menu # : 16. Average not ready time

Data Field :AVG NOT RDY TIME

**Average Duration
(Min:Sec) Incm.**

The average amount of time the agent spent on incoming secondary DN calls.

Menu # : 20. Average incoming DN call time

Data Field :AVG DN IN TIME

**Average Duration
(Min:Sec) Outg.**

RT-100: The average amount of time the agent spent on outgoing SDN calls.

CC MIS: The average amount of time the agent spent on outgoing SDN calls.

Menu # : 21. Average incoming DN call time

Data Field : AVG DN OUT TIME

**Allocation of Time
(Pct) Avbl.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Incm.**

The percentage of time the agent spent on incoming ACD calls.

Menu # : 34. Percentage of manned time worked.

Data Field : WORK MAND %

**Allocation of Time
(Pct) Cler.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Sec. DN Incm.**

Use the data field created as a formula.

**Allocation of Time
(Pct) Sec. DN Outg**

Use the data field created as a formula.

Parameters

At the Parameter Definition screen, select the following information for the agent detail report:

- Report Name** : Agent Detail
- Use of Name** : In menus and reports
- Format** : Agent Detail
- Time Frame** : Day
- Logical Group** : No
- Day** : (Selected date)
- Dst ACD Group** : (Selected ACD group)
- Supervisor** :
- Agent** : (Selected agent)

Completed CC MIS Report

Figure 4-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

**Figure 4-2xxx
CC MIS Agent Detail Report**

Agent Detail Report															Page 1				
Northern Telecom															Daily Report				
Day: 05/07/93															Date: 05/07/93 Time 15:02:18				
INTVL				NUMBER OF CALLS (COUNT)					TOTAL AVERAGE DURATION (MIN:SEC)					ALLOCATION OF TIME (PCT)					
DUR	NAME	ID	GROUP	ACD	SDN	SDN	TOTAL	CLER	ACD	CLER	INCM.	OUTG	AVBL	INCM	CLER	SDN	SDN		
HH:MM				H				H:MM	SEC	SEC	SEC	SEC							
15:00	2:40	Bill W	102 105-126-1111	13	2	5	20	0:36	1:56	0:36	1:42	0:72	10	65	15	7	3		
=====				=====					=====					=====					
	2:40			13	2	5	20	0:00	0:00	0:00	0:00	0:00	10	65	15	7	3		
=====				=====					=====					=====					

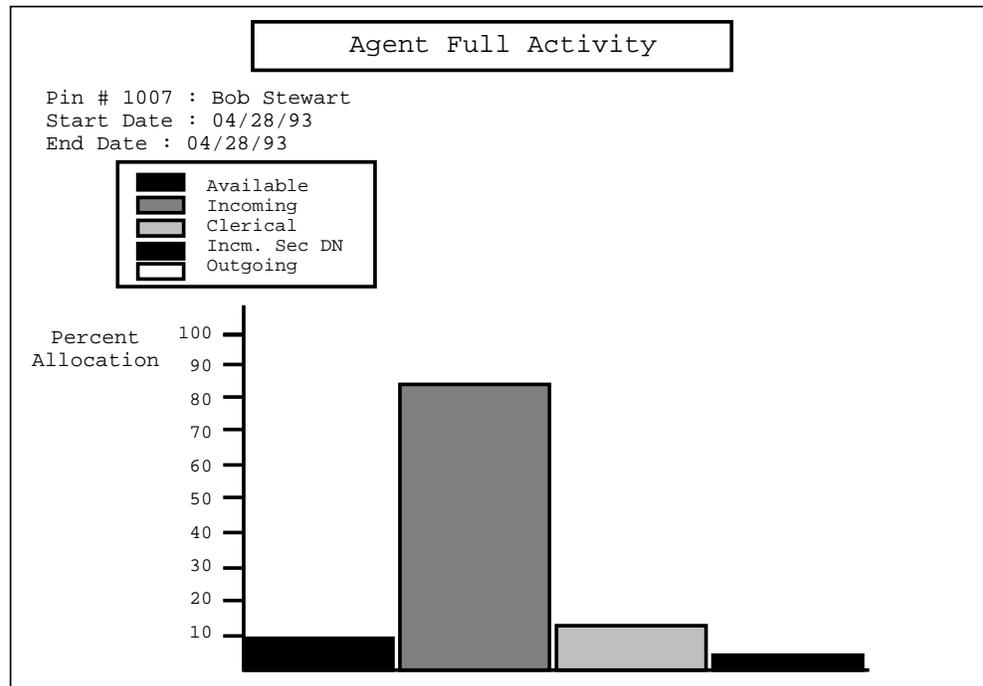
Agent Full Activity - Graphic

The RT-100 Agent Full Activity report generates a bar graph that indicates the percentage of time an agent spent on the following activities during a designated report period.

- busy on incoming ACD calls
- available to receive ACD calls
- performing ACD clerical work
- busy on incoming secondary DN calls
- busy on outgoing calls

The customized CC MIS report generates the same information, but in a different graphic representation. The report also includes a header page, which displays the Agent's name and ID.

Figure 5-1xxx
RT100 Group Full Activity report



Formulas

The formulas created in Chapter 2 that are required to generate the Agent Full Activity report include the following:

- Allocation of Time (Pct) Avbl.
- Incoming ACD Talk Time (Pct)
- Allocation of Time (Pct) Cler.
- Allocation of Time (Pct) Secondary DN Incm.
- Allocation of Time (Pct) Secondary DN Outg.

Graphic Format

At the Graphic Format screen, enter the following information for the Agent Full Activity report format:

Statistics Group : Agent Statistics
Type of Chart : Vertical Clustered Bar
Graph Title : Agent Full Activity
Data Axis Title : Percent Allocation
Key Axis Title :
Axis Key : Agent Name
Legend Key : Data Elements

Selected Data Elements

Select the CC MIS Field names that were created as formulas.

Parameters

At the Report Parameter Definition screen, select the following information for the Agent Full Activity report parameters:

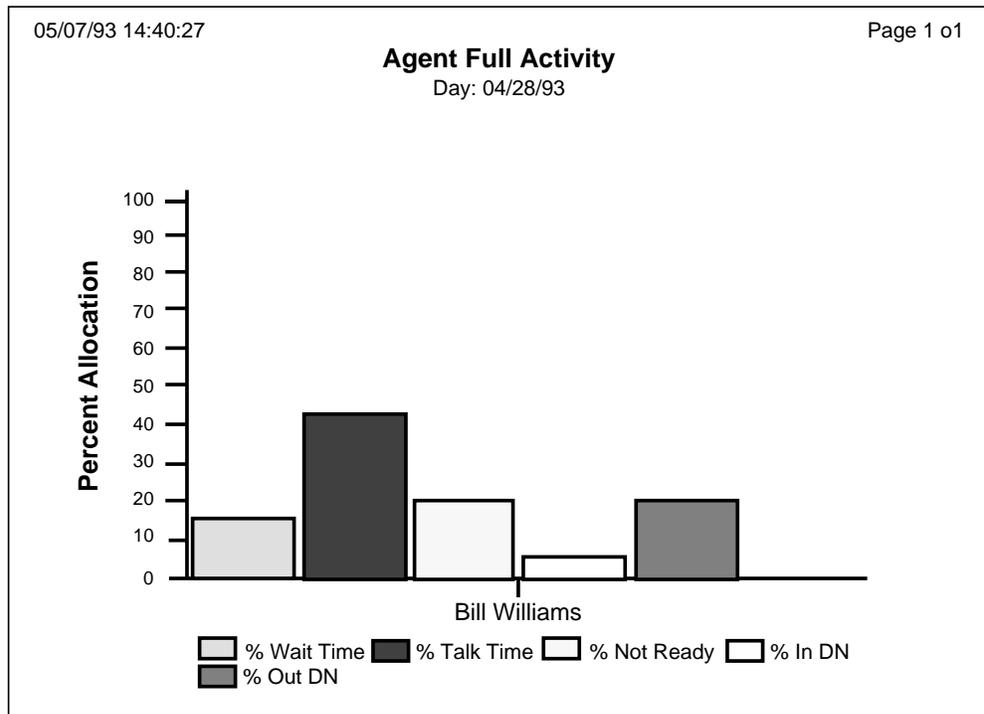
Report Name	: Agent Full Activity
Use of Name	: In menus and reports (Use as title)
Format	: Graphic - Agent Full Activity
Time Frame	: Day
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	:
Supervisor	:
Agent	: (Selected agent)

Completed CC MIS Report

Figure 5-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 5-2xxx
CC MIS Agent Full Activity graphic report



Agent Performance

The RT-100 Agent Performance report produces a list of agents and measures their performances based on: log-in duration, the number of incoming and outgoing calls, and the duration and percentage of workload for the reporting period.

The CC MIS customized report contains the same information as the RT-100 report, but does not provide an average of all data field information.

Figure 6-1xxx
RT-100 Agent Performance Report

RT-100 MIS		Agent Performance										Page 1				
Start : 05/07/93		ACD 6035551001: Sales 6035551001										Printed 16:48:52 05/07/93				
End : 05/07/93																
PIN #	AGENT	LOGGED ON DURATION hh:mm	NUMBER OF CALLS (COUNT)				AVERAGE DURATION (MIN:SEC)				ALLOCATION OF TIME (PCT)					
			INCM	OUTG	SND	TOTAL	CLER	INCM	OUTG	AVBL	INCM	CLER	INCM	OUTG		
1007	Bob Stewart	2:44	49	0	0	49	1	3:00	0:35	0:00	0:00	10	89	1	0	0
1008	Mary Worth	2:43	48	0	0	48	1	3:04	0:24	0:00	0:00	9	90	1	0	0
1009	David Jones	2:43	49	0	0	49	1	2:58	0:40	0:00	0:00	9	89	2	0	0
1010	Peter Towns	2:43	48	0	0	48	1	2:56	0:44	0:00	0:00	11	87	2	0	0
AVERAGE		2:43	49	0	0	49	1	3:00	0:36	0:00	0:00	9	89	1	0	0
TOTAL			194	0	0	194										

Formulas

The formulas created in Chapter 2 that are required to generate the Agent Performance report include the following:

- Number of Calls (Count) Total
- Allocation of Time (Pct) Avbl.
- Allocation of Time (Pct) Cler.
- Allocation of Time (Pct) Secondary DN Incm.
- Allocation of Time (Pct) Secondary DN Outg.

Tabular Format

At the Tabular Format screen, enter the following information for the Agent Performance report:

Statistics Group : Agent Statistics
Format Title : Agent Performance Report
Custom Headings : (Refer to report example in Figure 6-1)

Column Selections

Select the following CC MIS field names for the specified RT-100 field:

PIN #	The agent Personal Identification Number (PIN). Menu # : 1. Agent ID Data Field : AGT ID
Agent	The agent's name. Menu # : 2. Agent Name Data Field : AGENT NAME
Logged-on Duration hh:mm	The total log-in time for the agent (in hours and minutes) for the reporting period. Menu # : 32. Total manned time of agent. Data Field : TOTAL MAND TIME
Number of Calls (Count) Incm.	The total number of incoming ACD calls received by the agent. Menu # : 10. Number of calls answered. Data Field : CALLS ANSWD
Number of Calls (Count) Outg.	The total number of outgoing secondary DN calls made by the agent. Menu # : 12. Number of outgoing DN calls Data Field : OUT DN CALLS
Number of Calls (Count) Incm. SDN	The total number of incoming secondary DN calls received by the agent. Menu # : 11. Number of incoming DN calls Data Field : IN DN CALLS

Number of Calls (Count) Total	Use the data field created as a formula.
Average Duration (Min:Sec) Incm.	The average amount of time the agent spent on incoming ACD calls. Menu # : 15. Average ACD talk time. Data Field : AVG ACD TALK TIME
Average Duration (Min:Sec) Cler.	The average amount of time the agent spent on clerical post-call processing, i.e., the average amount of time the ACD not ready key was activated. Menu # : 16. Average not ready time Data Field : AVG NOT RDY TIME
Average Duration (Min:Sec) Incm. SDN	The average amount of time the agent spent on incoming secondary DN calls. Menu # : 20. Average incoming DN call time Data Field : AVG DN IN TIME
Average Duration (Min:Sec) Outg.	RT-100: The average amount of time the agent spent on outgoing ACD calls. CCMIS: The average amount of time the agent spent on outgoing secondary DN calls. Menu # : 21. Average outgoing DN call time Data Field : AVG DN OUT TIME
Allocation of Time (Pct) Avbl.	Use the data field created as a formula.
Allocation of Time (Pct) Incm.	The percentage of time the agent spent on incoming ACD calls. Menu # : 34. Percentage of manned time worked. Data Field : WORK MAND %
Allocation of Time (Pct) Cler.	Use the data field created as a formula. Menu # : 62. Percentage of time agent spent on clerical post-call processing.

**Allocation of Time
(Pct) Sec. DN Incm.**

Use the data field created as a formula.

Menu # : 60. Percentage of time agent spent on incoming secondary DN calls.

**Allocation of Time
(Pct) Sec. DN Outg**

Use the data field created as a formula.

Menu # : 61. Percentage of time agent spent on outgoing secondary DN calls.

Parameters

At the Parameter Definition screen, select the following information for the Agent Performance report:

Report Name	: Agent Performance
Use of Name	: In menus and reports
Format	: Agent Performance
Time Frame	: Day
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)
Supervisor	: (Selected supervisor)
Agent	: (Selected agent)

Completed CC MIS Report

Figure 6-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 6-2xxx
CC MIS Agent Performance report

RT-100 MIS		Agent Performance										Page 1							
Northern Telecom										Date: 05/07/93 Time: 15:28:49									
Day: 04/22/93																			
PIN #	AGENT	DURATION HH:MM	--NUMBER OF CALLS (COUNT)				--AVERAGE DURATION (MIN:SEC)--				--ALLOCATION OF TIME (PCT)--								
			ACD	OUTG SDN	INCM SDN	TOTAL	ACD SEC	CLER SEC	INCM SDN SEC	OUTG SDN SEC	AVBL	INCM	CLER	INCM SDN	OUTG SDN				
102	Bob Williams	0:57	132	12	3	147	0:35	3:00	0:00	0:00	10	89	1	0	0				
102	Bill Williams	0:57	48	12	3	147	0:24	3:04	0:00	0:00	9	90	1	0	0				
103	David Jones	0:57	49	0	0	49	0:40	2:58	0:00	0:00	9	89	3	0	0				
103	Peter Towns	2:43	48	0	0	48	0:44	2:56	0:00	0:00	11	87	2	0	0				
=====			=====																
			2:21	309	28	6	343	0:35	3:00	0:00	0:00	9	89	2	0	0			
=====			=====																

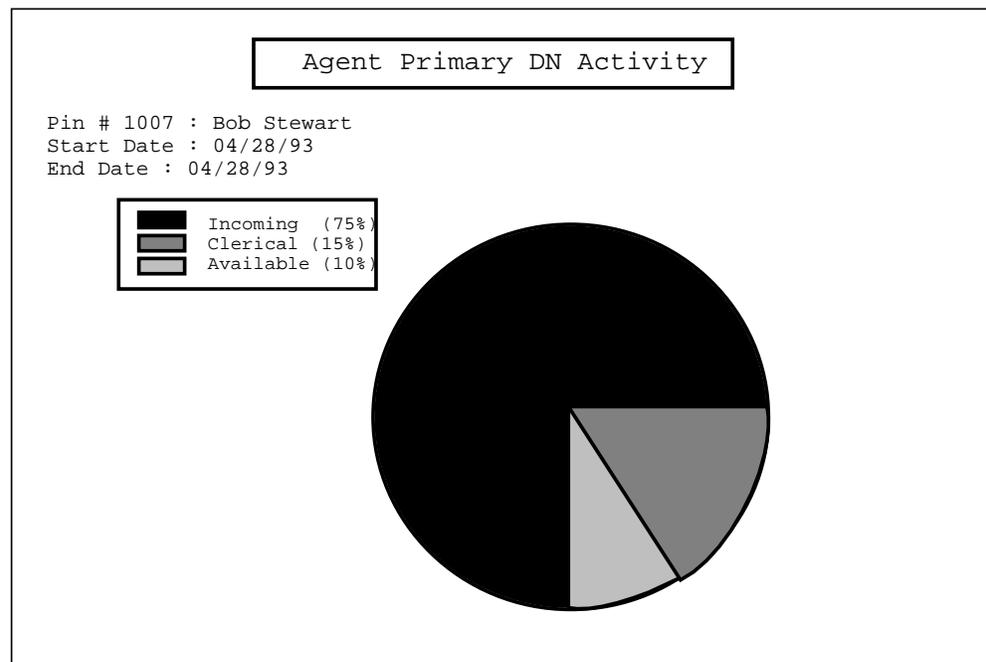
Agent Primary DN Activity - Graphic

The RT-100 Agent Primary DN Activity report (in Figure 7-1) generates a pie chart that indicates the amount of time an agent spent on the following activities during a designated report period:

- busy on incoming ACD calls
- available to receive ACD calls
- performing ACD clerical work

The customized CC MIS report provides the same information as the RT-100 Agent Primary DN Activity graphic report; only the graphic representation is different. The CC MIS report includes a header page, which displays the Agent's name and ID.

Figure 7-1xxx
RT-100 Agent Primary DN Activity report



Formulas

The formulas created in Chapter 2 that are required to generate the Agent Primary DN Activity report include the following:

- Incoming ACD Talk Time (Pct)
- Allocation of Time (Pct) Cler.
- Allocation of Time (Pct) Avbl.

Graphic Format

At the Graphic Format screen, enter the following information for the Agent Primary DN Activity report:

Statistics Group : Agent Statistics
Type of Chart : Pie
Graph Title : Agent Primary DN Activity
Legend Key : Data Elements

Selected Data Elements

Select the CC MIS Field names that were created as formulas.

Parameters

At the Report Parameter Definition screen, select the following information for the Agent Primary DN Activity report:

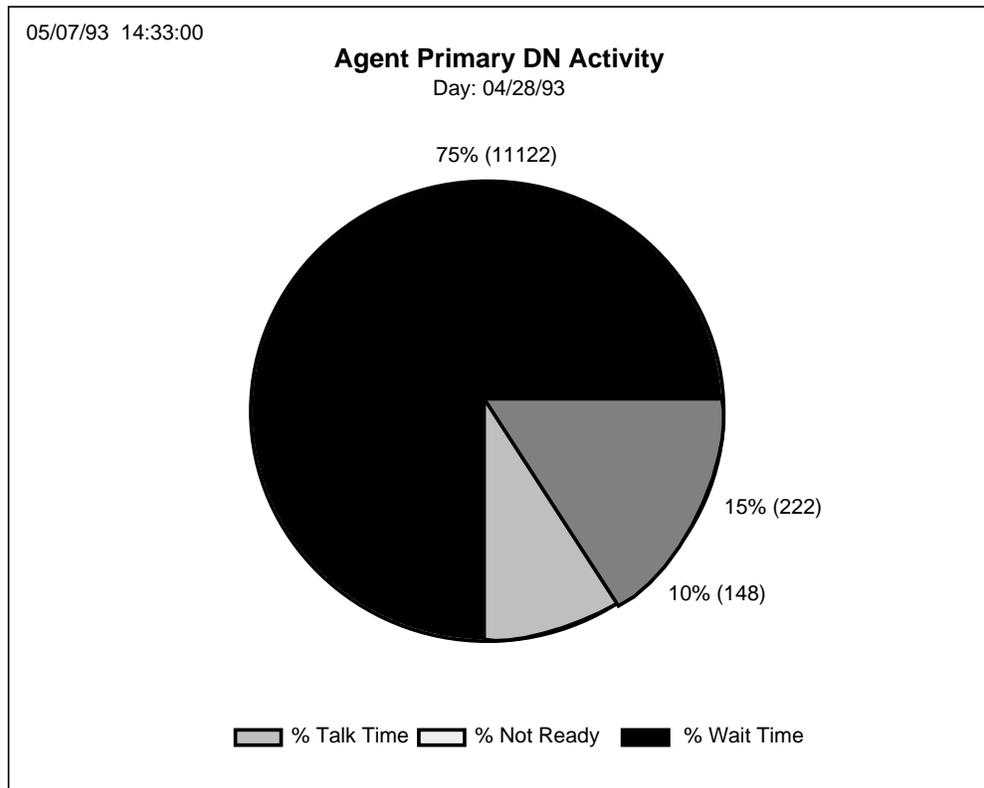
Report Name : Agent Primary DN Activity
Use of Name : In menus and reports (Use as title)
Format : Graphic - Agent Primary DN Activity
Time Frame : Day
Logical Group : No
Day : (Selected date)
Dst ACD Group : (Selected ACD Group)
Supervisor : (supervisor)
Agent : (Selected agent)

Completed CC MIS Report

Figure 7-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 7-2xxx
CC MIS Group Primary DN Activity graphic report



Short Calls

The Short Calls report details an agent's ACD calls, within the configured Short Call duration. A Short Call indicates the incoming caller was disconnected within seconds after the agent answered the call, and warrants investigation.

Both the RT-100 report and the CC MIS customized report list ACD group agents by Personal Identification Number (PIN), agent name, number and duration of short calls, and the average short call duration. Figure 8-1 shows the RT-100 tabular report.

Figure 8-1xxx
RT-100 Short Calls report

RT-100		Short Calls Report		Page 1
Start : 04/29/93		ACD Group 6035551001 : Sales 6035551001		Printed 16:48:52 04/29/93
End : 04/29/93				
PIN #	AGENT	LOGGED ON DURATION hh:mm	NUMBER OF SHORT CALLS	AVERAGE SHORT CALL DURATION mm:ss
1007	Bob Stewart	2:44	0	0:00
1008	Mary Worth	2:43	0	0:00
1009	David Keeper	2:43	0	0:00
1010	Jim Raski	2:43	0	0:00

AVERAGE		2:43	0	0:00

Formulas

The formulas created in Chapter 2 that are required to generate the Short Calls report include the following:

- Average Short Call Duration

Tabular Format

At the Tabular Format screen, enter the following information for the Short Calls report:

Statistics Group : Agent Statistics
Format Title : Short Calls Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field names for the specified RT-100 field:

PIN #	The agent Personal Identification Number (PIN). Menu # :1. Agent ID Data Field :AGT ID
Agent	The agent's name. Menu # :2. Agent Name Data Field :AGENT NAME
Logged-on Duration hh:mm	The total login time for the agent (in hours and minutes) for the reporting period. Menu # :32. Total manned time of agent Data Field :TOTAL MAND TIME
Number of Short Calls	The number of calls an agent answered and serviced at or below the defined short call duration during the reporting period. Menu # :14. Number of short calls Data Field :SHORT CALLS
Average Short Call Duration mm:ss	Use the data field created as a formula.

Parameters

At the Parameter Definition screen, select the following information for the Short Calls report parameters.

Report Name	: Short Calls
Use of Name	: In menus and reports (Use as title)
Format	: Short Calls
Time Frame	: Day
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)

Completed CC MIS Report

Figure 8-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 8-2xxx
CC MIS Short Calls report

Northern Telecom				Short Calls Report	Page 1
Intervals: All Day: 04/22/93				Interval Report	Date: 05/07/93 Time: 15:27:21
PIN #	AGENT	DURATION hh:mm	NUMBER OF SHORT CALLS	AVERAGE SHORT CALL DURATION mm:ss	
1007	Bob Stewart	2:44	0	0:00	
1008	Mary Worth	2:43	0	0:00	
1009	David Keeper	2:43	0	0:00	
1010	Jim Raski	2:43	0	0:00	
		2:43	0	0:00	

All Positions Busy

The All Positions Busy (APB) report details the amount of time spent in a condition of All Positions Busy for ACD groups. The RT-100 and the customized CC MIS report contain the same information. The RT-100 report identifies the total busy time in two totals: in minutes and in seconds (see Figure 9-1). The CC MIS report identifies total busy time as one total.

Figure 9-1xxx
RT-100 All Positions Busy report

TIME-OF-DAY	APB TIME (seconds)	APB TIME (mm:ss)	PERCENT APB
0000-1400	484	06:44	0.8
1400-1430	545	09:05	30.3
1430-1500	722	12:02	40.1
1500-1530	678	11:18	37.7
1530-1600	633	10:33	35.2
1600-1630	719	11:59	39.9

00:00-23:59	3701	1:01:41	6.2

Tabular Format

At the Tabular Format screen, enter the following information for the All Positions Busy report:

Statistics Group : Destination ACD group statistics report
Format Title : All Positions Busy Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Fields for the specified RT-100 fields:

Time-of-day	RT-100: Reports daily half-hour increments. CC MIS: Divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. base time unit Data Field :INTVL
ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
APB time	RT-100: The amount of time all positions were busy in minutes and seconds. CC MIS: The total time that all positions in the ACD group are busy during which time new ACD calls are enqueued waiting for an available agent. Menu # :107. Total position busy time. Data Field :TOTAL POSNS BUSY
Percentage APB	The percentage of the time period that an all-positions-busy conditions existed. Menu # :55. Percentage of manned time busy Data Field :BUSY MAND %

Parameters

At the Report Parameter Definition screen, select the following information for the All Positions Busy report:

Report Name : All Positions Busy
Use of Name : In menus and reports (Use as title)
Format : Tabular - All Positions Busy
Time Frame : Interval
Logical Group : No
Interval : (Selected time interval)
Day : (Selected date)
Dst ACD Group : (Selected group)

Completed CC MIS Report

Figure 9-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 9-2xxx
CC MIS All Positions Busy report

All Positions Busy Report Interval Report				Page 1
Northern Telecom				Date: 05/07/93 Time 15:02:18
Interval: 10:30	Day: 05/04/93			
TIME OF DAY	DESTINATION ACD GROUP	TOTAL BUSY TIME HH:MM	PERCENT BUSY TIME	
10:30	603-555-1001	01:20	3	
	603-555-1002	00:35	1	
	603-555-1003	00:45	1	
	603-555-1004	01:28	2	
	603-555-1005	00:19	1	
	603-555-1006	05:58	4	

Demand and Resource

The Demand and Resource report produces an agent resource evaluation, listing the average number of agents logged-on during incremental time periods throughout the reporting period. The report provides ACD-DN call totals and the average number of ACD calls answered. The percentage of calls answered within the configured Grade Of Service (GOS), number of outgoing calls, and the ratio of secondary DN calls to ACD calls are also included in this report. Figure 10-1 shows the RT-100 Demand and Resource report.

Figure 10-1xxx
RT-100 Demand and Resource report

RT-100 MIS		Demand & Resource							Page1
Report for 04/10/93		ACD Group 6035551001 : Sales 6035551001							Printed 16:45:27 04/11/93
TIME-OF-DAY	AVG. NUMBER AGENTS	INCM. CALLS COMPLETED	CALLS PER AGENT	% ANSWERED UNDER CUTOFF	% ABANDONED	TOTAL BUSY	NUMBER OUTGOING	OUTG. per INCM.	
0000-1400	10	29	2.9	100	0	0	0	0.0	
1400-1430	10	88	8.8	100	0	0	0	0.0	
1430-1500	10	88	8.8	100	0	0	0	0.0	
1500-1530	10	91	9.1	100	0	0	0	0.0	
1530-1600	10	88	8.8	100	0	0	0	0.0	
1600-1630	10	91	9.1	100	0	0	0	0.0	

0000-1400	10	475	47.5	100	0	0	0	0.0	

Formulas

The formulas created in Chapter 2 that are required to generate the Demand and Resource report include the following:

- Percent Abandoned
- Outgoing per Answered

Tabular Format

At the Tabular Format screen, enter the following information for the Demand and Resource report:

Statistics Group : Destination ACD Group Statistics
Format Title : Demand and Resource Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Time-of-day	RT-100 : Reports daily half-hour increments. CC MIS : Reports the divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. Base time unit Data Field :base time unit
Avg. number agents	The average number of agents logged onto the DMS-100 during the reporting period. Menu # :10. Average number of agents manning queue. Data Field :AVG AGT
Incm. calls completed	The total number of calls answered by agents. Menu # :131. Number of calls completed Data Field :CALLS COMPLETED
Calls per agent	RT-100 : The average number of calls answered per agent. CC MIS : Not available.
% Answered under cutoff	The percentage of ACD calls answered within the system configured grade of service cutoff value. Menu # :13. Telephone service level. Data Field :SRV LVL %

Percent abandoned	Use the data field created as a formula.
Total busy	The total time that all positions are busy. Menu # :107. Total positions busy time Data Field :TOTAL POSNS BUSY
Number outgoing	The number of secondary DN calls made by agents. Menu # :20. Number of outgoing DN calls Data Field :OUT DN CALLS
Outgoing Per Answered	Use the data field created as a formula.

Parameters

At the Report Parameter Definition screen, select the following information for the Demand and Resource report:

Report Name	: Demand and Resource
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Demand and Resource
Time Frame	: Interval
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected group)

Completed CC MIS Report

Figure 10-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 10-2xxx
CC MIS Demand and Resource report

Demand and Resource Report							Page 1
Interval Report							
Northern Telecom							Date: 05/07/93 Time 15:02:18
Shifts: All		Days:All					
CALL ARRV TOD	AVG.NUMBER AGENTS	INCM.CALLS COMPLETED	% ANSWERED UNDER CUTOFF	% ABAND	TOTAL BUSY	NUMBER OUTGOING	PERCENT WORK TIME
10:00	9	29	95	1	01:20	0	95
10:30	10	88	99	0	02:39	0	91
11:00	10	58	98	0	04:20	0	89
11:30	9	11	100	1	05:22	0	91
12:00	3	8	100	1	01:21	0	98
12:30	1	10	100	0	03:18	0	99

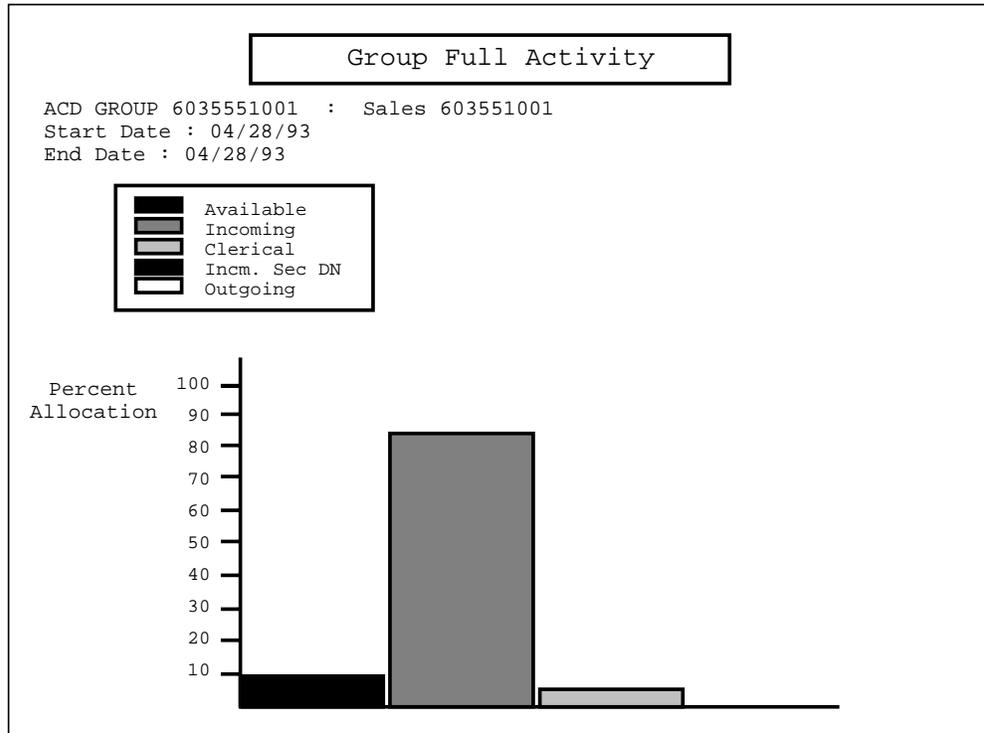
Group Full Activity - Graphic

The RT-100 Group Full Activity graphic report (in Figure 11-1) produces a bar graph that indicates the percentage of time a group spent on the following activities during a designated report period:

- busy on incoming ACD calls
- available to receive ACD calls
- performing ACD clerical work
- busy on incoming secondary DN calls
- busy on outgoing calls

The customized CC MIS report provides the same information as the RT-100 Group Activity Full graphic report; only the graphic representation is different. The CC MIS report includes a header page, which displays the Agent name and ID.

Figure 11-1xxx
RT-100 Group Full Activity report



Formulas

The formulas created in Chapter 2 that are required to generate the Group Full Activity report include the following:

- Available
- Incoming
- Clerical
- Incoming Secondary DN
- Outgoing Secondary DN

Graphic Format

At the Graphic Format screen, enter the following information for the Group Full Activity report:

Statistics Group : Destination ACD-GRP Statistics
Type of Chart : Vertical Clustered Bar
Graph Title : Group Full Activity
Data Axis Title : Percent Allocation
Key Axis Title :
Axis Key : *****
Legend Key : Data Elements

Selected Data Elements

Select the CC MIS Field names that were created as formulas.

Parameters

At the Report Parameter Definition screen, select the following information for the Group Full Activity report:

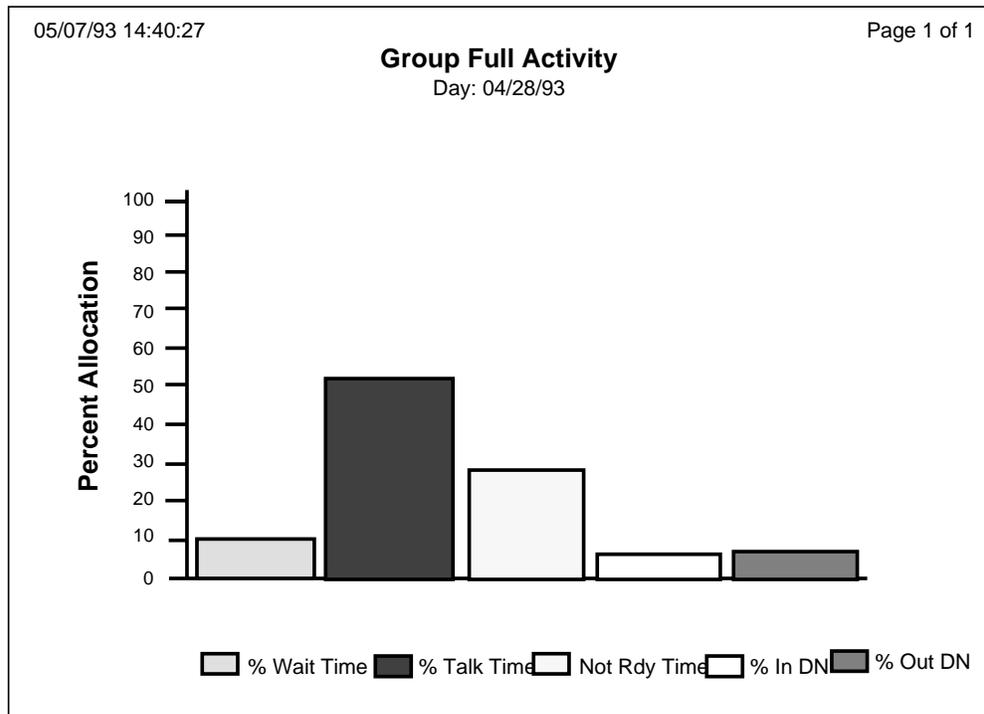
Report Name : Group Full Activity
Use of Name : In menus and reports (Use as title)
Format : Graphic - Group Full Activity
Time Frame : Day
Logical Group : No
Day : (Selected date)
Dst ACD Group : (Selected ACD Group)

Completed CC MIS Report

Figure 11-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 11-2xxx
CC MIS Group Full Activity report



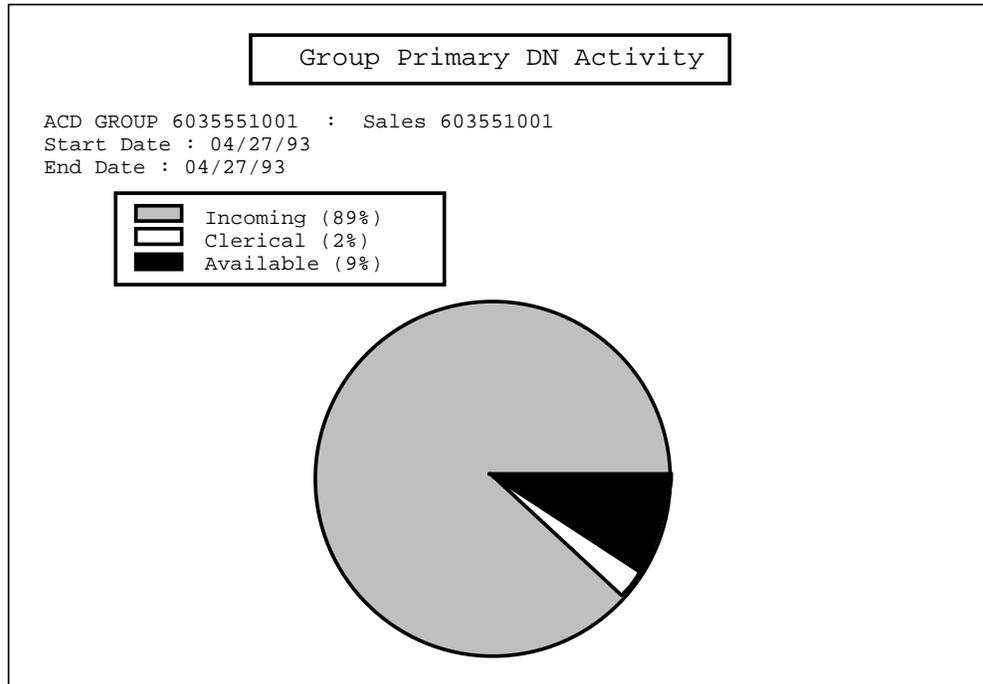
Group Primary DN Activity - Graphic

The RT-100 Group Primary DN Activity report (see Figure 12-1) produces a pie chart that indicates the amount of time an ACD group spent on the following activities during a selected report period:

- time spent on incoming ACD calls
- time available to receive ACD calls
- time performing ACD clerical work

The customized CC MIS report provides the same information as the RT-100 Group Primary DN Activity graphic report; only the graphic representation is different. The report also includes a header page, which displays the ACD Group number.

Figure 12-1xxx
RT-100 Group Primary DN Activity report



Formulas

The formulas created in Chapter 2 that are required to generate the Group Primary DN Activity report include the following:

- Incoming
- Clerical
- Available

Graphic Format

At the Graphic Format screen, enter the following information for the Group Primary DN Activity report:

Statistics Group : Destination ACD-GRP Statistics
Type of Chart : Pie
Graph Title : Group Primary DN Activity
Legend Key : Data Elements

Selected Data Elements

Select the CC MIS Field names that were created as formulas.

Parameters

At the Report Parameter Definition screen, select the following information for the Group Primary DN Activity report:

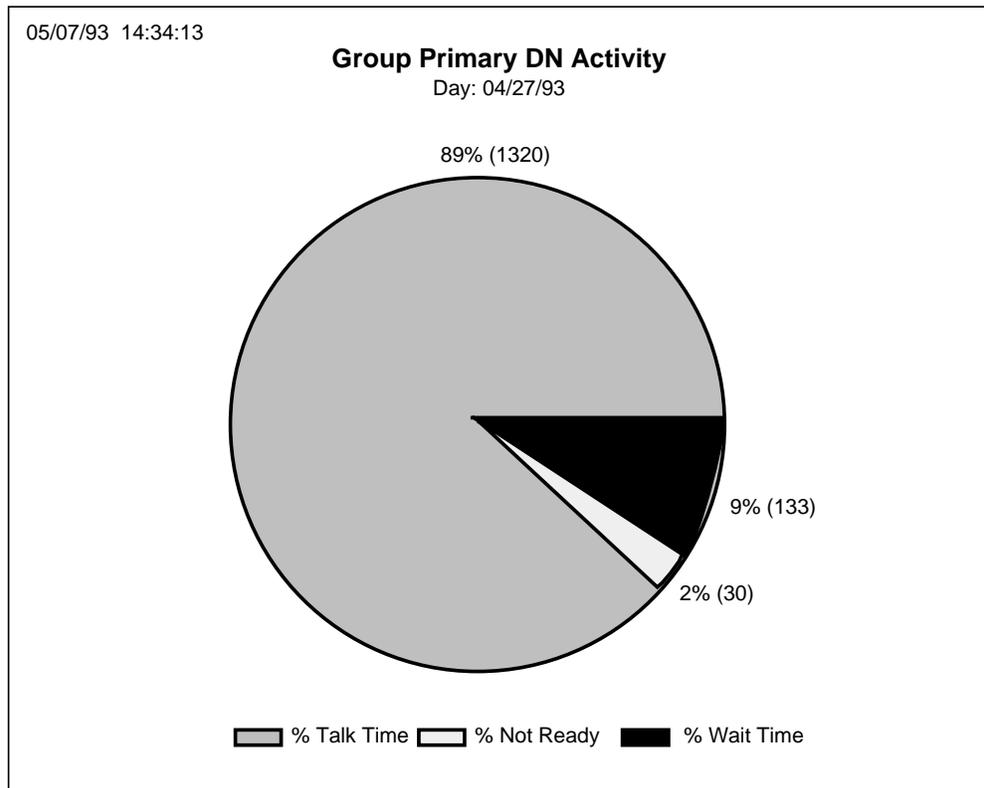
Report Name	: Group Primary DN Activity
Use of Name	: In menus and reports (Use as title)
Format	: Graphic - Group Primary DN Activity
Time Frame	: Day
Logical Group	: No
Day	: (Selected date)
Destination ACD-GRP	: (Selected ACD Group)

Completed CC MIS Report

Figure 12-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 12-2xxx
CC MIS Group Primary DN Activity report



Incoming Calls

The Incoming Calls report produces a list of ACD groups and total ACD calls received for the reporting period. The report also calculates the percentage of delayed, abandoned, and non-delayed statuses of those calls and provides averages of the time callers spent in queue and the length of ACD calls. Figure 13-1 shows the RT-100 Incoming Calls report.

Figure 13-1xxx
RT-100 Incoming Calls Report

RT-100 MIS		Incoming Calls								Page1
Start : 12/10/91										Printed 16:45:08 12/11/91
End : 12/10/91										
ACD GROUP		CALLS OFFERED	--PERCENT DELAYED	OF INCOMING NO DELAY	CALLS-- ABANDONED	TOTAL BUSY	NIGHT SERVICE	AVG.SPEED OF ANSWER TOTAL	NON-OVERFLOW	AVG CONVER
6035551001	Sales 6035551001	484	1	99	0	0	0	6	6	178
6035551002	Sales 6035551002	475	1	99	0	0	0	6	6	180
6035551003	Sales 6035551003	483	1	99	0	0	0	6	6	178
6035551004	Sales 6035551004	478	1	99	0	0	0	6	6	176
6035551005	Sales 6035551005	484	1	100	0	0	0	6	6	177
6035551006	Sales 6035551006	478	1	100	0	0	0	6	6	180
6035551007	Sales 6035551007	484	1	99	0	0	0	6	6	177
6035551008	Sales 6035551008	473	1	99	0	0	0	6	6	180
6035551009	Sales 6035551009	472	1	99	0	0	0	6	6	180
6035551010	Sales 6035551010	486	1	99	0	0	0	6	6	177
TOTALS		4797	1	99	0	0	0	6	6	178

Formulas

The formulas created in Chapter 2 that are required to generate the Incoming Calls report include the following:

- Percent incoming calls delayed
- Percent incoming calls - no delay
- Percent Abandoned
- Average Speed of Answer
- Average Speed of Answer - Non-Overflow

Tabular Format

At the Tabular Format screen, enter the following information for the Incoming Calls report:

Statistics Group : Destination ACD Group Statistics
Format Title : Incoming Calls Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group Name	The destination ACD group name. Menu # :2. Group name Data Field :ACD GRP NAME
ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
Calls offered	The total number of calls received by a destination group, including abandoned calls. Menu # :143. Number of Calls offered Data Field :CALLS OFFRD
Percent incoming calls delayed	Use the data field created as a formula.

Percent incoming calls no delay	Use the data field created as a formula.
Percent incoming calls abandoned	Use the data field created as a formula.
Total busy	RT-100 : The number of calls offered to a group that could not be offered to an agent, sent to a queue, or overflowed to another group. CC MIS : Not available.
Night service	The number of calls that receive night service treatment. Night service refers to the treatment a call receives after business hours. Menu # : 146. Number of night service calls Data Field : NUM NS CALLS
Average speed of answer	Use the data field created as a formula.
Average speed of answer non-overflow	Use the data field created as a formula.
Average conversation	The average time agents spent talking to callers on incoming ACD calls. Menu # : 33. Average ACD talk time Data Field : AVG ACD TALK TIME

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls report:

Report Name	: Incoming Calls
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Incoming Calls
Time Frame	: Interval
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected group)

Completed CC MIS Report

Figure 13-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 13-2xxx
CC MIS Incoming Calls report

Page 1										
INCOMING CALLS REPORT INTERVAL REPORT										
NORTHERN TELECOM								DATE: 05/07/93		TIME 15:02:18
INTERVALS: ALL		DAY: 04/22/93								
-----ACD	GROUP-----	CALLS	-PERCENT	OF INCOMING	CALLS--	NIGHT	AVG. SPEED	OF ANSWER	AVERAGE	
NAME	NUMBER	OFFERED	ACCEPTED	ANSWERED	ABANDONED	SERVICE	TOTAL	HOLD	DN TIME	
MM:SS										
SERVICE	111100015	445	1	94	5	5	6	2	1:12	
SERVICE	111100012	483	3	88	9	5	6	5	2:22	
SERVICE	111100011	435	2	90	8	5	6	3	1:32	
TECHSUP	144100513	524	1	94	5	19	2	5	1:27	
TECHSUP	144100512	589	1	98	1	18	8	8	1:52	

Incoming Calls Abandoned

The Incoming Calls Abandoned report details the number of callers who terminated their calls before speaking to agents for a selected ACD group.

The RT-100 report (in Figure 14-1) identifies the “Average Wait Before Abandonment” using one text column and graphic scales. The customized CC MIS report identifies this information only in one text column and also, does not identify cumulative percentages.

Figure 14-1xxx
RT-100 Incoming Calls Abandoned report

RT-100 MIS		Incoming Calls Abandoned										Page 1		
Report for 05/04/93		ACD Group 6035551001 : Sales 6035551001										Printed 16:01:15 05/05/93		
CALL ARRIVAL	NUMBER ABANDONED	NUMBER ABANDONED WITHIN x SECONDS						AVERAGE WAIT BEFORE ABANDONMENT	NETWORK	TRANSFER	LONGEST			
TIME-OF-DAY	BEFORE RAN	AFTER RAN	10	20	30	40	50	50+	[SEC] 0..10..20..30..40.....50	ABANDONS	ABANDONS	WAIT		
0000-1400	1	0	1	0	0	0	0	0	11:	█	0	0	11	
1400-1430	0	1	0	1	0	0	0	0	21:	█	0	0	21	
1430-1500	0	0	0	0	0	0	0	0	0:		0	0	0	
1500-1530	1	0	0	0	0	0	0	0	0:		0	0	0	
1530-1600	0	0	0	0	0	0	0	0	0:		0	0	0	
1600-1630	0	2	1	1	0	0	0	0	18:	█	0	0	24	
1630-1700	0	0	0	0	0	0	0	0	0:		0	0	0	

0000-2359	2	3	2	2	0	0	0	0	17:	█	0	0	24	
Cumulative Percentages			50	50	0	0	0	0						

Spectrums

At the Spectrum Definition screen, enter the following information for the Incoming Calls Abandoned report:

Spectrum : Abandoning Delay
Number of Categories : 6
Entries : 1. 0 2. 10 3. 20
 4. 30 5. 40 6. 50+

Formulas

The formulas created in Chapter 2 that are required to generate the Incoming Calls Abandoned report include the following:

- Number Abandoned Before RAN
- Cumulative Percentage

Tabular Format

At the Tabular Format screen, enter the following information for the Incoming Calls Abandoned report:

Statistics Group : Destination ACD-GRP Statistics
Format Title : Incoming Calls Abandoned
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
Call arrival time-of-day	RT-100: Reports in daily half-hour increments. CC MIS: Reports divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. Base time unit Data Field : base time unit
Number abandoned before RAN	Use the data field created as a formula.
Number abandoned after RAN	RT-100: The RT-100 counts the total number of calls lost after callers heard recorded voice announcements. CC MIS: The CC MIS counts the number of calls answered or abandoned that received a recorded announcement. Menu # :22. Number of calls that received RAN Data Field :NUM RCV RAN

Number abandoned within x seconds	<p>RT-100: The number of calls abandoned within pre-determined amounts of time (in seconds).</p> <p>CC MIS: The number of calls with an abandoning delay in the nth abandoning category as a percentage of the total number of calls abandoned.</p> <p>Menu # :68 - 73. Percentage abandoned in category n</p> <p>Data Field :ABND % CAT1 ...CAT6</p>
Average wait before abandonment	<p>The average amount of time before calls were abandoned.</p> <p>Menu # :26. Average abandoning delay</p> <p>Data Field :AVG ABD DEL</p>
Network abandons	<p>The number of overflowed calls received by an ACD group at the specified time that were abandoned from the logical queue.</p> <p>Menu # :147. Number of logically queued abandoned calls</p> <p>Data Field :NUM ABD LQD</p>
Transfer abandons	<p>RT-100: The number of calls that were abandoned from the incall transfer queue. Incall transfer queue refers to calls received by an agent and transferred to the incalls key of another agent.</p> <p>CC MIS: Collects the number of calls transferred from other sources and abandoned while in the queue for this ACD group.</p> <p>Menu # :141. Number of abandoned transfer calls</p> <p>Data Field :NUM ABD XFR</p>
Longest wait	<p>The maximum amount of time (in seconds) a caller waited before abandoning the call.</p> <p>Menu # :31. Maximum abandoning delay</p> <p>Data Field :MAX ABD DEL</p>

Cumulative percentage

RT-100: Cumulative percentage of calls abandoned within x seconds.

CC MIS: Not available.

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls Abandoned report:

Report Name : Incoming Calls Abandoned
Use of Name : In menus and reports (Use as title)
Format : Tabular - Incoming Calls Abandoned
Time Frame : Interval
Logical Group : No
Interval :
Day : (Selected date)
Dst ACD Group : (Selected group)

Completed CC MIS Report

Figure 14-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 14-2xxx
CC MIS Incoming Calls Abandoned report

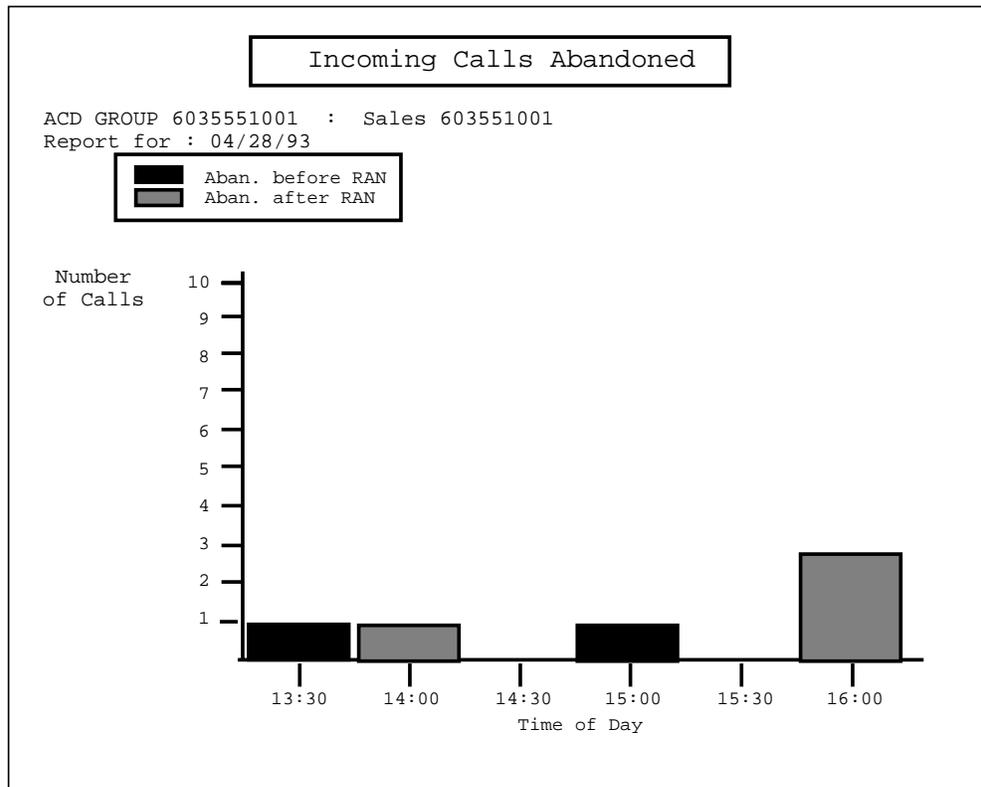
Incoming Calls Abandoned Report												Page 1	
Interval Report												Date: 05/07/93 Time 15:02:18	
Northern Telecom													
Interval: All Day: 04/22/93													
ACD GROUP	CALL ARRIV TIME	NUMBER ABANDONED BEFORE RAN SEC	NUM RCV RAN	NUMBER ABANDONED WITHIN x SECONDS	AVG WT BEF ABD	NET ABAN	TRANSFER ABANDONS	LONGEST ABANDONS					
				0- <10	10- <20	20- <30	30- <40	40- <50	50- <+				
214-417- 7109	00:00	22	11 11	2	3	1	1	0		7	0	0	7
	00:30	22	23 18	3	7	2	0	0		3	0	0	11
	01:00	16	11 9	3	2	3	0	0		4	0	0	10
	01:30	13	9 11	1	2	2	0	0		2	1	0	9
	02:00	13	6 12	4	7	1	2	0		1	0	0	2
	02:30	16	8 2	6	1	2	1	1		1	1	0	4

Incoming Calls Abandoned - Graphic

The RT-100 Incoming Calls Abandoned graphic report details the number of callers who terminated their calls before speaking to agents for a selected ACD group (see Figure 15-1). The report includes the number of calls abandoned before and after callers heard recorded voice announcements (RAN).

The customized CC MIS report provides the same information as the RT-100 Incoming Calls Abandoned graphic report; only the graphic representation is different. The report also includes a header page, which displays the ACD Group number. Refer to Figure 15-2 for an example of a CC MIS Incoming Calls Abandoned graphic report.

Figure 15-1xxx
RT-100 Incoming Calls Abandoned graphic report



Formulas

The following formula, which was created in Chapter 2, is required to generate the Incoming Calls Abandoned (Graphic) report:

- Number Abandoned Before RAN

Graphic Format

At the Graphic Format screen, enter the following information for the Incoming Calls Abandoned report:

Statistics Group : Destination ACD-GRP Statistics
Type of Chart : Vertical Clustered Bar
Graph Title : Incoming Calls Abandoned
Data Axis Title : Number of Calls
Key Axis Title : Time of Day
Axis Key : Base Time Unit
Legend : Data Elements

Selected Data Elements

Select the following data elements for the Incoming Calls Abandoned report.

Aban. before RAN	Use the data field created as a formula.
Aban. after RAN	The total number of calls terminated after callers heard recorded voice announcements (RAN). Menu # :103. Number of abd calls received RAN Data Field :Abd Rcv RAN

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls Abandoned report:

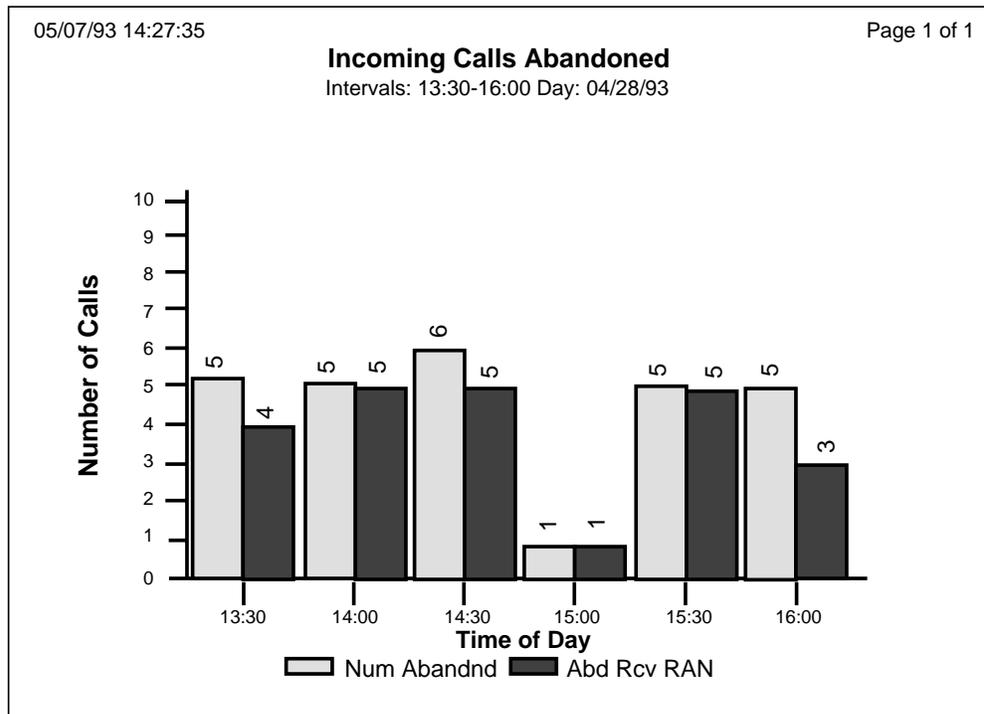
Report Name	: Incoming Calls Abandoned
Use of Name	: In menus and reports (Use as title)
Format	: Graphic - Incoming Calls Abandoned
Time Frame	: Interval
Output Device	: (Selected output device)
Logical Group	: No
Interval	: (Selected timeframe)
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)

Completed CC MIS Report

Figure 15-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 15-2xxx
CC MIS Incoming Calls Abandoned graphic report



Formulas

The following formula, which was created in Chapter 2, is required to generate the Incoming Calls Duration report:

- Average Call Duration

Tabular Format

At the Tabular Format screen, enter the following information for the Incoming Calls Duration report:

Statistics Group : Destination ACD-GRP Statistics

Format Title : Incoming Calls Duration

Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
Call arrival time-of-day	RT-100: Reports time intervals configured in archive scheduler. CC MIS: The CC MIS reports divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. Base time unit Data Field :base time unit
Number completed	The total number of incoming calls completed by agents assigned to this ACD group for the reporting period, including calls overflowed to this group. Menu # :131. Number of calls completed Data Field :CALLS CMPLT

Number of calls completed within x seconds	<p>RT-100: The number of calls completed within pre-determined amounts of time (in seconds).</p> <p>CC MIS: The number of calls that had a direct call processing duration in the “nth” duration category.</p> <p>Menu # :121-126. Number duration in category 1-6</p> <p>Data Field :NUM DUR CAT1...6</p>
Average call duration	Use the data field that was created as a formula.
Longest call	<p>RT-100: The maximum amount of time an agent spent on a call (in seconds).</p> <p>CC MIS: The longest time spent on direct call processing for a single ACD call.</p> <p>Menu # :110. Maximum call duration</p> <p>Data Field :MAX CALL DUR</p>
Cumulative percentage	<p>RT-100: The cumulative percentage of calls answered within x seconds, for each variable, compared to total calls answered.</p> <p>CC MIS: Not available.</p>

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls Waiting report:

Report Name	: Incoming Calls Duration
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Incoming Calls Duration
Time Frame	: Interval
Output Device	: (Selected output device)
Logical Group	: No
Interval	: (Selected interval)
Day	: (Selected date)
Destination ACD-GRP	: (Selected ACD Group)

Completed CC MIS Report

Figure 16-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 16-2xxx
CC MIS Incoming Call Duration report

Incoming Calls Duration Report															Page 1	
Interval Report															Date: 05/07/93 Time 15:02:18	
Northern Telecom																
GROUP NUMBER	CALL ARRIVAL TIME	NUMBER OF CALLS COMPLETE	--NUMBER OF CALLS IN CATEGORY x --						PERCENTAGE ANSWERED IN CATEGORY x					AVGLONGEST CAL CALL DUR SEC		
			0- <30	30- <30	60- <60	90- <90	120- <120	150- <+	0- <30	30- <60	60- <90	90- <120	120- <150	150- <+	CAL	CALL
111-111-111	00:00	68232	89	136	104	32	0	9	23	41	27	8	0	1	12	58
	00:30	77838	116	137	112	27	12	7	27	39	28	3	2	1	13	57
	01:00	79545	116	123	256	16	2	0	23	26	48	2	1	0	14	55
	01:30	53092	98	127	186	12	5	6	21	24	48	4	2	1	15	57
	02:00	65904	120	109	173	10	3	2	22	34	40	2	1	1	12	59
	02:30	23981	112	175	103	32	9	1	24	43			2	1	12	59

Incoming Calls Waiting

The RT-100 Incoming Calls Waiting report details the call center's efficiency. It calculates the total number of calls received and answered. Additional data includes individual, average and longest delays before answering calls.

The RT-100 report (in Figure 17-1) identifies the "Average Delay per Call" using one text column and graphic scales. The customized CC MIS report identifies this information only in one text column and also, does not identify cumulative percentages.

Figure 17-1xx
RT-100 Incoming Calls Waiting report

CALL ARRIVAL		TOTAL	NUMBER	NUMBER OF CALLS ANSWERED WITHIN x SECONDS						----	AVERAGE DELAY PER CALL	----	LONGEST	NON-OVERFLOW
TIME-OF-DAY	OFFERED	ANSWERED	20	40	60	80	100	100+	[SEC]	0..20..40..60..80....100	DELAY	DELAY		
0000-1400	38	38	38	0	0	0	0	0	6:	█	11	6		
1400-1430	87	87	87	0	0	0	0	0	8:	█	10	8		
1430-1500	90	90	90	0	0	0	0	0	9:	█	12	9		
1500-1530	89	89	89	0	0	0	0	0	6:	█	14	6		
1530-1600	87	87	87	0	0	0	0	0	5:	█	11	6		
1600-1630	93	93	93	0	0	0	0	0	4:	█	12	6		
1630-1700	91	91	91	0	0	0	0	0	6:	█	12	6		
0000-2359	575	575	575	0	0	0	0	0	5:	█	14	7		
Cumulative Percentages			100	100	100	100	100	100						

Spectrums

At the Spectrum Definition screen, enter the following information for the Incoming Calls Waiting report:

Spectrum : Answering Delay
Number of Categories : 6
Entries : 1. 0 2. 20 3. 40
 4. 60 5. 80 6. 100+

Formulas

The formulas created in Chapter 2 that are required to generate the Incoming Calls Waiting report include the following:

- Average Speed of Answer

Tabular Format

At the Tabular Format screen, enter the following information for the Incoming Calls Waiting report.

Statistics Group : Destination ACD-GRP statistics

Format Title : Incoming Calls Waiting

Custom Headings : (refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
Call arrival time-of-day	RT-100 : Reports daily half-hour increments. CC MIS : Reports divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. Base time unit Data Field :base time unit
Total offered	The total number of calls received by a destination group, including abandoned calls. Menu # :143. Number of Calls offered Data Field :CALLS OFFRD
Number answered	The total number of calls answered by agents. Menu # :15. Number of calls answered Data Field :CALLS ANSWD

Number of calls answered within x seconds	The time in seconds required to answer calls, excluding time overflow. Menu # :78-88. Number answered in category n. Data Field :NUM ANSW CAT1...6
Average delay per call	Use the data field created as the “Average Speed of Answer” formula.
Longest delay	RT-100: The maximum delay in seconds that a caller waited for an agent. CC MIS: The longest delay experienced by all answered calls, excluding calls which were time overflowed into the defined ACD group. Menu # :30. Maximum answering delay Data Field :MAX ANS DEL
Non-overflow delay	RT-100: The delay time in seconds for calls received directly (not including overflow from another group). CC MIS: Not available
Cumulative percentage	RT-100: The cumulative percentage of calls answered within x seconds, for each variable, compared to total calls answered. CC MIS: Not available.

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls Waiting report:

Report Name	: Incoming Calls Waiting
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Incoming Calls Waiting
Time Frame	: Interval
Output Device	: (Selected output device)
Logical Group	: No
Interval	: (Selected timeframe)
Day	: (Selected date)
Destination ACD-GRP	: (Selected ACD Group)

Completed CC MIS Report

Figure 17-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 17-2xxx
CC MIS Incoming Calls Waiting Report

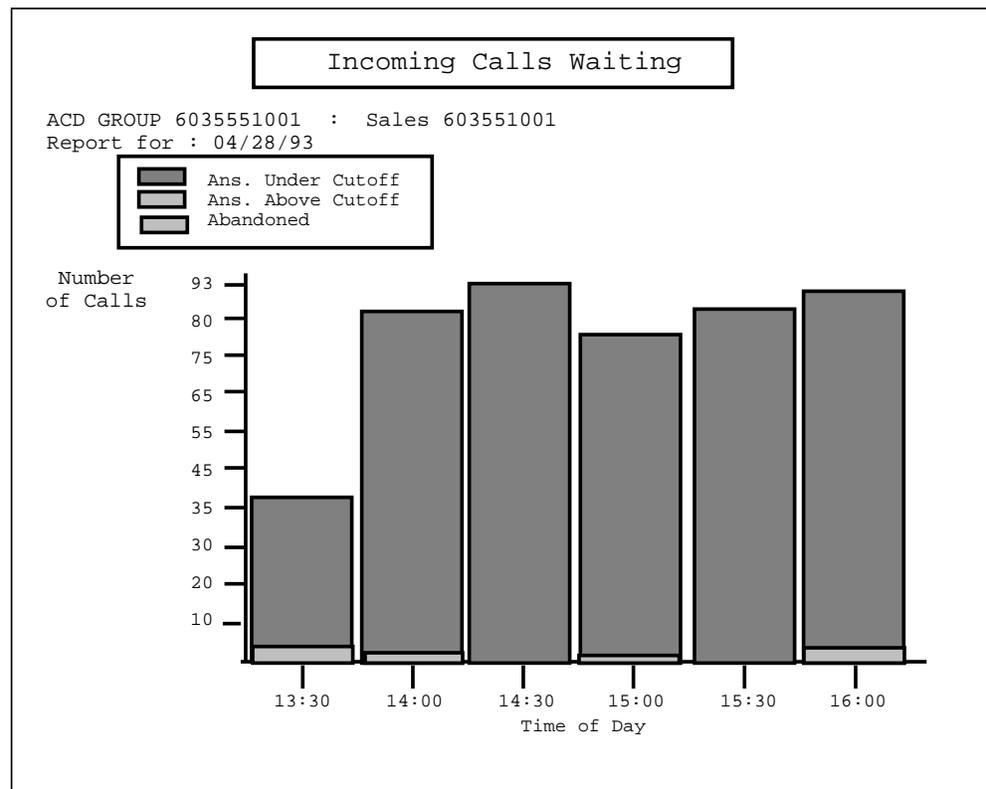
Incoming Calls Waiting Report											Page 1	
Interval Report												
Northern Telecom											Date: 05/07/93	Time 15:02:18
Shifts: All Days:All												
ACD- GROUP NUMBER	TIME	CALLS OFFERED	CALLS ANSWERED	NUMBER OF		CALLS ANSWD WITHIN x		SECONDS		AVG	LONG	
				0- <20	20- <40	40- <60	60- <80	80- <100	100- <+	DEL	DEL	
214-407-7009	00:00	20804	20803	0	7	0	0	0	0	1	18	
	00:30	22677	22680	0	5	0	0	0	0	1	16	
	01:00	212677	21263	0	7	0	0	0	0	1	10	
	01:30	19342	19344	0	0	0	0	0	0	1	2	
	02:00	21107	21094	0	0	0	0	0	0	1	2	
	02:30	23016	23028	0	0	0	0	0	0	1	2	

Incoming Calls Waiting - Graphic

The RT-100 Incoming Calls Waiting graphic report details call center's efficiency. The report includes the time of day and number of ACD-DN calls answered within the Grade of Service threshold.

The customized CC MIS report provides the same information as the RT-100 Incoming Calls Waiting graphic report; only the graphic representation is different. The report also includes a header page, which displays the ACD Group number.

Figure 18-1xxx
RT-100 Incoming Calls Waiting Graphic Report



Formulas

The formulas created in Chapter 2 that are required to generate the Incoming Calls Waiting report include the following:

- Answered Under Cutoff
- Answered Above Cutoff

Graphic Format

At the Graphic Format screen, enter the following information for the Incoming Calls Waiting report:

Statistics Group : Destination ACD-GRP Statistics
Type of Chart : Vertical Stacked Bar
Graph Title : Incoming Calls Waiting
Data Axis Title : Number of Calls
Key Axis Title : Time of Day
Axis Key : Base Time Unit
Legend : Data Elements

Selected Data Elements

Select the following data elements for the Incoming Calls Waiting report.

Answered Under Cutoff Use the data element created as a formula.

Answered Above Cutoff Use the data element created as a formula.

Abandoned Number of calls abandoned.

Menu # :16. Number of calls abandoned

Data Field :Num Abandoned

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Calls Waiting report:

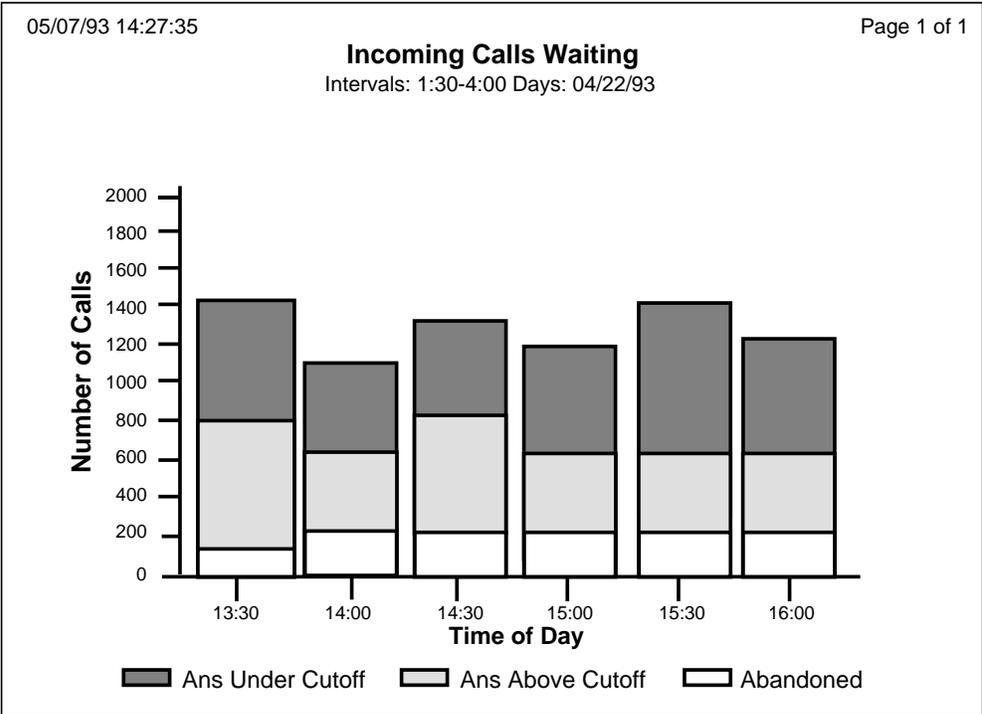
Report Name : Incoming Calls Waiting
Use of Name : In menus and reports (Use as title)
Format : Graphic - Incoming Calls Waiting
Time Frame : Interval
Logical Group : No
Interval : (Selected timeframe)
Day : (Selected date)
Destination ACD-GRP : (Selected ACD Group)

Completed CC MIS Report

Figure 18-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 18-2xxx
CC MIS Incoming Calls Waiting graphic report



Incoming Traffic Analysis

The Incoming Traffic Analysis report provides a single report summary of the Incoming Calls Waiting, Incoming Calls Abandoned, and Incoming Duration reports. Figure 19-1 shows the RT-100 Incoming Traffic Analysis report.

Figure 19-1xxx
RT-100 Traffic Analysis report

CALL ARRIVAL		CALLS	CALLS	NUMBER ABANDONED		TOTAL	NIGHT	AVG.SPEED	AVG.CALL	AVG.WAIT TO ABANDON		MAX.WAIT TO	MAX.CALL
TIME-OF-DAY	OFFERED	ANSWERED	BEFORE RAN	AFTER RAN	BUSY	SERVICE	OF ANSWER	DURATION	BEFORE RAN	AFTER RAN	ANSWER	ABANDON	DURATION
0000-1400	8	38	0	0	0	0	6	182	0	0	11	0	271
1400-1430	87	87	0	0	0	0	6	182	0	0	10	0	291
1430-1500	90	90	0	0	0	0	6	182	0	0	12	0	291
1500-1530	89	89	0	0	0	0	6	182	0	0	14	0	291
1530-1600	87	87	0	0	0	0	6	184	0	0	11	0	291
1600-1630	93	93	0	0	0	0	6	178	0	0	12	0	281
0000-2359	484	484	0	0	0	0	6	182	0	0	14	0	291

Formulas

The formulas created in Chapter 2 that are required to generate the Incoming Traffic Analysis report include the following:

- Number Abandoned Before RAN
- Average Speed of Answer
- Average Call Duration

Tabular Format

At the Tabular Format screen, enter the following information for the Incoming Traffic Analysis report:

Statistics Group : Destination ACD Group Statistics
Format Title : Incoming Traffic Analysis
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Call arrival time-of-day	<p>RT-100: Reports daily half-hour increments.</p> <p>CC MIS: Reports divisions using the ACD-GRP statistic group key internal data field, Interval (INTVL). INTVL displays in hh:mm format.</p> <p>Menu # :3. Base time unit</p> <p>Data Field :base time unit</p>
Calls offered	<p>The total number of calls received by a destination group, including abandoned calls.</p> <p>Menu # :138. Number of Calls offered</p> <p>Data Field :CALLS OFFRD</p>
Calls answered	<p>RT-100: The total number of calls answered by agents.</p> <p>CC MIS: The number of calls answered by agents assigned to this ACD group including calls that overflowed to the ACD group.</p> <p>Menu # :15. Number calls answered.</p> <p>Data Field :CALLS ANSWD</p>
Number abandoned before RAN	<p>Use the data field created as a formula.</p>
Number abandoned after RAN	<p>RT-100: The total number of calls lost after callers heard recorded voice announcements.</p> <p>CC MIS: The number of calls answered or abandoned that received a recorded announcement.</p> <p>Menu # :22. Number of calls that received RAN</p> <p>Data Field :NUM RCV RAN</p>
Total busy	<p>RT-100: The number of calls offered to a group that could not be offered to an agent, sent to a queue, or overflowed to another group.</p> <p>CC MIS: Not available.</p>

Night Service	<p>The number of calls that received night service treatment. Night service refers to the treatment a call receives after business hours.</p> <p>Menu # :146. Number of calls that received night service</p> <p>Data Field :NUM NS CALLS</p>
Average Speed of Answer	<p>Use the data field created as a formula.</p>
Average call duration	<p>Use the data field created as a formula.</p>
Avg. wait to abandon before RAN	<p>RT-100: The average amount of time (in seconds) before callers abandoned their calls, before hearing recorded voice announcements.</p> <p>CC MIS: The average delay experienced by a caller before abandoning the call.</p> <p>Menu # :26. Average abandoning delay</p> <p>Data Field :AVG ABD DEL</p>
Avg. wait to abandon after RAN	<p>RT-100: The average amount of time (in seconds) before callers abandoned their calls, after hearing recorded voice announcements.</p> <p>CC MIS: The number of calls abandoned that received a recorded announcement.</p> <p>Menu # :108. Number of abandoned calls that received RAN</p> <p>Data Field :NUM ABD RCV RAN</p>
Max. wait to answer	<p>RT-100: The maximum delay (in seconds) that a caller waited for an agent.</p> <p>CC MIS: The longest delay experienced by all answered calls, excluding calls which were time overflowed into the defined ACD group.</p> <p>Menu # :30. Maximum answering delay</p> <p>Data Field :MAX ANS DEL</p>

Max. wait to abandon **RT-100:** The maximum amount of time in seconds a caller waited before abandoning the call.

CC MIS: The longest delay of all abandoned calls.

Menu # :31. Maximum abandoning delay

Data Field :MAX ABD DEL

Max. call duration **RT-100:** The maximum amount of time (in seconds) an agent spent with a caller.

CC MIS: The longest time spent on direct call processing for a single ACD call.

Menu # :110. Maximum call duration

Data Field :MAX CALL DUR

Parameters

At the Report Parameter Definition screen, select the following information for the Incoming Traffic Analysis report:

Report Name	: Incoming Traffic Analysis
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Incoming Traffic Analysis
Time Frame	: Interval
Output Device	: (Selected output device)
Logical Group	: No
Interval	: (Selected time interval)
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)

Completed CC MIS Report

Figure 19-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

**Figure 19-2xxx
CC MIS Incoming Traffic Analysis report**

INCOMING TRAFFIC REPORT													Page 1	
INTERVAL REPORT													DATE: 05/07/93 TIME 15:02:18	
NORTHERN TELECOM														
INTERVAL: ALL DAY:04/22/93														
CALL	CALLS	CALLS	NUMB	NUMB	TOTAL	NIGHT	AVG	AVG	AVG WAIT	AVG WAIT	MAX	MAX	MAX	
ARRVL	OFFRD	ANSWR	ABAND	ABAND	BUSY	SERVICE	SPEED	CALL	TO ABAND	TO ABAND	WAIT	WAIT	CALL	
TOD			BFR RAN	AFT RAN			ANSWR	DUR	BFR RAN	AFT RAN	ANWR	ABND	DUR	
00:00	22	38	0	0	0	0	6	182	0	0	11	0	271	
00:30	22	67	0	0	0	0	6	182	0	0	10	0	291	
01:00	16	90	0	0	0	0	6	182	0	0	12	0	291	
01:30	13	89	0	0	0	0	6	182	0	0	14	0	289	
02:00	13	87	0	0	0	0	6	182	0	0	11	0	291	
02:30	16	93	0	0	0	0	6	182	0	0	12	0	271	

Workload Summary

The RT-100 Workload Summary report (see Figure 20-1) summarizes the productivity of the ACD group during a selected reporting period. This report includes the total incoming and outgoing calls, the number of calls that went in queue, the number of calls that went directly to agents, and the number of calls abandoned before speaking to agents. Percentages of delayed and abandoned calls are also included.

The CC MIS customized report does not identify the number of calls that went in queue (delayed) or the number of calls went directly to agents (no delay).

Figure 20-1xxx
RT-100 Workload Summary report

RT-100 MIS		Workload Summary											Page 1
Start : 05/10/93											Printed 16:45:37 05/11/93		
End : 05/10/93													
ACD GROUP	NUMBER ANSWERED	NUMBER OUTG.	OUT PER ANSWD.	NUMBER DELAYED	NUMBER NO DELAY	PERCENT DELAYED	NUMBER ABANDONED	PERCENT ABANDONED	NETWORK ABANDONS	TRANSFER ABANDONS			
6035551001 Group1 6035551001	484	0	0.0	4	480	1	0	0	0	0	0	0	
6035551002 Group2 6035551002	475	0	0.0	5	470	1	0	0	0	0	0	0	
6035551003 Group3 6035551003	483	0	0.0	6	477	1	0	0	0	0	0	0	
6035551004 Group4 6035551004	478	0	0.0	3	475	1	0	0	0	0	0	0	
6035551005 Group5 6035551005	484	0	0.0	2	482	0	0	0	0	0	0	0	
6035551006 Group6 6035551006	478	0	0.0	2	476	0	0	0	0	0	0	0	
6035551007 Group7 6035551007	484	0	0.0	5	479	1	0	0	0	0	0	0	
6035551008 Group8 6035551008	473	0	0.0	3	470	1	0	0	0	0	0	0	
6035551009 Group9 6035551009	472	0	0.0	4	468	1	0	0	0	0	0	0	
6035551010 Group0 6035551010	486	0	0.0	5	481	1	0	0	0	0	0	0	

TOTALS	4797	1	0.0	39	4758	1	0	0	0	0	0	0	

Formulas

The formulas created in Chapter 2 that are required to generate the Workload Summary report include the following:

- Out per Answered
- Percent Abandoned

Tabular Format

At the Tabular Format screen, enter the following information for the Workload Summary report:

Statistics Group : Destination ACD-GRP Statistics
Format Title : Workload Summary Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group	The group numbers for the ACD groups in the report. Menu # :1. ACD group number Data Field :ACD GRP NUMBER
Number answered	The total number of calls answered by agents. Menu # :15. Number of calls answered Data Field :CALLS ANSWD
Number outg	The total number of outgoing secondary DN calls made by agents. Menu # :20. Number of outgoing DN calls Data Field :OUT DN CALLS
Out per answered	Use the data field created as a formula.
Number delayed	RT-100: The total number of ACD calls that went in queue and were answered. CC MIS: Not available.

Number no delay	<p>RT-100: The total number of ACD calls answered that went directly to agents without going into an incoming queue.</p> <p>CC MIS: Not available.</p>
Percent delayed	<p>RT-100: The percentage of total ACD calls that went into queue.</p> <p>CC MIS: Not available.</p>
Number abandoned	<p>RT-100: The total number of ACD calls abandoned before speaking to agents, including calls abandoned before and after recorded announcements.</p> <p>CC MIS: The number of calls abandoned.</p> <p>Menu # :16. Number of calls abandoned</p> <p>Data Field :CALLS ABAND</p>
Percent abandoned	Use the data field created as a formula.
Network abandons	<p>RT-100: The number of calls received in the logical queue of the ACD group that were abandoned.</p> <p>CC MIS: The number of calls originally offered to the source ACD group and were abandoned, which logically queue at the destination ACD group.</p> <p>Menu # :147. Number of logically queued abandoned calls</p> <p>Data Field :NUM ABD LQD</p>

Transfer abandons

RT-100: The number of calls that were abandoned from the INCALL transfer queue. INCALL transfer queue refers to calls received by an agent and transferred to the INCALL key of another agent.

CC MIS: The number of calls transferred from other sources and abandoned while in the queue for this ACD group.

Menu # :141. Number of abandoned transfer calls

Data Field :NUM ABD XFR

Parameters

At the Report Parameter Definition screen, select the following information for the Workload Summary report:

Report Name	: Workload Summary
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Workload Summary
Time Frame	: Day
Output Device	: (Selected output device)
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)

Completed CC MIS Report

Figure 20-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 20-2xxx
CC MIS Workload Summary report

Workload Summary Report							Page 1
Interval Report							
Northern Telecom			Date: 05/07/93 Time 15:02:18				
Interval: All		Day: 04/22/93					
ACD GROUP	NUMBER ANSWERED	NUMBER OUTG.	OUT PER ANSWED.	NUMBER ABANDONED	PERCENT ABANDONED	NETWORK ABANDONS	TRANSFER ABANDON
214-407-7009	484	0	0.	0	0	0	0
	475	0	0.	0	0	0	0
	487	0	0.	0	0	0	0
	456	0	0.	0	0	0	0
	456	0	0.	0	0	0	0
	476	0	0.	0	0	0	0

Workload Detail

The RT-100 Workload Detail report furnishes efficiency statistics for a single ACD group. This report includes the ACD calls offered and answered, including the number and percentage answered within the configured Grade of Service (GOS) cutoff value. Figure 21-1 shows the RT-100 Workload Detail report.

The CC MIS customized report identifies the same information as the RT-100 report, but does not identify the number of calls answered under cutoff.

Figure 21-1xxx
RT-100 Workload Detail report

CALL ARRIVAL		TOTAL	NUMBER	# ANSWERED	PERCENT	NUMBER ABANDONED		PERCENT
TIME-OF-DAY	OFFERED	ANSWERED	UNDER CUTOFF	UNDER CUTOFF	BEFORE RAN	AFTER RAN	ABANDONED	
0000-1400	38	38	38	100	0	0	0	
1400-1430	87	87	87	100	0	0	0	
1430-1500	90	90	90	100	0	0	0	
1500-1530	89	89	89	100	0	0	0	
1530-1600	87	87	87	100	0	0	0	
1600-1630	93	93	93	100	0	0	0	

0000-2359	484	484	484	100	0	0	0	

Formulas

The formulas created in Chapter 2 that are required to generate the Workload Detail report include the following:

- Answered under Cutoff
- Number Abandoned Before RAN
- Percent Abandoned

Tabular Format

At the Tabular Format screen, enter the following information for the Workload Detail report:

Statistics Group : Destination ACD-GRP Statistics
Format Title : Workload Detail Report
Custom Headings : (refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

ACD Group Number	The 10-digit primary DN number of the destination ACD group. Menu # :1. Group number Data Field :ACD GRP NUMBER
Call arrival time-of-day	RT-100: Reports time intervals configured in archive scheduler. CC MIS: Reports divisions using the ACD-GRP statistic group key Internal data field, Interval (INTVL). INTVL displays in hh:mm format. Menu # :3. Base time unit Data Field : base time unit
Total offered	The total number of calls received by a destination group, including abandoned calls. Menu # :143. Number of Calls offered Data Field :CALLS OFFRD
Number answered	The total number of calls answered by agents. Menu # :15. Number of calls answered Data Field :CALLS ANSWD

Answered under cutoff	Use the data field created as a formula.
Percent under cutoff	<p>RT-100: The percentage of total calls answered under the configure Grade of Service cutoff value.</p> <p>CC MIS: Not available.</p>
Number abandoned before RAN	Use the data field created as a formula.
Number abandoned after RAN	<p>RT-100: The total number of calls lost after callers heard recorded voice announcements.</p> <p>CC MIS: The number of calls answered or abandoned that received a recorded announcement.</p> <p>Menu # :22. Number of calls that received RAN</p> <p>Data Field :NUM RCV RAN</p>
Percent abandoned	Use the data field created as a formula.

Parameters

At the Report Parameter Definition screen, select the following information for the Workload Detail report:

Report Name	: Workload Detail
Use of Name	: In menus and reports (Use as title)
Format	: Tabular - Workload Detail
Time Frame	: Day
Output Device	: (Selected output device)
Logical Group	: No
Day	: (Selected date)
Dst ACD Group	: (Selected ACD Group)

Completed CC MIS Report

Figure 21-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 21-2xxx
CC MIS Workload Detail Report

Workload Detail Interval Report							Page 1
Northern Telecom							Date: 05/07/93 Time 15:02:18
Interval: All	Days:All						
GROUP NUMBER	CALL ARRIVAL TIME	TOTAL OFFERED	NUMBER ANSWERED	% ANSWERED UNDER CUTOFF	-NUMBER BEFORE RAN	ABANDONED-- AFTER RAN	PERCENT ABANDONED
124-1289-199	00:00	38	38	100	0	0	0
	00:30	87	87	100	0	0	0
	01:00	90	90	100	0	0	0
	01:30	89	89	100	0	0	0
	02:00	87	87	100	0	0	0
	02:30	87	87	100	0	0	0
	03:00	93	93	100	0	0	0
	03:30	93	93	100	0	0	0

Overflow Analysis

The RT-100 Overflow Analysis report (see Figure 22-1) summarizes an overflow situation in a matrix format for the reporting period. Overflow conditions occur when ACD calls scheduled for one group deflect to another.

The CC MIS customized report identifies similar information, but not in a matrix format.

Figure 22-1xxx
RT-100 Overflow Analysis report

RT-100 MIS													Page1											
Overflow Analysis													Printed 16:45:59 12/11/91											
Start : 12/10/91																								
End : 12/10/91																								
Destination ACD Group													Source											
:-----													ACD Group -----											
													1	2	3	4	5	6	7	8	9	10	TOTAL	PCT FROM
													-	-	-	-	-	-	-	-	-	--		OVFL.
1	Group0	6035551001	6035551001:	484	0	0	0	0	0	0	0	0	0	0	484	0								
2	Group1	6035551002	6035551002:	0	475	0	0	0	0	0	0	0	0	0	475	0								
3	Group2	6035551003	6035551003:	0	0	483	0	0	0	0	0	0	0	0	483	0								
4	Group3	6035551004	6035551004:	0	0	0	478	0	0	0	0	0	0	0	478	0								
5	Group4	6035551005	6035551005:	0	0	0	0	484	0	0	0	0	0	0	484	0								
6	Group5	6035551006	6035551006:	0	0	0	0	0	478	0	0	0	0	0	478	0								
7	Group6	6035551007	6035551007:	0	0	0	0	0	0	484	0	0	0	0	484	0								
8	Group7	6035551008	6035551008:	0	0	0	0	0	0	0	473	0	0	0	473	0								
9	Group8	6035551009	6035551009:	0	0	0	0	0	0	0	0	472	0	0	472	0								
10	Group9	6035551010	6035551010:	0	0	0	0	0	0	0	0	0	486	0	486	0								
TOTAL				484	475	483	478	484	478	484	473	472	486	4797										
PERCENT OVERFLOWED				0	0	0	0	0	0	0	0	0	0	0		0								

Tabular Format

At the Tabular Format screen, enter the following information for the Overflow Analysis report:

Statistics Group : Overflow Statistics
Format Title : Overflow Analysis Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Source ACD group

The ACD groups, listed by group number, originally destined to receive the calls.

Menu # :1. Source ACD group number

Data Field :SOURCE ACD-GRP NUMBER

Destination ACD group

The ACD groups, listed by group numbers and group name that actually receive the calls.

Menu # :3. Destination ACD group number

Data Field :DEST ACD-GRP NUMBER

Total

RT-100: The total incoming ACD calls received by the destination ACD group.

CC MIS: The number of calls which were offered to the group including calls which were either enqueued, presented directly to agents, overflowed, or deflected.

Menu # :39. Number of calls offered

Data Field :CALLS OFFRD

PCT From Ovrfl

RT-100: The percentage of incoming overflow calls received by the destination ACD group (overflow calls divided by total incoming ACD calls).

CC MIS: The percentage of calls that time overflowed from the source group to the destination group.

Menu # :23. Percentage of calls that time overflowed

Data Field :TOT TOF %

- Percent overflowed** **RT-100:** The percentage of calls overflowed from the source ACD group.
- CC MIS:** The percentage of calls that queue count overflowed into the group.
- Menu # :**24. Percentage of calls that queue count overflowed
- Data Field :**QOF %

Parameters

At the Report Parameter Definition screen, select the following information for the Overflow Analysis report:

- Report Name** : Overflow Analysis
- Use of Name** : In menus and reports (Use as title)
- Format** : Tabular - Overflow Analysis
- Time Frame** : Interval
- Output Device** : (Selected output device)
- Logical Group** : No
- Interval** :
- Day** : (Selected date)
- Destination ACD-GRP** : (Selected ACD Group)

Completed CC MIS Report

Figure 22-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 22-2xxx
CC MIS Overflow Analysis report

Overflow Analysis Report Interval Report					Page 1
Northern Telecom					Date: 05/07/93 Time 15:02:18
Interval: All Day: 04/22/93					
SOURCE ACD GROUP	DESTINATION ACD GROUP	TOTAL CALLS TRANSFER	PERCENT TIME OVERFLOW SEC	PERCENT OVERFLOWED	
214-407-7009	603-555-1001	28	10	1	
	603-555-1002	19	27	2	
	603-555-1003	22	21	1	
	603-555-1004	24	32	3	
	603-555-1005	29	12	1	
	603-555-1006	16	19	2	

Time Delay Overflow Analysis

The Time Delay Overflow Analysis report (see Figure 23-1) tracks the time delay overflow calls between two groups: the source ACD group and the destination ACD group. Time delay overflow calls are calls that waited in the incoming call queue longer than the time specified in the Load Management Time Delay Overflow.

The CC MIS customized report identifies similar information, but not in a matrix format.

Figure 23-1xxx
RT-100 Time Delay Overflow Analysis report

RT-100 MIS												Page1	
Time Delay Overflow Analysis												Printed 16:46:27 12/11/91	
Start : 12/10/91													
End : 12/10/91													
Destination ACD Group		Source ACD Group										PCT FROM	
		1	2	3	4	5	6	7	8	9	10	TOTAL	OVFL.
2	Sales 6035551002 6035551002:	0	475	0	0	0	0	0	0	0	0	475	0
3	Mktg 6035551003 6035551003:	0	0	483	0	0	0	0	0	0	0	483	0
4	Group1 6035551004 6035551004:	0	0	0	478	0	0	0	0	0	0	478	0
5	Group2 6035551005 6035551005:	0	0	0	0	484	0	0	0	0	0	484	0
6	Group3 6035551006 6035551006:	0	0	0	0	0	478	0	0	0	0	478	0
7	Group4 6035551007 6035551007:	0	0	0	0	0	0	484	0	0	0	484	0
8	Group5 6035551008 6035551008:	0	0	0	0	0	0	0	473	0	0	473	0
9	Group6 6035551009 6035551009:	0	0	0	0	0	0	0	0	472	0	472	0
10	Group7 6035551010 6035551010:	0	0	0	0	0	0	0	0	0	486	486	0
TOTAL		484	475	483	478	484	478	484	473	472	486	4797	
PERCENT OVERFLOWED		0	0	0	0	0	0	0	0	0	0		0

Tabular Format

At the Tabular Format screen, enter the following information for the Time Delay Overflow Analysis report:

Statistics Group : Overflow Statistics
Format Title : Time Delay Overflow Analysis Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Destination ACD Group

The ACD groups, listed by group numbers and names, that actually received and answered the overflow calls.

Menu # :3. Destination ACD-group number.

Data Field :DEST ACD-GRP NUMBER

Source ACD Group

The ACD groups, listed by group number, originally destined to receive the calls.

Menu # :1. Source ACD-group number.

Data Field :SOURCE ACD-GRP NUMBER

Total

RT-100: The total incoming ACD calls received by the destination ACD group, specified in the beginning row.

CC MIS: The number of calls which were originally offered to the source ACD group and were offered to the destination ACD group.

Menu # :39. Number of calls offered

Data Field :CALLS OFFRD

Percent from Overflow

RT-100: The percentage of incoming overflow calls received by the destination ACD group.

CC MIS: The percentage of calls that time overflowed from the source group to the destination group.

Menu # :24. Percentage of calls that time overflowed

Data Field :TOT TOF %

Percent overflowed

RT-100: The percentage of calls overflowed from the source ACD group.

CC MIS: Not available.

Parameters

At the Report Parameter Definition screen, select the following information for the Time Delay Overflow Analysis report:

Report Name : Time Delay Overflow Analysis
Use of Name : In menus and reports (Use as title)
Format : Tabular - Time Delay Overflow Analysis
Time Frame : Day
Output Device : (Selected output device)
Logical Group : No
Day : (Selected date)
Dst ACD Group : (Selected ACD Group)

Completed CC MIS Report

Figure 23-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 23-2xxx
CC MIS Time Delay Overflow Analysis report

Time Delay Overflow Analysis Report				Page 1
Northern Telecom				Date: 05/07/93 Time 15:02:18
Day: 05/07/93				
DESTINATION ACD GROUP	SOURCE ACD GROUP	TOTAL CALLS ACCEPTED	PERCENT FROM OVERFLOW	
214-407-7009	603-555-1001	20	0	
	603-555-1002	32	0	
	603-555-1003	54	2	
	603-555-1004	85	1	
	603-555-1005	34	0	
	603-555-1006	123	3	
	603-555-1007	43	1	
	603-555-1008	98	2	

Transfer Analysis

The Transfer Analysis report (see Figure 24-1) identifies the number of transfer calls between ACD groups that were answered, including calls sent to an agent's INCALLS key. INCALL transfer calls are calls that were answered by one agent and then transferred to another agent's INCALLS key.

Two CC MIS customized reports must be generated to provide information similar to that contained in the RT-100 report. The CC MIS reports provide statistics on ACD Destination Groups and ACD Source Groups, separately. Please refer to Figures 24-2 and 24-3 for examples of the reports.

Figure 24-1xxx
RT-100 Transfer Analysis report

RT-100 MIS		Transfer Analysis										Page1	
Start : 12/10/91												Printed 16:46:37 12/11/91	
End : 12/10/91													
Destination ACD Group		Source										PCT FROM	
		1	2	3	4	5	6	7	8	9	10	TOTAL	TRANS.
1	Group0 6035551001 6035551001:	0	0	0	0	0	0	0	0	0	0	0	0
2	Group1 6035551002 6035551002:	0	0	0	0	0	0	0	0	0	0	0	0
3	Group2 6035551003 6035551003:	0	0	0	0	0	0	0	0	0	0	0	0
4	Group3 6035551004 6035551004:	0	0	0	0	0	0	0	0	0	0	0	0
5	Group4 6035551005 6035551005:	0	0	0	0	0	0	0	0	0	0	0	0
6	Group5 6035551006 6035551006:	0	0	0	0	0	0	0	0	0	0	0	0
7	Group6 6035551007 6035551007:	0	0	0	0	0	0	0	0	0	0	0	0
8	Group7 6035551008 6035551008:	0	0	0	0	0	0	0	0	0	0	0	0
9	Group8 6035551009 6035551009:	0	0	0	0	0	0	0	0	0	0	0	0
10	Group9 6035551010 6035551010:	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CALLS TRANSFERRED		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CALLS ANSWERED		484	475	483	478	484	478	484	473	472	486	4797	
PERCENT TRANSFERRED		0	0	0	0	0	0	0	0	0	0		0

Tabular Format - ACD Destination Group Transfer Analysis

At the Tabular Format screen, enter the following information for the Transfer Analysis report:

Statistics Group : Overflow Statistics
Format Title : ACD Destination Group Transfer Analysis Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Destination ACD Group	The ACD groups, listed by group numbers and names, that actually received and answered the overflow calls. Menu # :3. Destination ACD-group number. Data Field :DEST ACD-GRP NUMBER
Transferred in to group from agent	The number of calls transferred in to group from agent. Menu # :28. Number of calls transferred in to group from agent Data Field :XFR IN GRP AGT
Transferred in to group from SDN	The number of calls transferred in to group from SDN. Menu # :29. Number of calls transferred in to group from SDN Data Field :XFR IN GRP SDN
Transferred in to agent from agent	The number of calls transferred in to agent from agent. Menu # :30. Number of calls transferred into agent from agent Data Field :XFR IN AGT AGT
Answered transferred calls	The number of calls which were transferred into this ACD group from other sources and were answered by agents in this ACD group. Menu # :36. Number of answered transferred calls Data Field :NUM ANS XFR

Abandoned transfer calls

The number of calls which were transferred from other sources and abandoned in the queue for this ACD group.

Menu # :37. Number of abandoned transfer calls ■

Data Field :NUM ABD XFR

Parameters

At the Report Parameter Definition screen, select the following information for the Transfer Analysis report:

Report Name : ACD Destination Group Transfer Analysis
Use of Name : In menus and reports (Use as title)
Format : Tabular - Transfer Analysis
Time Frame : Day
Output Device : (Selected output device)
Logical Group : No
Day : (Selected date)
Destination ACD-GRP : (Selected ACD Group)

Completed CC MIS Report

Figure 24-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 24-2xxx
CC MIS Destination Group Transfer Analysis report

ACD Destination Group Transfer Analysis Report						Page 1
Interval Report						Date: 05/07/93 Time 15:02:18
Northern Telecom						
Shifts: All	Days:All					
DESTINATION	XFR	XFR	XFR	NUM	NUM	
ACD GROUP	IN	IN	IN	ANS	ABD	
	GRP	GRP	AGT	XFR	XFR	
	AGT	SDN	AGT			
603-555-1001	24	12	12	0	0	
603-555-1002	24	24	0	0	0	
603-555-1003	24	24	0	0	0	
603-555-1004	24	12	12	0	0	
603-555-1005	24	12	0	12	0	
603-555-1006	24	0	24	0	0	

Tabular Format - ACD Source Group Transfer Analysis

At the Tabular Format screen, enter the following information for the Transfer Analysis report:

Statistics Group : Overflow Statistics
Format Title : ACD Source Group Transfer Analysis Report
Custom Headings : (Refer to report example)

Column Selections

Select the following CC MIS Field name for the specified RT-100 field:

Source ACD Group	The ACD groups, listed by group number, originally destined to receive the calls. Menu # :1. Source ACD-group number Data Field :SOURCE ACD-GRP NUMBER
Transferred from Src-Grp to Dest-Grp	The number of calls transferred from the source group to the destination group. Menu # :29. Calls transferred from Src-Grp to Dest-Grp Data Field :CALLS XFERD
Transferred out agent to agent	The number of calls transferred out from an agent's incalls key to another agent's incalls key. Menu # :31. Number of calls transferred out agent to agent Data Field :XFR OUT AGT AGT
Transferred out agent to group	The number of calls transferred out from an agent's incalls keys to another ACD group. Menu # :32. Number of calls transferred out agent to group Data Field :XFR OUT AGT GRP
Transferred out agent to SDN	The number of calls transferred from an agent's incalls key to another agent's secondary DN key. Menu # :33. Number of calls transferred out agent to SDN Data Field :XFRD OUT AGT SDN

Transferred out SDN to group

The number of calls transferred out from an agent's secondary DN key to another group.

Menu # :34. Number of calls transferred out SDN to group

Data Field :XFRD OUT SDN GRP

Parameters

At the Report Parameter Definition screen, select the following information for the Transfer Analysis report:

Report Name : ACD Source Group Transfer Analysis
Use of Name : In menus and reports (Use as title)
Format : Tabular - Transfer Analysis
Time Frame : Day
Output Device : (Selected output device)
Logical Group : No
Day : (Selected date)
Destination ACD-GRP : (Selected ACD Group)

Completed CC MIS Report

Figure 24-3 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section. The actual column headings can be changed according to user preference.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 24-3xxx
CC MIS Source Group Transfer Analysis report

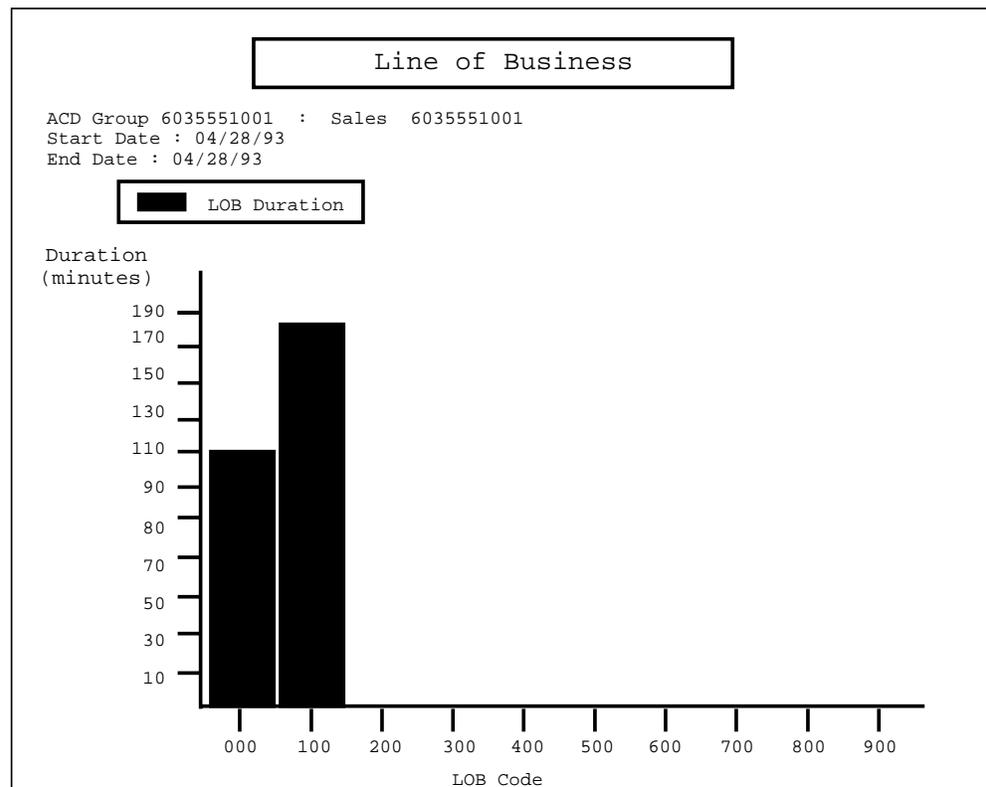
ACD Source Group Transfer Analysis Report						Page 1
Interval Report						Date: 05/07/93 Time 15:02:18
Northern Telecom						
Shifts: All		Days:All				
SOURCE	CALLS	XFRD	XFRD	XFRD	XFRD	
ACD GROUP	XFERD	OUT	OUT	OUT	OUT	
		AGT	AGT	AGT	SDN	
		AGT	GRP	SDN	GRP	
603-555-1001	24	12	12	0	0	
603-555-1002	24	24	0	0	0	
603-555-1003	24	24	0	0	0	
603-555-1004	24	12	12	0	0	
603-555-1005	24	12	0	12	0	
603-555-1006	24	0	24	0	0	

Line of Business - Graphic

The RT-100 Line of Business (LOB) graphic report provides a bar chart showing the duration (in minutes) of calls associated with particular LOB codes.

The customized CC MIS report provides the same information as the RT-100 Line of Business graphic report; only the graphic representation is different. The CC MIS report displays the actual minute totals of each LOB code. The report also includes a header page, which displays the ACD Group number.

Figure 25-1xxx
RT-100 LOB graphic report



Graphic Format

At the Graphic Format screen, enter the following information for the Line of Business report:

Statistics Group : LOB Statistics
Type of Chart : Vertical Clustered Bar
Graph Title : Line of Business
Data Axis Title : Duration (min.)
Key Axis Title : LOB Code
Axis Key : LOB Code

Selected Data Elements

Select the following CC MIS Field name for the specified RT-100 field:

LOB Duration : Total call handling time (in minutes) per each LOB, i.e., total time agents spent on calls associated with the specific LOB.
Menu # :10. Total time charged to LOB
Data Field :TOTAL TIME

Parameters

At the Report Parameter Definition screen, select the following information for the Line of Business report:

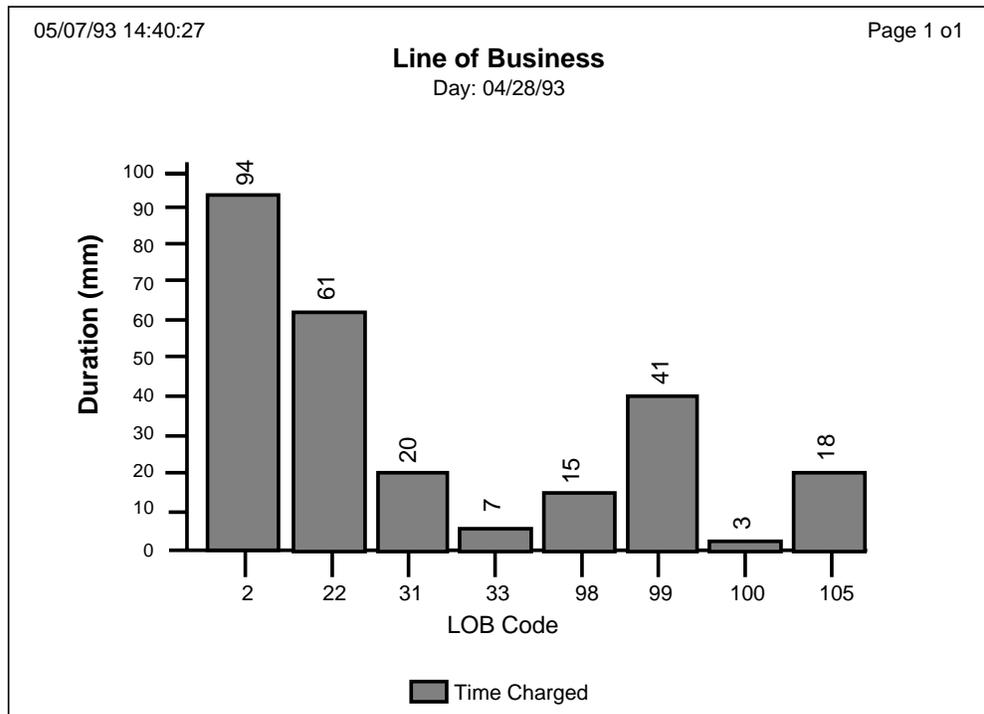
Report Name : Line of Business Graphic
Use of Name : In menus and reports
Format : Line of Business Graphic
Time Frame : Day
Logical Group : No
Day : (Selected date)
Line of Business : (Selected LOB code or leave blank for all)

Completed CC MIS Report

Figure 25-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format a custom graphic CC MIS report, refer to Appendix A.

Figure 25-2xxx
CC MIS Line of Business graphic report



Line of Business Summary

The Line of Business (LOB) Summary Report tracks the number and length of calls received that were associated with an LOB code. The report also indicates the percentage of calls associated with a specific LOB.

CC MIS does not track the following information, which is tracked in the RT-100 LOB Summary report:

- Calls completed
- LOB Call %
- Average Delay
- Maximum Delay
- Maximum Duration
- LOB Duration %
- LOB Codes per Agent

Figure 26-1xxx
RT-100 Line of Business Summary report

RT-100		LOB Summary								Page 1
		ACD Group 6035551001 : Sales 6035551001								
Start: 05/03/93										Printed 16:48:52 05/03/93
End : 05/03/93										
LOB CODE	DESCRIPTION	CALLS COMPLETED	LOB COUNT	LOB CALL %	AVG DELAY	MAXIMUM DELAY	AVG DURATION	MAXIMUM DURATION	LOB DUR %	
000	Default	470	41	9	0:06	0:11	3:06	4:31	9	
100	Tech Support	470	70	15	0:12	0:20	4:12	6:02	22	
1000	UNKNOWN	470	359	76	0:06	0:11	3:06	4:31	69	

Total		470	470	100	0:08	0:20	3:28	6:02	100	

Tabular Format

At the Tabular Format screen, enter the following information for the Line of Business Summary report:

Statistics Group : LOB Code Statistics
Format Title : Line of Business Summary Report
Custom Headings : (refer to report example)

Column Selections

Select the following CC MIS Field names for the specified RT-100 field:

LOB Code	Line of business (LOB) code number. Menu # :1. LOB Code Number Data Field :LOB
Description	LOB code description. Menu # :2. LOB Code Name Data Field :LOB NAME
Calls Completed	RT-100: Number of calls completed during the report period for the specified report scope. CC MIS: Not available.
LOB Count	RT-100: The number of calls associated with the specified LOB code and completed during the report period. An agent answers a call and enters an LOB code on the telephone station to identify the type of call. CC MIS: The number of times that an agent assigned to this group entered the LOB code. Menu # : 12. Number of LOB occurrences Data Field :NUM CHARGES
LOB Call %	RT-100: The percentage of calls associated with the specified LOB code compared to the total calls completed. CC MIS: The average duration of a LOB period. Menu # : 11. Average duration of a LOB period Data Field :AVG TIME
Avg Delay	RT-100: Average time (in minutes and seconds) required for an LOB code call to ring at an agent's station after entering the station. CC MIS: Not available.

Maximum Delay

RT-100: The longest delay time for calls associated with this LOB.

CC MIS: Not available.

Parameters

At the Report Parameter Definition screen, select the following information for the Line of Business Summary report:

Report Name : Line of Business Summary
Use of Name : In menus and reports
Format : Line of Business Summary
Time Frame : Day
Logical Group : No
Day : (Selected date)
Dst ACD Group : (Selected ACD Group)
Line of Business : (Selected LOB code)

Completed CC MIS Report

Figure 26-2 illustrates an example of the CC MIS report generated using the data fields and parameters identified in this section.

Note: For details on how to format column headings for CC MIS reports, refer to Appendix A.

Figure 26-2xxx
CC MIS Line of Business Summary report

Line of Business Summary Report				Page 1
Interval Report				
Northern Telecom		Date: 05/07/93		Time: 15:27:21
Intervals: 15:30		Day: 05/07/93		
LOB NUMBER	LOB NAME	NUM CHARGES	AVERAGE TIME	
22	Customer Service	2:44	5	
23	Techn Support	2:43	2	
1009	Quality Assurance	2:45	1	
1010	Sales	2:44	4	
		2:44	3	

Appendix A : Tutorials

The tutorials in this chapter are used to assist you in the creation of a:

- Custom tabular report
- Custom graphic report

For more information on creating CC MIS reports, refer to the *CC MIS Supervisors Guide*, NTP 297-2671-340.

Creating a custom tabular report

Use the following procedure to create a custom tabular report. The report provides information about the extent to which recorded announcements are used by destination ACD groups in one day. The information is grouped by destination ACD group and by shift.

You practice the following skills by performing this exercise:

- Creating your own formula
- Creating a personal tabular report format
- Creating a personal report parameter definition
- Requesting an ad-hoc report
- Viewing a report on your screen

Figure A-1 shows the format of the report you generate in this exercise.

Note: The entries in your report will reflect your database. Consequently, the data in your report may not match the data in the report illustrated in the figure.

In the exercise, the name of the formula you create is *% with RAN*; the name of the tabular report format is *RAN Info*; the name of the report parameter definition is *RAN Info by Group*.

Note: To complete this exercise, you must have Report Definition enabled in your profile.

Figure A-1xxx
Example Custom Tabular Report

RAN Info by Group				
Date:04/14/93 Time:12:18:04				
Shifts: All Day: 04/13/93				
ACD Group Number	ACD Group Name	# Calls Received RAN	# Calls Answered	% with RAN
Shift: Morning Day: 04/13/93				
111-111-1111	Service	685	1793	0.38
111-111-1111	Service	685	1793	0.38
214-407-7009	Sales	2720	16048	0.16
214-407-7009	Sales	2720	16048	0.16
		3405	17841	0.19
Shift: Day Day: 04/13/93				
111-111-1111	Service	522	1655	0.31
111-111-1111	Service	522	1655	0.31
214-407-7009	Sales	2671	16242	0.16
214-407-7009	Sales	2671	16242	0.16
		3199	17897	0.17
		6604	35738	0.18

Creating a custom tabular report (continued)

Exercise A-1xxx Creating a custom tabular report

Step	Windows Action	Text Action
1	<p>Define your formula, % with RAN.</p> <p>a. From the main window, select Reports / Formulas.</p> <p>b. Select <i>Destination ACD-GRP Statistics</i> as the statistics group.</p> <p>c. Enter % with RAN for the Title and Graph Title.</p> <p>d. Use the <i>[Options]</i> key to set the Divide by Zero Treatment to Divide by One.</p> <p>e. Use the <i>[Options]</i> key to set the Default Display format to <i>Percentage</i>.</p> <p>f. Enter 4 as the Minimum display width.</p> <p>g. Enter the column title. Press the <i>Edit field</i> key and type % with RAN.</p> <p>Note: The column width is limited to 4; you must use more than one line to enter this title.</p> <p>Press the <i>End editing</i> key.</p>	<p>Define your formula, % with RAN.</p> <p>a. From the main menu, select <i>Report Definition / Formula Definition</i>.</p> <p>b. Select <i>Destination ACD-GRP Statistics</i> as the statistics group.</p> <p>c. Enter % with RAN for the Title and Graph Title.</p> <p>d. Use the <i>[Options]</i> key to set the Divide by Zero Treatment to Divide by One.</p> <p>e. Use the <i>[Options]</i> key to set the Default Display format to <i>Percentage</i>.</p> <p>f. Enter 4 as the Minimum display width.</p> <p>g. Enter the column title. Press the <i>Edit field</i> key and type % with RAN.</p> <p>Note: The column width is limited to 4; you must use more than one line to enter this title.</p> <p>Press the <i>End editing</i> key.</p>

Exercise A-1xxx
Creating a custom tabular report

Step	Windows Action	Text Action
2	<p>Enter the calculation.</p> <p>a. Highlight the <i>CALCULATION</i> field.</p> <p>b. Press the <i>Change field key</i>.</p> <p>c. Press the <i>Add field key</i>. Select <i>Num Received RAN</i>.</p> <p>d. Type / (to indicate division).</p> <p>e. Press the <i>Add field key</i>. Select <i>Calls answered</i>.</p> <p>f. Type * 100 (to indicate multiplication by 100). This step is needed because you are calculating a percentage.</p> <p>g. Press the <i>Edit done key</i>.</p>	<p>Enter the calculation.</p> <p>a. Highlight the <i>CALCULATION</i> field.</p> <p>b. Press the <i>Change field key</i>.</p> <p>c. Press the <i>Add field key</i>. Select <i>Num Received RAN</i>.</p> <p>d. Type / (to indicate division).</p> <p>e. Press the <i>Add field key</i>. Select <i>Calls answered</i>.</p> <p>f. Type * 100 (to indicate multiplication by 100). This step is needed because you are calculating a percentage.</p> <p>g. Press the <i>Edit done key</i>.</p>
3	<p>Save the formula definition.</p> <p>a. Press the <i>Commands key</i>.</p> <p>b. Select <i>Save as a new formula</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>	<p>Save the formula definition.</p> <p>a. Press the <i>Commands key</i>.</p> <p>b. Select <i>Save as a new formula</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>

Creating a custom tabular report (continued)

Exercise A-1xxx Creating a custom tabular report

Step	Windows Action	Text Action
4	<p>Define the report format.</p> <p>a. From the main window, select Reports/Tabular Formats.</p> <p>b. Identify the statistics group as <i>Destination ACD-GRP Statistics</i>.</p> <p>c. Enter the format title, <i>RAN info</i>.</p>	<p>Define the report format.</p> <p>a. From the main menu, select <i>Report Definition / Tabular Format Definition</i>.</p> <p>b. Identify the statistics group as <i>Destination ACD-GRP Statistics</i>.</p> <p>c. Enter the format title, <i>RAN info</i>.</p>
5	<p>Select the key fields and statistics for the report.</p> <p>a. Highlight the <i>Column Selections</i> field.</p> <p>b. Press the <i>Change field</i> key. Select the following key fields, standard data fields, and custom data fields:</p> <p>Destination ACD-GRP number, Destination ACD-GRP name, Number of calls that received RAN, Number of calls answered, % with RAN.</p> <p>c. Use the left arrow to highlight the first column. Press the <i>Increase width</i> key to add space between the columns.</p> <p>Repeat this step for all columns that need space between them.</p> <p>d. Press the <i>Finished</i> key.</p>	<p>Select the key fields and statistics for the report.</p> <p>a. Highlight the <i>Column Selections</i> field.</p> <p>b. Press the <i>Change field</i> key. Select the following key fields, standard data fields, and custom data fields:</p> <p>Destination ACD-GRP number, Destination ACD-GRP name, Number of calls that received RAN, Number of calls answered, % with RAN.</p> <p>c. Use the left arrow to highlight the first column. Press the <i>Increase width</i> key to add space between the columns.</p> <p>Repeat this step for all columns that need space between them.</p> <p>d. Press the <i>Finished</i> key.</p>

Exercise A-1xxx
Creating a custom tabular report

Step	Windows Action	Text Action
6	<p>Enter your headings for the report.</p> <p>a. Highlight the <i>Custom Headings</i> field.</p> <p>b. Press the <i>Edit field</i> key. Type in the following custom headings: ACD Group Number, ACD Group Name, # Calls Received RAN, # Calls Answered, % with RAN.</p> <p>c. Press the <i>End editing</i> key.</p>	<p>Enter your headings for the report.</p> <p>a. Highlight the <i>Custom Headings</i> field.</p> <p>b. Press the <i>Edit field</i> key. Type in the following custom headings: ACD Group Number, ACD Group Name, # Calls Received RAN, # Calls Answered, % with RAN.</p> <p>c. Press the <i>End editing</i> key.</p>
7	<p>Save your format.</p> <p>a. Press the <i>Commands</i> key.</p> <p>b. Select <i>Save as a new personal format</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>	<p>Save your format.</p> <p>a. Press the <i>Commands</i> key.</p> <p>b. Select <i>Save as a new personal format</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>

Creating a custom tabular report (continued)

Exercise A-1xxx Creating a custom tabular report

Step	Windows Action	Text Action
8	<p>Define the report parameters.</p> <p>a. From the main window, select Reports / Parameters.</p> <p>b. Name the parameters, <i>RAN info by Group</i>.</p> <p>c. Click on <i>Use as title</i>.</p> <p>d. Select <i>Tabular Format</i></p> <p>e. Select <i>Personal format / RAN info</i>.</p> <p>f. Select the <i>Shift Time Frame</i>.</p> <p>g. Select <i>Screen</i> as the output device.</p> <p>h. Select <i>Group by Shift</i>.</p>	<p>Define the report parameters.</p> <p>a. From the main menu, select Report Definition / Report Parameter Definition.</p> <p>b. Name the Report, <i>RAN info by Group</i>.</p> <p>c. For Use of Name, use the <i>[Options]</i> key to select <i>In menus and on reports</i>.</p> <p>d. For Style, use the <i>[Options]</i> key to select <i>Tabular</i>.</p> <p>e. Use the <i>[Options]</i> key to select <i>RAN info</i> as the Format.</p> <p>f. Use the <i>[Options]</i> key to select <i>Shift</i> as the Time Frame.</p> <p>g. Use the <i>[Options]</i> key to enter <i>NO</i> at Logical Groups.</p> <p>h. Use the <i>[Options]</i> key to select <i>Group by Shift</i>.</p> <p>i. Use the <i>[Options]</i> key to select <i>VDT</i> as the output device.</p>

Exercise A-1xxx
Creating a custom tabular report

Step	Windows Action	Text Action
9	Identify your Data Selections. a. Leave <i>Shift</i> blank to collect data on all shifts. b. Enter <i>-1</i> as the <i>Day</i> to collect data for yesterday. c. Leave DST ACD Group blank to collect data on all groups.	Identify your Report Ranges. a. Leave <i>Shift</i> blank to collect data on all shifts. b. Enter <i>-1</i> as the <i>Day</i> to collect data for yesterday. c. Leave DST ACD Group blank to collect data on all groups.
10	Validate and save the parameters you have set. a. Select <i>File / Validate.</i> b. Click on the info box. c. Select <i>File / Save.</i> d. Click on the info box.	Press the <i>Commands</i> key and select <i>Save as a new personal report definition.</i>
11	Print the report. a. Select <i>File / Print.</i> b. Click on the info box. c. Select <i>File / Exit.</i>	From the <i>Commands</i> menu, a. Select <i>Print this report.</i> b. Select <i>Exit (without saving changes).</i>
12	View the report on your screen. a. Wait for the report to appear in the IN box. b. Select <i>Reports / View.</i> c. Size the window to view the report.	View the report on your screen. a. Wait for the Report Ready to appear above the main menu. b. Select <i>Report Preview.</i>

Creating a custom graphic report

Use the following procedure to create the custom graphic report, *RAN Info by Group*. The report provides information, in a clustered vertical bar graph, about the extent to which recorded announcements are used by destination ACD Groups in one day. The information is grouped by Destination ACD Group and by shift.

You practice the following skills by performing this exercise:

- Using a personal formula
- Creating a personal graphic report format
- Modifying a tabular report parameter definition to print a graphic report
- Requesting an ad-hoc report
- Viewing a report on your screen

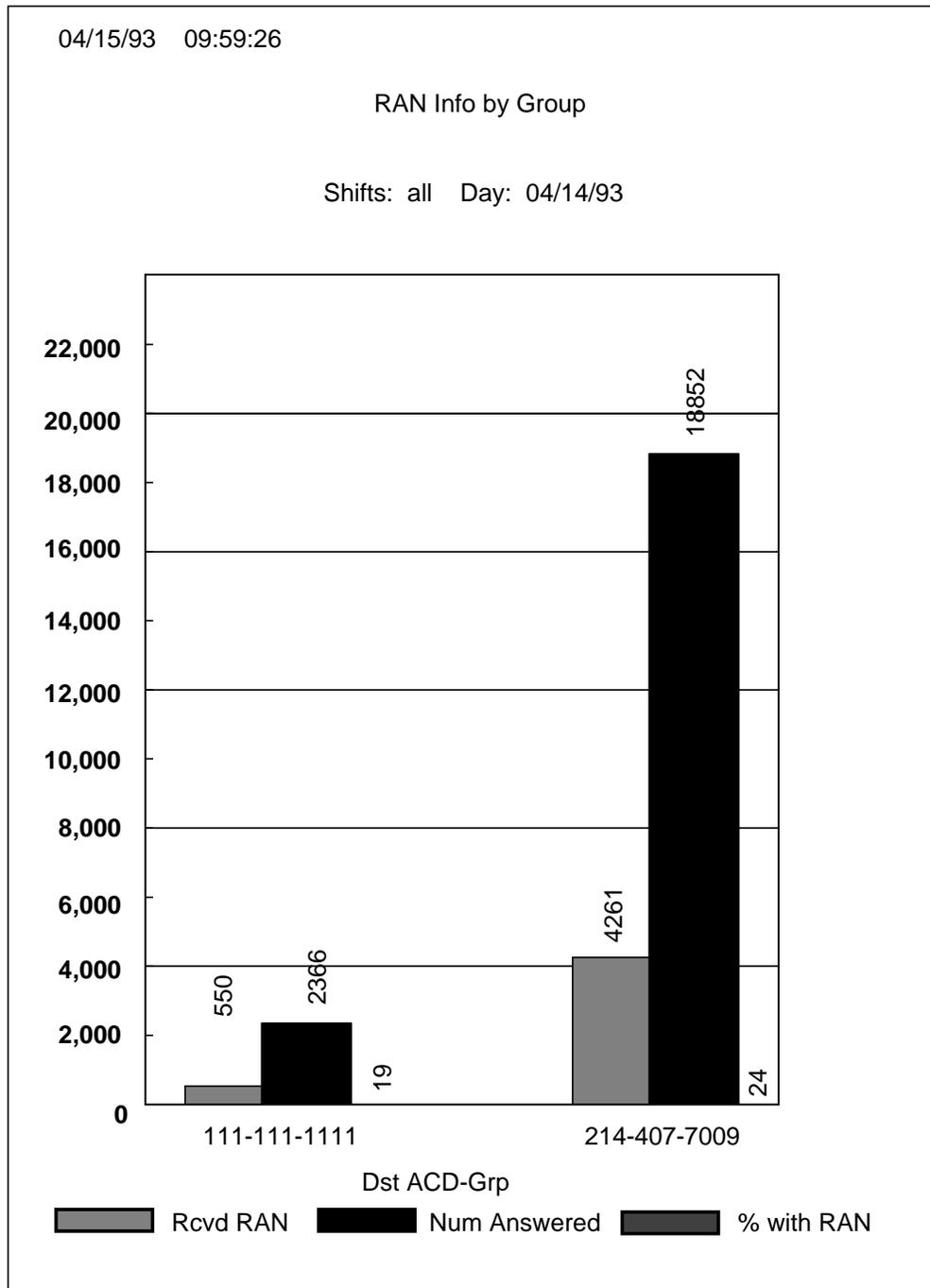
Figure A-2 shows the format of the report you generate in this exercise.

Note: The entries in your report will reflect your database. Consequently, the data in your report may not match the data in the report illustrated in the figure.

In the exercise, the name of the formula you create is *% with RAN*; the name of the report format is *RAN Info*; the name of the report parameter definition is *RAN Info by Group*.

Note: To complete this exercise, you must have Report Definition enabled in your profile.

Figure A-2xxx
Example Custom Graphic Report



Creating a custom graphic report (continued)

Exercise A-2xxx Creating a custom graphic report

Step	Windows Action	Text Action
1	<p>Define the report format.</p> <p>a. From the main window, select Reports/Graphic Formats.</p> <p>b. Identify the statistics group as <i>Destination ACD-GRP Statistics</i>.</p> <p>c. Select <i>Vertical Clustered Bar</i> as the Type of Chart.</p> <p>d. Enter the graph title, <i>RAN info</i>.</p> <p>e. Leave Data Axis Title blank.</p> <p>f. Enter <i>Dst ACD-GRP</i> as the Key Axis Title.</p> <p>g. Enter <i>Dst ACD-GRP ID</i> as the Axis key.</p> <p>h. Enter <i>Data Elements</i> in the Legend key.</p>	<p>Define the report format.</p> <p>a. From the main menu, select <i>Report Definition / Graphic Format Definition</i>.</p> <p>b. Identify the statistics group as <i>Destination ACD-GRP Statistics</i>.</p> <p>c. Select <i>Vertical Clustered Bar</i> as the Type of Chart.</p> <p>d. Enter the graph title, <i>RAN info</i>.</p> <p>e. Leave Data Axis Title blank.</p> <p>f. Enter <i>Dst ACD-GRP</i> as the Key Axis Title.</p> <p>g. Enter <i>Dst ACD-GRP ID</i> as the Axis key.</p> <p>h. Enter <i>Data Elements</i> in the Legend key.</p>

Exercise A-2xxx
Creating a custom graphic report

Step	Windows Action	Text Action
2	<p>Select the data elements included in the chart.</p> <p>a. Highlight the <i>Selected Data Elements</i> field.</p> <p>b. Press the <i>Change field</i> key. Select the following standard data and custom data fields:</p> <p>Number of calls that received RAN, Number of calls answered, % with RAN.</p> <p>c. Press the <i>Finished</i> key.</p>	<p>Select the key fields and statistics for the report.</p> <p>a. Highlight the <i>Selected Data Elements</i> field.</p> <p>b. Press the <i>Change field</i> key. Select the following standard data and custom data fields:</p> <p>Number of calls that received RAN, Number of calls answered, % with RAN.</p> <p>c. Press the <i>Finished</i> key.</p>
3	<p>Save your format.</p> <p>a. Press the <i>Commands</i> key.</p> <p>b. Select <i>Save as a new personal format</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>	<p>Save your format.</p> <p>a. Press the <i>Commands</i> key.</p> <p>b. Select <i>Save as a new personal format</i>.</p> <p>c. Select <i>Exit (without saving changes)</i>.</p>
4	<p>Define the report parameters.</p> <p>a. From the main window, select Reports / Parameters.</p> <p>b. Name the parameters, <i>RAN info by Group</i>.</p> <p>c. Click on <i>Use as title</i>.</p> <p>d. Select <i>Graphic Format</i></p> <p>e. Select your personal format, <i>RAN info</i>.</p>	<p>Define the report parameters.</p> <p>a. From the main menu, select Report Definition / Report Parameter Definition.</p> <p>b. Name the Report, <i>RAN info by Group</i>.</p> <p>c. For Use of Name, use the <i>[Options]</i> key to select <i>In menus and on reports</i>.</p> <p>d. For Style, use the <i>[Options]</i> key to select <i>Tabular</i>.</p>

Creating a custom graphic report (continued)

Exercise A-2xxx Creating a custom graphic report

Step	Windows Action	Text Action
4 (cont.)	<ul style="list-style-type: none"> f. Select the <i>Shift</i> Time Frame. g. Select <i>Screen</i> as the output device. h. Select Group by <i>Shift</i>. f. Select <i>Printed Report - Data and Totals</i> for the Report Contents g. Select the <i>Shift</i> Time Frame. h. Select <i>Screen</i> as the output device. i. Select Group by <i>Shift</i>. 	<ul style="list-style-type: none"> e. Use the <i>[Options]</i> key to select <i>RAN info</i> as the Format. f. Use the <i>[Options]</i> key to select <i>Shift</i> as the Time Frame. g. Use the <i>[Options]</i> key to enter <i>NO</i> at Logical Groups. h. Use the <i>[Options]</i> key to select Group by <i>Shift</i>. i. Use the <i>[Options]</i> key to select <i>VDT</i> as the output device. f. Select <i>Printed Report - Data and Totals</i> for the Report Contents g. Use the <i>[Options]</i> key to select <i>Shift</i> as the Time Frame. h. Use the <i>[Options]</i> key to enter <i>NO</i> at Logical Groups. i. Use the <i>[Options]</i> key to select Group by <i>Shift</i>. j. Use the <i>[Options]</i> key to select <i>VDT</i> as the output device.
5	<p>Validate the parameters.</p> <ul style="list-style-type: none"> a. Select File / Validate. b. Click on the info box. 	<p>Save the parameters.</p> <ul style="list-style-type: none"> a. Press the <i>Commands</i> key and select <i>Save as a new personal report definition</i>.

Exercise A-2xxx
Creating a custom graphic report

Step	Windows Action	Text Action
6	Print the report. a. From the Report Parameter Definition Window, select File / Print . b. Click on the info box. c. Select File / Exit .	Print the report. a. Select <i>Print this report</i> from the <i>Commands</i> menu. b. Select <i>Exit (without saving changes)</i> .
7	View the report on your screen. a. Wait for the report to appear in the IN box. b. Select Reports / View . c. Size the window to view the report.	View the report on your screen. a. Wait for the Report Ready to appear above the main menu. b. Select Report Preview . c. Press the <i>Enter</i> key to display the graph. d. Press the F1 key to access the main menu.

Digital Switching Systems

Call Center Management Information System (CC MIS)

RT-100 Report Conversion Guide

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