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Electronic Private Automatic Branch Exchange and Business Communication Systems

Meridian MAX

Supervisor's User Guide

Product release 10 Standard 1.0 November 2000

NORTEL NETWORKS™

Electronic Private Automatic Branch Exchange and Business Communication Systems

Meridian MAX

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About this document

Terminology

The term “Meridian 1” is used throughout this document and refers to Meridian 1 and Meridian 1-ready systems (such as Meridian 1 SL-1 style cabinets that have been upgraded).

Conventions

The following conventions are used throughout the Meridian MAX document set:

CALLS ANSWD

Words in this typeface represent text on your screen or printed reports.

{RETURN}

Capitalized words or characters within braces represent a specific key on your keyboard. When two or more such keys appear side by side, you must press all of the keys simultaneously to achieve the desired effect.

Example

Press **{RETURN}** or **{CONTROL}{R}** to begin the procedure.

Note: {RETURN} and {ENTER} are interchangeable.

[Commands]

Words within square brackets represent the generic name attached to a specific function key.

Example

[Commands]

For more information on the function key capabilities, refer to the "Understanding the interface" chapter, "Function keys" section.

Activity Code Report

Bold text represents specific text you must type on your keyboard. You must always press **{RETURN}** after an entry has been typed. This confirms the text and indicates to the system that you are ready to continue.

Example

Enter **10**, followed by **{RETURN}**.

"Graphic Format Definition"

Italicized text within quotation marks represents a specific choice you must make from a menu.

Example

Choose *"Graphic Format Definition"* from the Report Definition submenu.

Graph Title

Italicized text represents the name of a specific field on a screen or report.

Example

Move the cursor to the *Display Name* field.

"Configuration Control"

Text in quotation marks represents references to other areas of a document.

Example

Refer to the "Profile Maintenance" chapter.

Meridian MAX Installation Guide

Italicized text represents references to other documents.

Example

Refer to the *Meridian MAX Installation Guide.*

Sample screens

All screen depictions related to the Meridian Terminal Emulator (MTE) are based on a PC running the MTE software. All other screen depictions are based on the DEC VT420 or a compatible workstation. If you are using a different type of workstation, differences can occur between the function key menus on your screens and the function key menus depicted in this document. Different keyboards have different function key menus. Refer to the “Understanding the interface” chapter for more information.

Reference to other Meridian MAX documents

Additional information about Meridian MAX is contained in the following Nortel Networks documents:

- 553–4001–111 — *Meridian MAX 10 Installation Guide*
- 553-4001-210 — *Meridian MAX 10 Upgrade Guide*
- 553-4001-811 — *Meridian MAX 10 Maintenance and Diagnostics Guide*
- 553–4001–906 — *Meridian Terminal Emulator 10 User Guide*
- P0853414 — *Meridian MAX 8 MSI/MEI Protocol Reference Guide (This guide can be used with Meridian MAX 10.)*

Chapter 1: Introducing Meridian MAX

Automatic Call Distribution (ACD) systems are used by organizations that receive a large volume of telephone calls for services rather than individuals. ACD allows a small number of agents to accept a large number of calls. ACD controls the call flow to ensure efficient handling by agents as quickly as possible. ACD software runs on a Meridian 1 switch.

Statistics related to ACD agent, queue, and trunk activity are gathered by the Meridian 1 and sent continuously to an auxiliary processor across a High-Speed Link. These messages are sent from the Meridian 1 and received by Meridian MAX.

Meridian MAX is a call center application that provides a Management Information System (MIS) for Meridian 1 ACD. As an ACD-MIS product, Meridian MAX collects and records information on the calls that enter the Meridian 1. Meridian MAX provides both real-time statistics displays, historical reporting on the call center operation, and ACD configuration management. This information is available to Meridian MAX supervisors who monitor and improve system operations when required.

The Meridian MAX also provides a method for entering commands that control how calls are handled by the ACD system. Although the ACD software has its own set of commands, most users find it easier to use the menu-driven Meridian MAX command set.

Meridian MAX 10 new features

Meridian MAX 10 is based on the features, operations, and capacities of Meridian MAX 9.

One of the biggest changes in Meridian MAX 10 is that it supports only one hardware platform — the Intelligent Peripheral Equipment eXtended (IPEX). This platform is installed in the Intelligent Peripheral Equipment (IPE) equipment. It consists of a new CPU card, hard drive, and tape drive.

There are two versions of the Meridian MAX IPEX:

- Option 11C system (main and expansion cabinet, which occupies three slots in the IPE shelf)
- Option 51C–81C system, which occupies four slots in the IPE shelf

The platforms, previously offered in Meridian MAX (SNN, SNN–Enhanced, IPE, and IPE–Enhanced), are no longer supported.

Table 1–1 lists the new features introduced in Meridian MAX 10.

Table 1–1
New Meridian MAX 10 features

New features	Meridian MAX 10	Description
CPU	CompactPCI Intel Dixon 333 MHz (256 Kbyte onboard cache) CPU card with 128 Mbyte of ECC SDRAM	Replaces the Motorola 690x0 series CPU used in previous releases of Meridian MAX.
Hard drive	Seagate ST313021A 13 Gbyte UltraATA/66 hard drive	Replaces the Motorola 690x0 series CPU used in previous releases of Meridian MAX.
Operating system	Red Hat Linux 6.2 Operating System	Replaces the Motorola UNIX system

Table 1–1
New Meridian MAX 10 features

New features	Meridian MAX 10	Description
Software system	CompactFlash slot, CompactFlash memory card; and a Meridian MAX software tape	The IPEX system is shipped with a bootable CompactFlash memory card. A new system is automatically booted from the memory card. This automatically installs a minimal Linux kernel, the rest of the Linux operating system, and the Meridian MAX application software from the tape drive.
RadiSys System Diagnostics Package		The diagnostics package is bundled on the Meridian MAX software tape.
UNIFY 6.4A Data Server ELS on UNIX		The package is bundled on the Meridian MAX software tape.
Tape drive	20 Gbyte (compressed) EIDE tape drive consisting of a Seagate Hornet 20 Travan NS compatible ATAPI	
DHCP support for local printing		This feature allows MTE to run on PCs that are assigned IP addresses by the Dynamic Host Configuration Protocol (DHCP) server. For more information, refer to the *MTE User's Guide* (NTP 553–4001–906).

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Modified features in Meridian MAX 10

Table 1-2 lists the features that have been modified in Meridian MAX 10.

Table 1-2
Modified Meridian MAX features

Modified features	Description
Serial ports	The number of serial ports have been reduced to eight. This has been done to encourage supervisors to use only the MTE through the LAN instead of a serial display connection.
Meridian 1 hardware	Meridian MAX 10 only supports the following Meridian 1 platforms: • Option 11C • Option 51C (CP1, CP2, CP3, and CP4) • Option 61C (CP1, CP2, CP3, and CP4) • Option 81 (CP1, CP2, CP3, and CP4) • Option 81C (CP1, CP2, CP3, CP4, and CP–PII)
Historical database support	The maximum historical database size has been increased from 460 Mbytes to 600 Mbytes.
Customer Controlled Routing	Meridian MAX 10 only supports the following Meridian CCR software releases: • Meridian CCR Release 3B (CoRes 5 consists of Meridian CCR 3B and Meridian Link 4. CoRes 6 consists of Meridian CCR 3B and Meridian Link 5.) • Meridian CCR Release 3C (CoRes 6.42 consists of Meridian CCR 3C and Meridian Link 5C.
NAC connectivity	Meridian MAX 10 supports the Network Administration Center (NAC) 2.5. The NAC's remote supervisor login feature, however, is not supported.
MTE	Meridian MAX 10 only supports MTE/JMTE 9 (32–bit versions) and MTE/JMTE 10. Earlier versions of MTE are not supported.

—continued—

Table 1-2 (continued)
Modified Meridian MAX features

Modified features	Description
Supervisor workstations	Meridian MAX 10 only supports the following workstations: • A PC running MTE and connected to Meridian MAX 10 through a LAN or serial port. • DEC VT220/VT420 or 100% compatibles connected to Meridian MAX 10 through a serial port.
Printers	Meridian MAX 10 does not support printers that are connected through a serial port. For more information, refer to the “Printing in Meridian MAX 10” section.
Modems	Meridian MAX 10 supports any modems supported by the Red Hat Linux 6.2 Operating System.
High−Speed Link (HSL)	In Meridian MAX 10, the HSL can be connected to any serial port. The HSL transmits the call and agent traffic messages between the Meridian 1 and Meridian MAX.

—end—

Printing in Merdian MAX 10

Changes have been made to the way printing is handled in Meridian MAX 10. The changes are intended to improve the efficiency of producing reports and allow for more high volume printing. The changes include the following:

- Meridian MAX no longer supports printers that are connected through a serial port. Only local printing is supported. Meridian MAX sends the data to MTE, which sends the output to a local printer or MTE printer.
- It is no longer possible to send a report to a specific printer model. The MTE Generic Printer, Workforce Mgmt Tool, or Data Stream Reporting are the only three options, which can be selected as models for local printing.
- The MTE Generic Printer output device sends report data to the MTE for formating. In previous releases, the data was formatted on the Meridian MAX.

  Note: When upgrading from Meridian MAX 9 or lower, all local and MTE printer definitions are automatically changed from their specific printer models to the MTE Generic Printer option.

- For the Workforce Mgmt Tool output device, the report is formatted on the Meridian MAX. It is then sent to the MTE to redirect to the MAXcaster or any other third party Workforce Management Tool software that is compatible with Meridian MAX 10.
- For the Data Stream Reporting output device, the report is formatted on the Meridian MAX and sent to the MTE to redirect to the Data Stream Reporting product.

  Note: If you are upgrading to Meridian MAX 10 with a data stream reporting device connected to Meridian MAX 9 or lower, you must switch to a PC running MTE. The data stream reporting device must also be connected to the PC's COM port.

- In Meridian MAX 10, graphical reports cannot be sent to the video display terminal (VDT) for previewing on the VT220/VT420 display. To preview graphical reports, you must print the report to MTE Display. For more information, refer to the "Report Preview" chapter.
- In Meridian MAX 10, only tabular reports can be sent to the VDT for previewing.

Chapter 2: Configuring your workstation

Supported workstations

The following workstations are supported for Meridian MAX 10:

- DEC VT220 or 100% compatible
- DEC VT420 or 100% compatible
- DEC VT520 or 100% compatible
- IBM personal computer, or 100% compatible AT, or higher running MTE

Note: Supported terminals include the North American and Worldwide models of the VT420 with international keyboards. If your workstation is a DEC VT520, or DEC VT320, select DEC VT420 as your terminal type.

Supported printers

The Meridian MAX 10 only supports printing through local printers.

The printers must be

- accessible from PCs running MTE
- supported by the Windows operating system

Workstation configuration

This section provides instructions on configuring a variety of workstations:

- To configure a DEC VT220, DEC VT320, DEC VT420, DEC VT520, or a 100%-compatible workstation, follow Procedure 2-1.
- To configure a PC running MTE, refer to the *MTE User Guide* (NTP 553-4001-906).

Configuring a DEC VT or 100% compatible

Follow Procedure 2-1 to configure a DEC VT220, DEC VT320, DEC VT420, DEC VT520, or a workstation that is 100% compatible.

Procedure 2-1
To configure a DEC VT220, DEC VT320, DEC VT420, DEC VT520, or a 100%-compatible workstation

1 Press **{CONTROL}{T}** on your workstation.

A list of available terminal types appears like this:

```
Please choose a terminal type from the following list:
1.   DEC vt220 monochrome and compatibles
2.   DEC vt420 monochrome and compatibles
3.   PC running MTE 9 or above

Selection -->
```

Note: If you are accessing the Meridian MAX through an active supervisor dial-up, a system message may appear before this list warning you to log out and log back in after configuring the workstation. This allows the new configuration to take effect. Press {**RETURN**} to acknowledge the message, and the list appears.

2 If you are using a DEC VT220 or compatible, select **1**.

If you are using a DEC VT320, DEC VT420, DEC VT520, select **2**.

If you have selected a DEC VT220 or DEC VT420, a list of available keyboard types appears. This list does not appear for all workstations.

```
Select your keyboard type from the following list:

>>> 1.  North American Keyboard
    2.  United Kingdom Keyboard
    3.  Flemish Keyboard
    4   Canadian French Keyboard
    5   Danish Keyboard
```

```
6.  Finnish Keyboard
7.  German Keyboard
8   Dutch Keyboard
9.  Italian Keyboard
10. Swiss French Keyboard
11. Swiss German Keyboard
12. Swedish Keyboard
13. Norwegian Keyboard
14. French/Belgian Keyboard
15. Spanish Keyboard
16. Portuguese Keyboard

Selection -->
```

3 Select a keyboard from the list.

The Meridian MAX login screen appears.

If you are configuring your system through a supervisor dial-up, you must log out, hang up the connection, and dial back in. When you reconnect, the configuration prompt is displayed and the new terminal configuration takes effect.

For instructions on setting up your VT220, VT420, or VT520, refer to the “Setting up workstations” section.

Reconfiguring a workstation

If you want to reconfigure your workstation while Meridian MAX is running, press **{CONTROL}{T}** simultaneously at any time to display the list of available terminal types.

If you do not change your terminal selection, you are returned to the Meridian MAX feature you were using prior to reconfiguring the workstation. If you reconfigure your terminal using the configuration procedures, you are logged off and the Meridian MAX 10 logon screen reappears.

Setting up workstations

This section provides instructions on setting the parameters to be used by a DEC VT220, DEC VT320, DEC VT420 North American model, DEC VT420 Worldwide model, or DEC VT520.

If your workstation is a VT320, follow the procedure for the DEC VT420.

You can also use a workstation which is 100% compatible with these models. If you use a 100%-compatible model, refer to its user's manual for instructions on workstation setup.

> ***Note:*** Workstations that are 100% compatible with either a VT420 or VT220 may have different configuration screens. Refer to the workstation manuals for the correct configuration settings.

DEC VT220

Follow Procedure 2-2 to set up the DEC VT220 workstation.

Procedure 2-2
To set up the DEC VT220 workstation

1. Power on the terminal and press the **{SET-UP}** key.

   The VDT manual contains instructions on setting up the workstation's options.

2. Follow the settings in Figure 2-1 to configure a DEC VT220 VDT.

   *Each directory shown in Figure 2-1 has its own screen and displays the correct setting for each field. If any of the fields shown differ from those on your screen, cursor to the field and press **{RETURN}** until the correct information appears.*

3. To move to the next setup screen, cursor to *To Next Set-up* and press **{RETURN}.**
4. Move the cursor to *To Directory* and press **{RETURN}**.
5. Move the cursor to *Save* and press **{RETURN}**.
6. To exit after saving the settings, press the **{SET-UP}** key.

Figure 2-1
Setting up the workstation—DEC VT220

Set-Up Directory

Display | General | Comm | Printer | Keyboard | Tab
On Line | Clear Display | Clear Comm | Reset Terminal | Recall | Save
Set-Up English * | North American Keyboard ** | Default | Exit

Display Set-Up

To Next Set-Up | To Directory | 80 Columns | Interpret Controls
No Auto Wrap | Jump Scroll | Light Text, Dark Screen
No Cursor | Block Cursor Style

General Set-Up

To Next Set-Up | To Directory | VT200 Mode, 8 Bit Controls
User Defined Keys Unlocked | User Features Unlocked | Multinational
Numeric Keypad | Normal Cursor Keys | No New Line

Communications Set-Up

To Next Set-Up | To Directory | Transmit=9600 | Receive=Transmit
XOFF at 128 | 8 Bits, No Parity | 1 Stop Bit | No Local Echo
EIA Port, Data Leads Only | Disconnect, 2 s Delay | Limited Transmit

Keyboard Set-Up

To Next Set-Up | To Directory | Typewriter Keys | Caps Lock
No Auto Repeat | No Keyclick | No Margin Bell | Warning Bell | Break
No Auto Answerback | Answerback= | Not Concealed

Note: ***** This setting specifies the DEC set-up language and does not affect the Meridian MAX screens.
****** Change this setting to match the keyboard language you are using.

DEC VT420

Follow Procedure 2-3 to set up the DEC VT420 North American model or DEC VT420 Worldwide model.

Procedure 2-3
To set up the DEC VT420 North American model or DEC VT420 Worldwide model

1 Power on the terminal and press the **{SET-UP}** key.

The VDT manual contains instructions on setting up the workstation's options.

2 Follow the settings in Figure 2-2 to configure a DEC VT420 North American model. Figure 2-3 provides the details to configure a DEC VT420 Worldwide model.

Each directory shown in these figures has its own screen and displays the correct setting for each field. If any of the fields shown differ from those on your screen, cursor to the field and press ***{RETURN}*** *until the correct information appears.*

3 To move to the next setup screen, cursor to *To Next Set-up* and press **{RETURN}.**

4 Move the cursor to *To Directory* and press **{RETURN}**.

5 Move the cursor to *Save* and press **{RETURN}**.

6 To exit after saving the settings, press the **{SET-UP}** key.

Figure 2-2
Setting up the workstation—DEC VT420 North American model

Set-Up Directory

Global	Display	General	Comm	Printer	Keyboard	Tab
Clear Display	Clear Comm	Reset Session	Recall	Save		
Default	Screen Align					
Enable Sessions	Disable Sessions	Exit				

Global Set-Up

To Next Set-Up	To Directory		
On Line	S1 = Comm1	CRT Saver	Printer Shared
70 Hz			

Display Set-Up

To Next Set-Up	To Directory	80 Columns	Interpret Controls
No Auto Wrap	Jump Scroll	Dark Screen	
No Cursor	Block Cursor Style	No Status Display	
Cursor Blink	6X144 pages	24 Lines/Screen	
Vertical Coupling	Page Coupling	No Auto Resize Screen	

General Set-Up

To Next Set-Up	To Directory	VT400 Mode, 8 Bit Controls	VT420 ID
User Defined Keys Unlocked	User Features Unlocked		
Numeric Keypad	Normal Cursor Keys	No New Line	
UPSS ISO Latin-1	When Available Update		

Communications Set-Up

To Next Set-Up	To Directory	Transmit = 9600	Receive = Transmit
XOFF at 128	8 Bits, No Parity	1 Stop Bit	No Local Echo
Data Leads Only	Limited Transmit		
No Auto Answerback	Answerback=	Not Concealed	

Keyboard Set-Up

To Next Set-Up	To Directory	Caps Lock		
No Auto Repeat	Keyclick High	Margin Bell Off	Warning Bell High	
Character Mode	<X] Delete	Local Compose	Ignore Alt	
F1 = Hold	F2 = Print	F3 = Set-Up	F4 = Session	F5 = Break
,< and .> Keys	<> Key	‘~ Key		

Figure 2-3
Setting up the workstation—DEC VT420 Worldwide model

Set-Up Directory

Global | Display | General | Comm | Printer | Keyboard | Tab
Clear Display | Clear Comm | Reset Session | Recall | Save
Set-Up = English * | North American Keyboard ** | Default
Enable Sessions | Disable Sessions | Exit | Screen Align

Global Set-Up

To Next Set-Up | To Directory
On Line | S1 = Comm1 | CRT Saver
Comm1 = RS-232 *** | 70 Hz | Printer Shared

Display Set-Up

To Next Set-Up | To Directory | 80 Columns | Interpret Controls
No Auto Wrap | Jump Scroll | Dark Screen
No Cursor | Block Cursor Style | No Status Display
Cursor Blink | 6X144 pages | 24 Lines/Screen
Vertical Coupling | Page Coupling | No Auto Resize Screen

General Set-Up

To Next Set-Up | To Directory | VT400 Mode, 8 Bit Controls
User Defined Keys Unlocked | User Features Unlocked | 8-bit Characters
Numeric Keypad | Normal Cursor Keys | No New Line
UPSS ISO Latin-1 | VT420 ID
When Available Update

Communications Set-Up

To Next Set-Up | To Directory | Transmit = 9600 | Receive = Transmit
XOFF at 128 | 8 Bits, No Parity | 1 Stop Bit | No Local Echo
Data Leads Only | Disconnect, 2 s Delay | Limited Transmit
No Auto Answerback | Answerback= | Not Concealed
Modem High Speed = Ignore | Modem Low Speed = ignore

Keyboard Set-Up

To Next Set-Up | To Directory | Caps Lock
No Auto Repeat | Keyclick Off | Margin Bell Off | Warning Bell High
Character Mode | <X] Delete | Local Compose | Ignore Alt
F1 = Hold | F2 = Print | F3 = Set-Up | F4 = Session | F5 = Break
,< and .> Keys | <> Key | ‘~ Key

Note: ***** This setting specifies the DEC set-up language and does not affect the Meridian MAX screens.
****** Change this setting to match the keyboard language you are using.
******* This setting depends on the port you are using on the back of the terminal. Refer to your terminal guide for more information.

DEC VT520

Follow Procedure 2-4 to set up the DEC VT520 workstation.

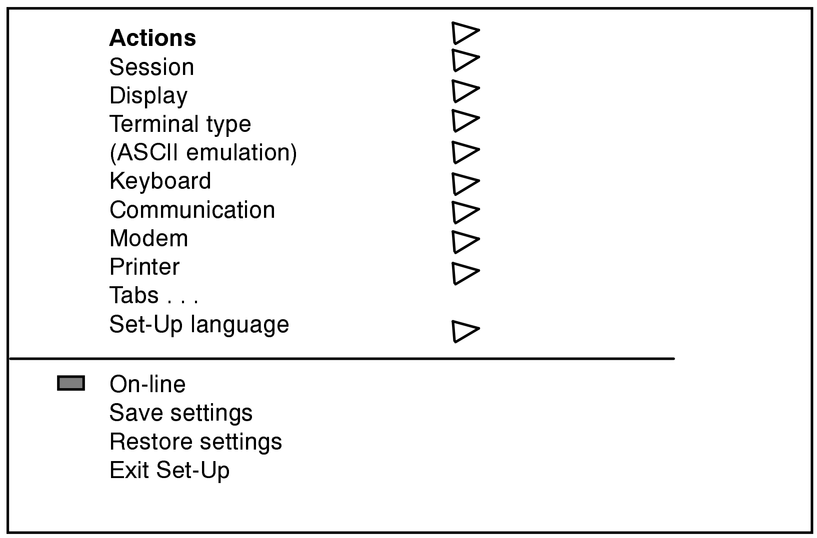
Procedure 2-4
To configure a VT520 terminal

1 Power on the terminal.

2 Enter set-up mode by pressing the {**SET-UP**} key located on the top row of function keys. If no key is marked {**SET-UP**}, press the third key from the left on the top row.

The main set-up window appears (see Figure 2-4).

Figure 2-4
VT520 terminal main set-up window



3 Use the up and down arrow keys to highlight the set-up feature that is to be changed (for example, Actions).

4 When the set-up feature is highlighted, use one of the following methods to select the appropriate settings:

Table 2-1
Navigating the set-up windows

If	then
a solid triangle appears beside the set-up feature	use the right arrow key to automatically display the pop-up window of associated settings. See Figure 2-5 for an example.
a box appears beside the setup feature	press {**RETURN**} to toggle the setting for the selected feature on or off. A diagonal line appears in the box when the setting is on.
three dots (. . .) appear beside the set-up feature	press {**RETURN**} to display the associated pop-up window. When all fields have been completed, move the cursor to [OK] or [Cancel], and press {**RETURN**} again to activate your choice.

Figure 2-5
VT520 terminal - sample feature pop-up window

Actions ▷
Session ▷
Display ▷
Terminal type ▷
(ASCII emulation) ▷
Keyboard ▷
Communication ▷
Modem ▷
Printer ▷
Tabs . . .
Set-Up language ▷

On-line
Save settings
Restore settings
Exit Set-Up

Clear display
Clear communications
Reset this session
Restore factory defaults

Clock
Calculator
Show character sets
Banner message . . .

Note: Options shown in parentheses are dimmed on the screen.

5 Configure the terminal to match the mandatory settings in Table 2-2. If no setting is specified, select the parameter that best suits your environment.

6 Press {**SET-UP**} again to exit setup mode.

Table 2-2
VT520 set-up values

Set-up feature	First level	Mandatory setting or description
Actions	Clear display	Press {**RETURN**} to clear the display.
	Clear communications	Press {**RETURN**} to clear communications.
	Reset this session	Press {**RETURN**} to reset this session.
	Restore factory defaults	Press {**RETURN**} to restore the factory default.
	Clock	Press {**RETURN**} to set the VT520 clock.
	Calculator	Press {**RETURN**} to use the VT520 calculator.
	Show character sets	Press {**RETURN**} to display character sets.
	Banner message . . .	Press {**RETURN**} to set the banner message.
Session	Select session	Session 1
	Session name . . .	Optional user text
	Pages per session . . .	04 pages maximum
	Soft char sets/session	Two each S1 and S2
	Save settings for all	
	Restore settings for all	
	Copy settings from	
	Update session	When available

Display	Lines per screen	24, 25, or 26
	Lines per page	24 lines X 04 pages
	Review previous lines	OFF
	Columns per page	80 columns, Clear on change
	Status display	Local status
–continued–		

Table 2-2 (continued)
VT520 set-up values

Set-up feature	First level	Mandatory setting or description
Display (continued)	Scrolling mode	Jump
	Screen background	Dark
	Cursor display	Block, Blink
	Cursor coupling	Set to “Vertical” and “Page”
	Cursor direction	Left to right
	Copy direction	Left to right
	Zero	Select style of zero you want to display.
	Auto Wrap	
	New line mode	
	Lock user preferences	
	Show control characters	
	CRT saver	15 minutes
	Energy saver	15 minutes
	Overscan	
	Framed windows	
	Screen alignment	
Terminal type	Emulation mode	VT520 VT420 VT320 VT220
	Terminal ID to host	VT520
	VT default char set	ISO Latin-1
	PC Term character set	PC International (437)
	(7-bit NCRS characters)	
	Transmit 7-bit control	
(ASCII emulation)		
Keyboard	VT Keyboard language	Select appropriate language—North American.
–continued–		

Table 2-2 (continued)
VT520 set-up values

Set-up feature	First level	Mandatory setting or description
Keyboard (continued)	(PC Keyboard language)	
	Define key . . .	Use Define Key Editor screen to set the following: F1=Hold Ignore Alt F2=Print ,< and .> Keys F3=Setup <> Key F4=Session '~ Key F5=Break
	Save key definitions	
	Recall key definitions	
	Lock key definitions	
	Caps lock function	Caps lock
	Keyclick volume	High
	Warning bell volume	High
	Margin bell volume	OFF
	Keyboard encoding	Character (ASCII)
	Auto Repeat	Fast (30/sec)
	Data processing keys	
	Application cursor keys	
	Application keypad mode	
	(Map PC keyboard to VT)	
	Ignore missing keyboard	

Communication	Port select . . .	See Figure 2-6.
	Word size	8 bits
	Parity	None
	Stop bits	1 bit
	Transmit speed	9600 baud
	Receive speed	Transmit speed
–continued–		

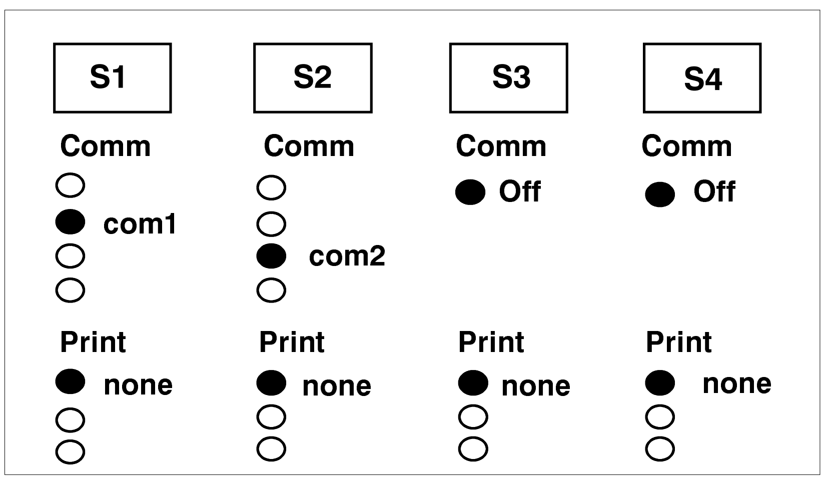
Table 2-2 (continued)
VT520 set-up values

Set-up feature	First level	Mandatory setting or description
Communication (continued)	Transmit flow control	XON/XOFF
	Receive flow control	XON/XOFF or XPC
	Flow control threshold	Low (64)
	Transmit rate limit	150 cps
	Fkey rate limit	150 cps
	Ignore Null character	ON
	Local echo	
	Half duplex	
	Auto answerback	OFF
	Answerback message . . .	Enter the answerback message.
	Answerback concealed	
Modem	Enable modem control	
	(Disconnect delay)	
	(Modem high speed)	
	(Modem low speed)	
Printer	Port select . . .	See Figure 2-6.
	Print mode	Normal
	Printer type	DEC ANSI
	DEC/ISO char sets	National only
	(PC character sets)	
	Print extent	Full page
	Print terminator	None
	Serial print speed	4800 baud
	2-way communication	OFF
–continued–		

Table 2-2 (continued)
VT520 set-up values

Set-up feature	First level	Mandatory setting or description
Printer (continued)	Transmit flow control	XON/XOFF
	Receive flow control	XON/XOFF
	Word size	8 bits
	Parity	None
	Stop bits	1 bit
Tabs	Tabs Set-Up Screen	
Set-Up language		User dependent
Online		ON
Save settings		When settings are complete, push <Enter> to save.
Restore settings		
Exit Set-Up		
	–end–	

Figure 2-6
Port selection for VT520



Chapter 3: Understanding the interface

This section is an introduction to the Meridian MAX workstations used by supervisors and system administrators in the day-to-day operation of an ACD system. This section describes the basic commands you can enter at your keyboard and the things you should expect to see on your screen.

Keyboard

Your keyboard is similar to a typewriter keyboard but contains several extra keys that perform special functions. The following keyboard figures show the positions of these keys on the four keyboards supported by Meridian MAX. Figure 3-1 shows the PC-enhanced-style keyboard, Figure 3-2 shows the PC/AT style keyboard, Figure 3-3 shows the VT220 English keyboard, and Figure 3-4 shows the VT420 English keyboard. Some variations occur between the different keyboards. The Meridian MAX considers these differences and does not ask you to press a key that your workstation does not have.

You can enter any of the characters in the Latin-1 character set as part of textual input. To create international characters not available on your keyboard, you must enter a special key sequence. For more information on international characters and how to enter them, refer to the “Supporting international languages” chapter.

It is assumed that international terminal and keyboards in the supervisor’s language are used. Special set-up parameters are required on most terminals to tell the terminal which keyboard is being used. You can enter characters from languages not installed on your system; however, problems with information sorting, such as queue names in a report or on the screen, may result.

Figure 3-1
PC enhanced keyboard

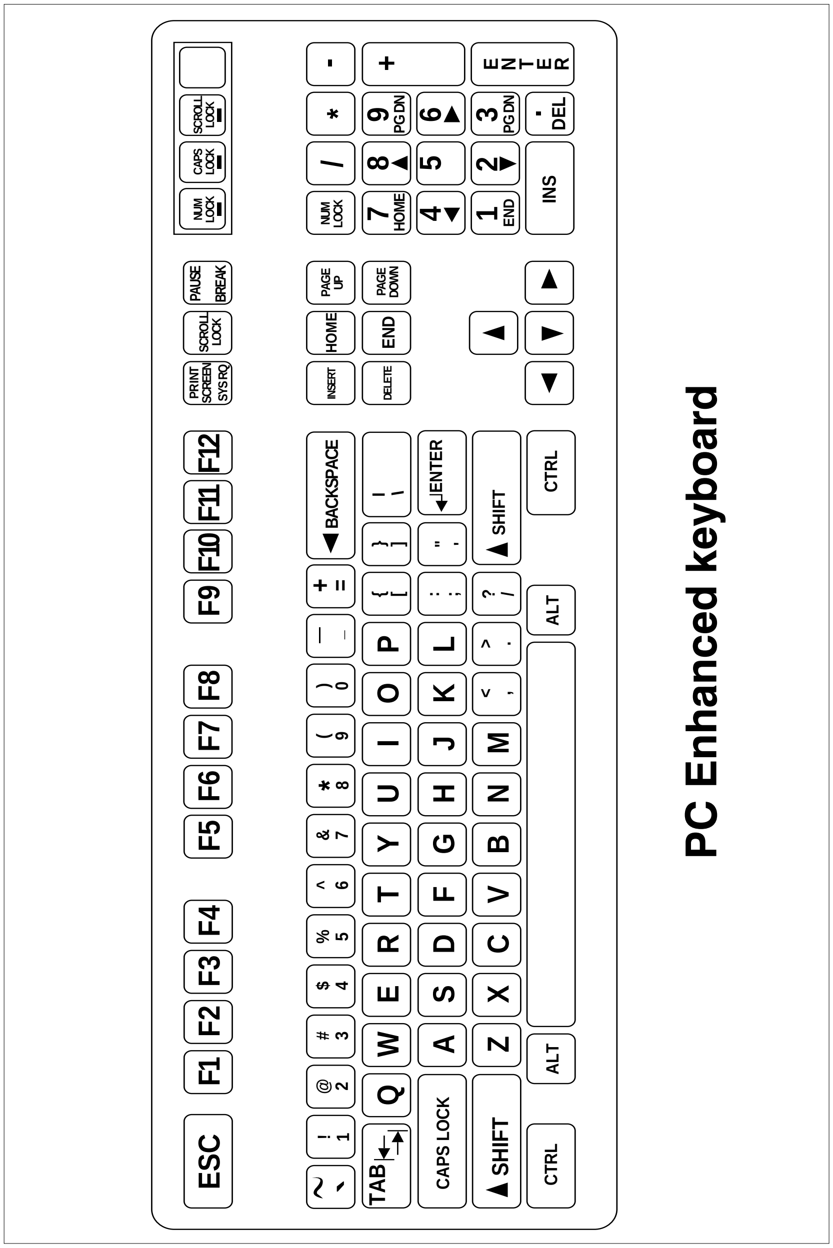
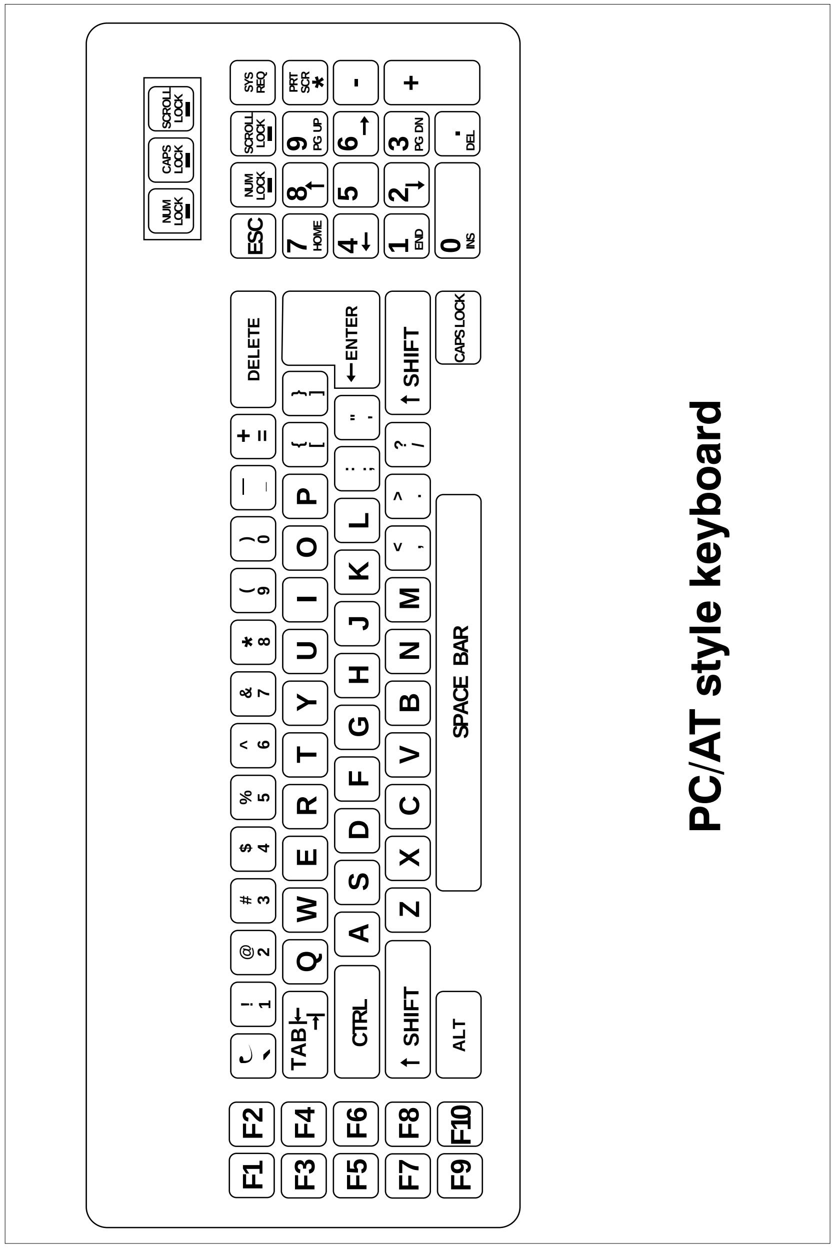
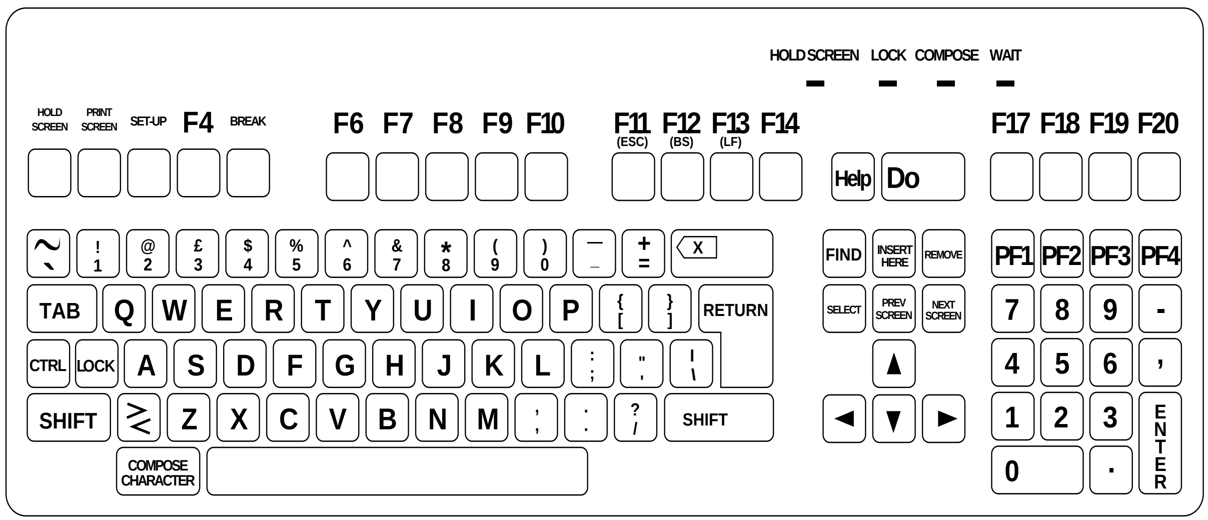


Figure 3-2
PC/AT style keyboard



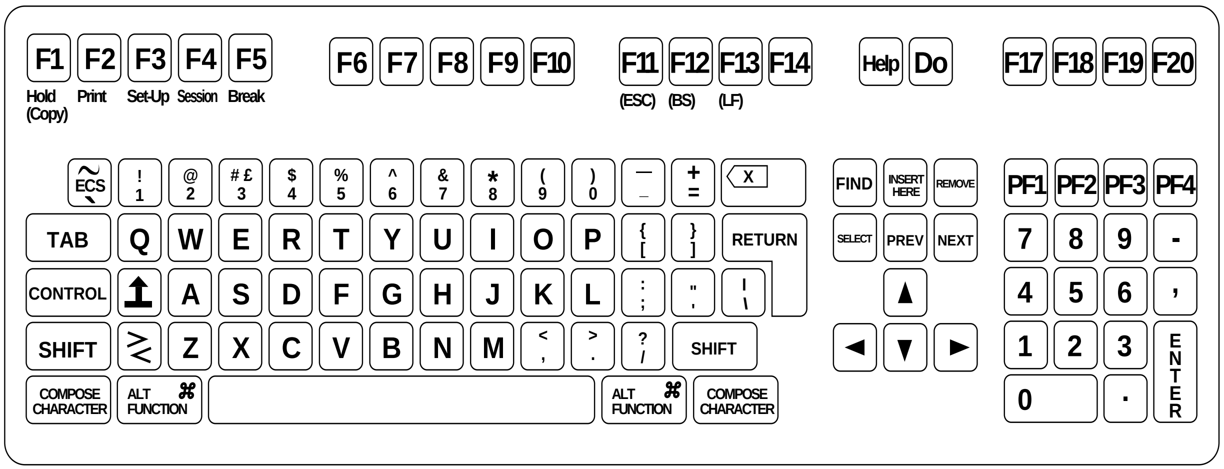
Page grid

Figure 3-3
VT220 English keyboard



VT220 English keyboard

Figure 3-4
VT420 English keyboard



VT420 English keyboard

Global commands

The following tables list the keyboard key sequences that perform the same commands within virtually every Meridian MAX function. The key(s) you enter depends upon your keyboard type: VT220, VT420, PC/AT style, or a PC-enhanced keyboard. Where the keyboard sequences are similar, the columns have been joined.

Within each Meridian MAX function, numerous commands exist which are specific to that function. These commands are discussed in the appropriate sections of this document.

Note: The single open quotation mark (‘) cannot be used in any of the fields in the Meridian MAX. The symbol is not recognized.

Table 3-1
Moving cursor or selection bar

Function	VT220 or VT420	PC/AT	PC ENH
Delete last character entered.	{BACKSPACE} or {DELETE}		
Move up one line or to next selection.	{↑}		
Move up *n* selections or up *n* lines .	*n*{↑}		
Move to first selection or to first line.	ø{↑}		
Move down to next selection or next line.	{↓}		
Move down *n* selections or *n* lines.	*n*{↓}		
Move to last selection or last line.	ø{↓}		
Move right to next selection.	{→}		
Move left to next selection.	{←}		

Table 3-2
Paging up and down keys

Function	VT220 or VT420	PC/AT	PC ENH
Move upward one page.	{PREV SCREEN}	{PGUP}	{PAGE UP}
Move downward one page.	{NEXT SCREEN}	{PGDN}	{PAGE DOWN}

Table 3-3
Function keys

Function	VT220 or VT420	PC/AT	PC ENH
Display command menu for current screen.	[Commands] {PF1}	[Commands] {F1}	
Cancel command menu and return to the current screen.	[Commands] key again		
Enter command numbered *n* on command menu for current screen without having to view menu.	*n*[Commands]		
Display options for selected field.	[Options] {PF2}	[Options] {F2}	
Cancel the options display.	[Options] again		
Enter selection numbered *n* on options menu for selected field without having to display menu.	*n*{ENTER}		

Table 3-4
View Help text and more commands

Function	VT220 or VT420	PC/AT	PC ENH
View Help text.	{HELP}	{F9}	{F11}
View more commands.	{F20}	{F10}	{F12}

Table 3-5
Edit keys

Function	VT220 or VT420	PC/AT	PC ENH
Edit selected field.	{PF3}	{F3}	
Exit editing mode.	[Edit field] again		
Replace existing data with new data, in overwrite mode. Insert new data into the existing data at current cursor position, in insert mode. ***Note:*** If you edit a right-justified field, the [Insert] key is invalid.	[Insert]		
Move cursor to right one word.	[Word Right]	{TAB}	
Move cursor to left one word.	[Word Left]	{SHIFT}{TAB}	
Move cursor to beginning of field.	[Start of line]	{HOME}	
Move cursor to end of field.	[End of line]	{END}	
Clear selected field.	[Erase field], {REMOVE} or {DELETE}		

Table 3-6
Print keys

Function	VT220 or VT420	PC/AT	PC ENH
Print all available information.	[Print]		
Display local printer control window to add, change, or delete local printer. Only available on workstations with Meridian Terminal Emulator software.	{CONTROL}{P}		

Screen

Meridian MAX supports both color and monochrome workstations. On color workstations, different parts of the screens are displayed using different colors. To modify the colors, refer to the “Color customization” chapter.

Printing

Use the [Print] function key to print real-time display snapshots.

> **ATTENTION**
> If the PC workstation {Print Screen} key is used, international characters and graph details may not print correctly.

Redrawing the screen

Press **{CONTROL}{R}** at any time to redraw the screen. You may need to redraw the screen when you power off and then power on your workstation.

Common screen features

Figure 3-5 and Figure 3-6 show the two screens that contain most of the common features available on any Meridian MAX.

Menus

Menus appear on the screen whenever you can make a choice from a list of items. To make a selection, move the menu selection bar up and down through the menu until your choice is highlighted, then press **{RETURN}**. Alternatively, you can type the number of your selection followed by **{RETURN}**.

If the menu is too long to be seen all at once, a scroll bar appears on the right side of the menu box. A down arrowhead (at the lower end of this bar) indicates that there are more menu entries following the last one that you can see. An up arrowhead (at the upper end of the scroll bar) indicates that there are more items before the first one shown.

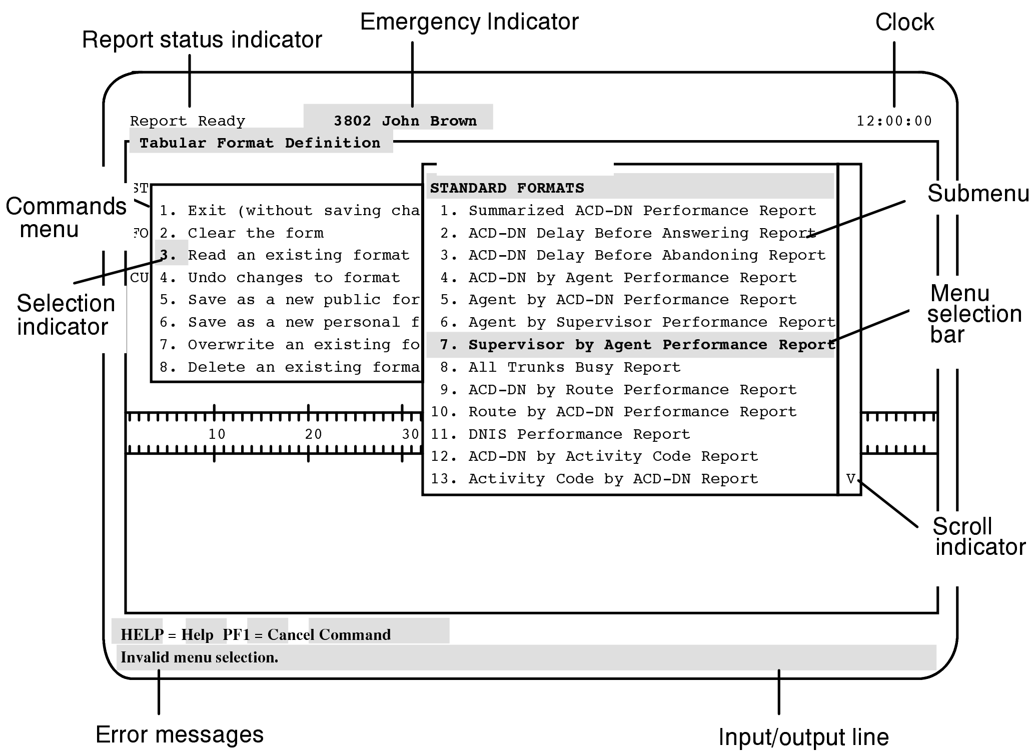
In Figure 3-5, the selection bar is somewhere in the middle of the list. You can scroll through a long menu by moving the menu selection bar past the top or the bottom of the menu box.

Alternatively, {PREV SCRN} and {NEXT SCRN} move you through the menu one page at a time. A page on a menu consists of the number of lines in the menu box.

In some Meridian MAX functions, certain choices are not allowed from certain menus. For example, in Tabular Format Definition, you cannot choose the *"Overwrite an existing format"* command if you have not specified a statistics group. On these menus, the disallowed choices are either dimmed on a monochrome screen or appear in a different color on a color screen. If you attempt to select a disallowed choice, an error message appears.

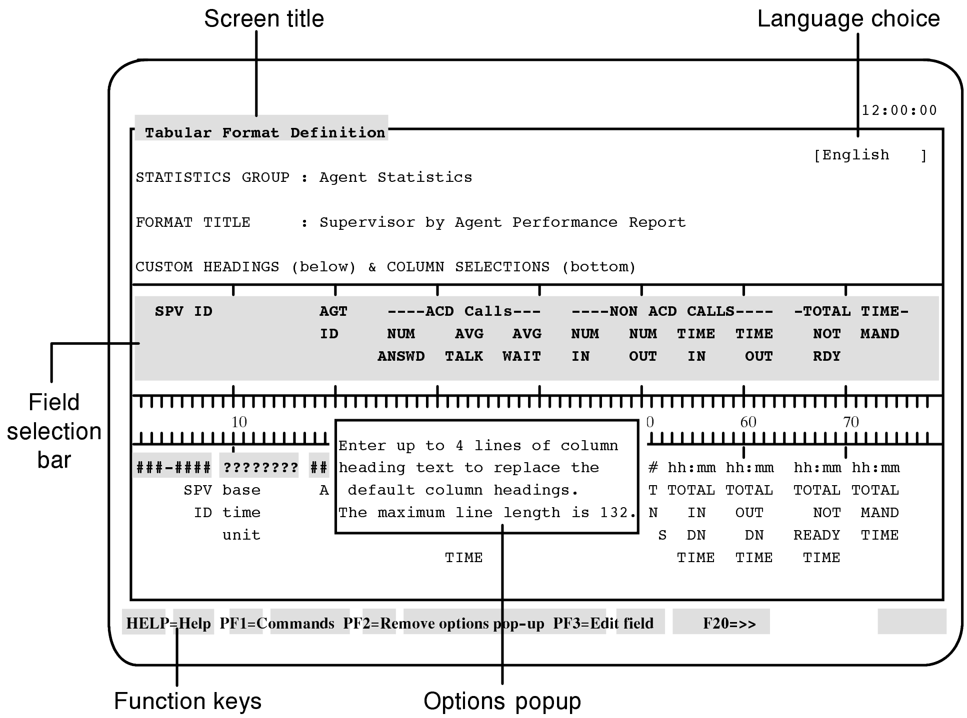
In some Meridian MAX functions, several choices are allowed from the same menu. For example, in Tabular Format Definition, you can choose several fields for your report. As the fields are chosen, the field names on the menu are dimmed. If you attempt to select a dimmed choice, an error message appears.

Figure 3-5
Common Meridian MAX screen features



In some Meridian MAX functions, choices are required from a series of menus. When you make a choice from the first menu, the next menu is displayed, but the selection number on the first menu remains highlighted. This display helps you keep track of your actions. In Figure 3-5, the supervisor has chosen *"3. Read an existing format"* from the Commands menu and is about to choose *"7. Supervisor by Agent Performance Report"* from the format submenu. Figure 3-6 shows the Supervisor by Agent Performance Report chosen.

Figure 3-6
More common Meridian MAX screen features



Commands menu

The Commands menu offers a menu of the commands that pertain to the screen in use. Press the [Commands] function key to display the command menu; press the [Commands] function key again to remove the menu without choosing a command.

If you are familiar with the Commands menu for particular screens and do not want to see these menus every time you enter a command, you can choose commands by entering *n*[Commands], where *n* is the number of the item on the menu.

For example, the first command on every Commands menu is *“1. Exit...”* This selection exits the current screen and returns the previous screen. Pressing 1 [Commands] can also be used for a faster exit.

Field options

Press the [Options] function key to display the options available for a particular field on a screen. Press the [Options] function key again to remove the menu without making a choice.

Field options appear either in a menu from which you can choose a particular option, or in a window with text that describes the type of input expected in the field (see Figure 3-6). This text remains on the screen while you enter data in the field. Press the [Options] function key again to remove the field option text.

Field selection bar

The field selection bar functions in much the same way as the menu selection bar.

Use the arrow keys to select a field you want to edit, input data, choose an option, or change an option. New input to a field appears on the input/output line as it is typed and is displayed in the selected field after you press {RETURN}.

Press [Edit field] to edit a field. In edit mode, data is displayed as you type it in the field you are editing, not on the input/output line as described above. In edit mode, you also have access to the commands already described in the global commands tables.

Function keys

The purpose of the function keys can vary throughout the system. Certain keys, such as {PF2} for options, usually perform the same functions in various screens, but they are not always available.

The list of the function keys always appears at the bottom of the screen. If there is not enough room to display all the keys, a function key (for example, {F20}), appears in the bottom right corner to indicate that more keys are available. Press this toggle key to see the next set of function keys.

> ***Note*:** Most sample screens in this document were taken from VT220 workstations. PC screens are used for features that require a PC running MTE. The function key menus on these screens might be slightly different from those on your workstation.

Help

A [Help] function key is available at all times at the bottom left corner of your screen. Pressing this function key brings up a help screen relating to your current display.

Input/output line

The bottom line of the screen serves two purposes. All error messages appear highlighted here but disappear when the next key is pressed. In Figure 3-5, the supervisor entered a number that does not appear on the format menu and an error message appears.

Most of the information you type is also displayed on this line with the exception of the function keys and the information you enter while editing a field. In Figure 3-6, the supervisor has begun to enter new data for the custom headings. The cursor, here at the end of the input, indicates where the next keystroke appears.

If you make a mistake before pressing {RETURN}, use the backspace key to move back through your input. To correct a field that has already been entered, reenter the entire field or edit the data already there. Always press {RETURN} when you have finished your input.

Language choice field

The *Language Choice* field is used when you define a different language version of the same report. This field only appears if your system has more than one language installed. For example, to define a report format in both languages, first define the format in the system's default language. Change the language indicator to the optional language, and enter the headings and report title in the optional language. When the report is saved, Meridian MAX stores the information in both languages. These report definitions can be used by supervisors in their language of choice.

Up to two of the available languages can be installed on a system at one time. English is always one of the installed languages, mainly for support purposes and NAC Release 1 compatibility.

Meridian MAX displays all static language text in the supervisor screens in one language at a time — the supervisor's language. This static text includes supervisor prompts, field names in data entry forms, help text, status line indicators, error messages on the supervisor workstation, and so on.

Pop-up windows

Pop-up windows are separate display areas that appear within many screens. They can display information or provide a work screen that you use while other information is being displayed.

Status indicators

Status indicators are used to make supervisors aware of urgent problems or important system information.

Configuration Control Link

This indicator displays “CC: Down” if the link between the Meridian MAX and the switch is down. The “CC: Not Ready” message indicates that, although information is being received from the switch, you cannot perform any Configuration Control functions at this time. The indicator does not appear if the link is up and functioning correctly.

Emergency

This indicator flashes on the screen when an agent, for whom you are responsible, presses the emergency button on his or her ACD phoneset. The signaling agent’s name and Position ID appear on the status indicator bar at the top of your screen.

High-Speed Link

If the High-Speed Link information flow is interrupted, the clock at the upper right corner of an active supervisor workstation is highlighted. This highlighted status indicates that the Meridian MAX is not receiving any information from the Meridian 1.

If your workstation has Color Customization, do not define the highlighted state in the same color as the Exception screen element.

Report

If you display an ad hoc report on your workstation, the report status indicator informs you of its status. When an ad hoc report is sent directly to the printer, no indication of its status is given.

The following status indicators can appear on the screen:

- ***Report Pending*** This indicates that Meridian MAX is processing the report.
- ***Report Ready*** This indicates that the report is ready to be viewed.
- ***Report Failed*** This indicates that the report could not be generated.

Saving record definitions

You should save and exit from a display after creating each new record definition. If you create several definitions without saving and exiting the display each time, the new definitions can contain the same name.

For example, after creating a new tabular quadrant definition on the Display Quadrant Definition screen, you should save the definition and exit from the screen.

Chapter 4: Getting started

Logging on

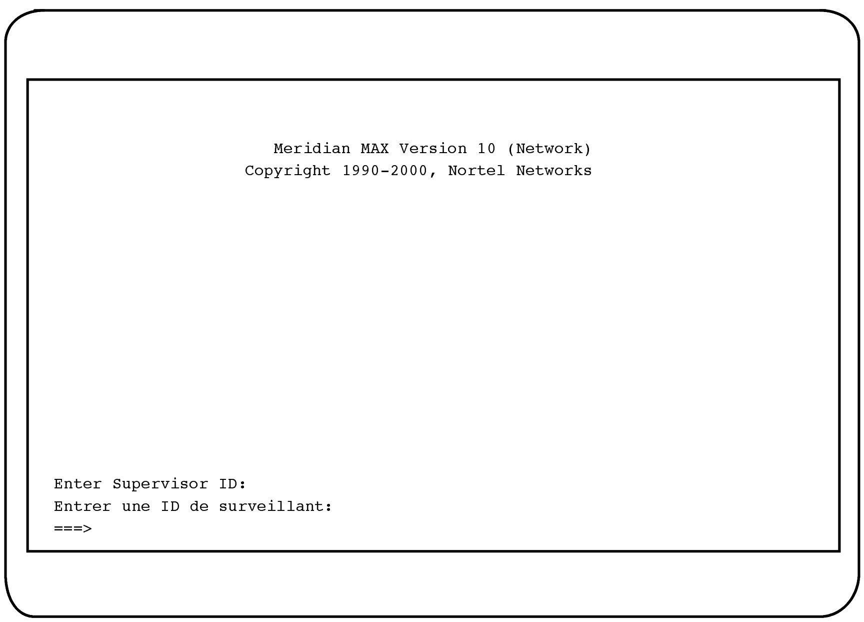
This section describes the steps to log on to a Meridian MAX workstation.

Procedure 4-1
To log on to the Meridian Max

1 Turn on the workstation and display screen.

If Meridian MAX has been properly installed, a logon screen appears as shown in Figure 4-1.

Figure 4-1
Logon screen



2 Type your logon ID and press **{RETURN}**.

A password prompt only appears if the system administrator assigned you a logon password when creating your profile in the Supervisor Definition feature. The password must be entered exactly as it was assigned by the system administrator. Entering **MyPassword** is not the same as entering **mypassword**.

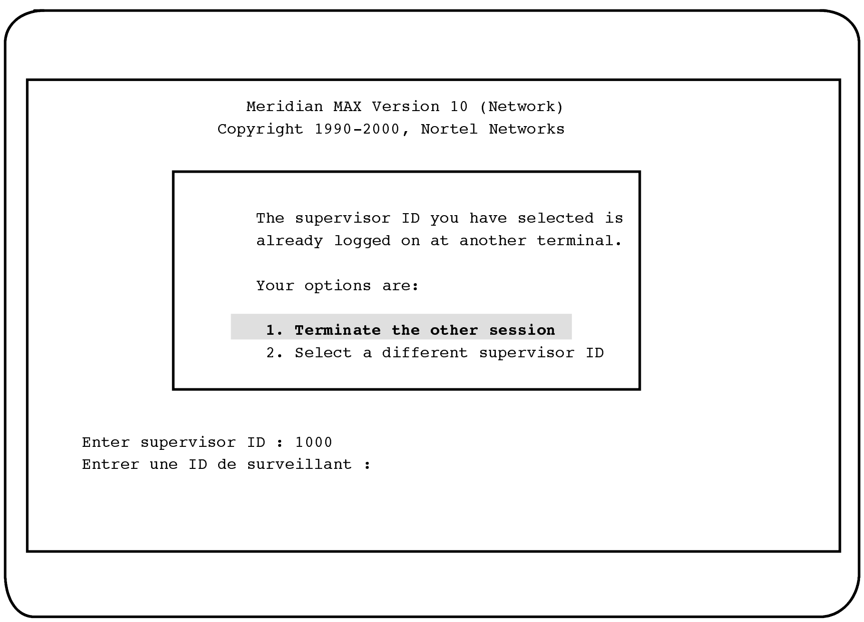
3 If necessary, type the password and press **{RETURN}**.

If you have problems during logon, refer to the “Encountering logon problems” section. If logon is successful, refer to the “Main menu” section in this chapter.

Encountering logon problems

If the logon ID that you entered in the logon procedure is being used by someone else, a pop-up message appears as shown in Figure 4-2.

Figure 4-2
Logon contention pop-up message



Follow Procedure 4-2 after the pop-up message appears.

Procedure 4-2
To handle duplicate logons

1 Press **1** to complete the logon and terminate the other session without warning.
It is recommended that this be avoided unless the other user is using your ID without authorization.

or

Press **2** to cancel the original logon attempt and enter another logon ID.

Main menu

The main menu, which appears if the logon procedure is successful, lists all of the Meridian MAX features available to you. Figure 4-3 shows the main menu available to the system network administrators. The system administrator uses the Supervisor Definition feature to determine which of these features appears on your main menu.

Figure 4-3
Main menu

```
                                                                   12:00:00
SUPERVISOR 1000

                     1. Profile Maintenance
                     2. Queue Statistics Display
                     3. Agent Status Display
                     4. Monitor Another Supervisor
                     5. Display Definition
                     6. Report Definition
                     7. Report Preview
                     8. System Reports
                     9. Configuration Control
                    10. List Management
                    11. Parameter Administration
                    12. Schedule Definition
                    13. Enter System Administration Mode
                    14. Supervisor Messaging
                    15. Logout

               Use up and down arrows to move among menu items
                    and press ENTER to make a selection.
HELP = Help
```

Profile Maintenance

This feature provides information on the Meridian MAX features that can be used by a specific supervisor. Access to this feature can be restricted. For more information, refer to the “Profile Maintenance” chapter.

Queue Statistics Display

This feature provides real-time information on the status of the queues. You can access screens that came predefined with your system, or view the customized screens you created through the Display Definition feature. For more information, refer to the “Queue Statistics Display” chapter.

Agent Status Display

This feature provides real-time information on the status of agents and the queues they are servicing. For more information, refer to the “Agent Status Display” chapter.

Monitor Another Supervisor

This feature provides access to the displays and reports being used by another supervisor. Access to this feature can be restricted. For more information, refer to the “Monitoring Another Supervisor” chapter.

Display Definition

This feature allows you to create your own queue statistics displays to obtain queue information according to your specifications. Access to this feature can be restricted. For more information, refer to the “Display Definition” chapter.

Report Definition

This feature provides tools to create, display, modify, and print reports regarding your agents, queues, and system. You can use predefined tabular and graphical reports, or create your own. Access to this feature can be restricted. For more information, refer to the “Report Definition” chapter.

Report Preview

This feature allows you to view a report on your screen before printing it. For more information, refer to the “Report Preview” chapter.

System Reports

This feature provides predefined reports showing the current status of the Meridian MAX. Access to this feature can be restricted. For more information, refer to the “System Reports” chapter.

Configuration Control

This feature allows you to change the configuration of the Meridian MAX. This includes reassigning agents, queues, thresholds, recorded announcements, trunk assignments, and overflow targets. Access to this feature can be restricted. For more information, refer to the “Configuration Control” chapter.

List Management

This feature allows you to group objects (such as queues, trunks, agents, and so on) in consecutive or nonconsecutive order in a list. These lists allow changes to be made to all the objects at one time. They are also used in reports to produce data relating only to the specified objects. For more information, refer to the “List Management” chapter.

Parameter Administration

This feature allows you to define the parameters to be used in the Meridian MAX. This includes defining the system users, time frames, queues, thresholds, routes, and so on. Access to this feature can be restricted. Refer to the “Obtaining system administration access” section in this chapter for instructions on accessing the Parameter Administration feature. For more information on the Parameter Administration feature, refer to the “Parameter Administration” chapter.

Schedule Definition

This feature allows you to define the times to be used to print reports and execute configuration control change orders. Access to this feature can be restricted. Refer to the “Obtaining system administration access” section in this chapter for instructions on obtaining access. For more information on the Schedule Definition feature, refer to the “Schedule Definition” chapter.

Enter System Administration Mode

This feature provides an optional security measure to prevent access to the Parameter Administration and Schedule Definition features. This feature only appears on the main menu if access to the system administration mode is restricted. Refer to the “Obtaining system administration access” section in this chapter for details.

Leave System Administration Mode

This feature provides an exit from the system administration mode. This feature appears only if the “*Enter System Administration Mode*” feature has previously been selected. Once the system administration mode is exited, the Parameter Administration and Schedule Definition features appear dimmed on the main menu indicating that you cannot select them.

Supervisor Messaging

This feature allows you to send and receive messages from other supervisors and system administrators. This field only appears if your system has access to the Network Administration Center (NAC). For more information, refer to the “Sending messages to supervisors” chapter.

Logout

This feature logs you off Meridian MAX. Turning your workstation off or exiting MTE does not log you off the system.

Obtaining system administration access

The Parameter Administration and Schedule Definition features provide system parameters that can only be accessed by properly trained Meridian MAX users. Meridian MAX provides two optional security measures to restrict access to these areas. These security measures include

- assigning a system administration password in the Miscellaneous Options feature (The “*Enter System Administration Mode*” feature only appears on the main menu if a system administration password is assigned.)
- disabling access to the *Parameter Administration* and *Schedule Definition* fields when creating the supervisor’s profile

Follow Procedure 4-3 to enter the system administration mode and access the Parameter Administration and Schedule Definition features.

Procedure 4-3
To enter the system administration mode

1 Ask the system administrator to enable access to the Parameter Administration and Schedule Definition features in your profile.

2 Ask the system administrator for the system administration password assigned in the Miscellaneous Options feature.

3 Select the *Enter System Administration Mode* feature from the main menu.

A pop-up window appears to enter the system administration password.

4 Enter the system administration password assigned in the Miscellaneous Options feature.

If the procedure is successful, the Parameter Administration and Schedule Definition features no longer appear dimmed on the main menu. You can now access these features.

Meridian MAX system limits

The tables in this section list the system limitations for Meridian MAX.

These limits determine the number of user definitions that can be created, such as report formats, change orders, and schedule definitions.

User string limits

Many of the user definitions require one or more user strings to be allocated by Meridian MAX. These definitions have a limit of user strings. The user string limits might be reached before the user definition limits are reached.

For example, 3500 user strings are allowed for report parameter definitions on the IPEX. Each definition requires two user strings. Your system could have 500 public definitions. Each of your 210 supervisors could also have five private definitions and one ad hoc definition. In this example, the number of definitions required is 1760. This is calculated by using the formula 500 + (5 + 1) * 210. This also requires 3520 user strings (1760 * 2). This exceeds the 3500 user string limit.

Positions

If the number of Meridian 1 agent positions exceeds the maximum number of defined positions on the Meridian MAX, the extra positions and their associated ACD-DNs do not appear on the supervisor display screens and reports. For example, if the Meridian MAX has enabled 20 ACD positions and 30 positions have been defined in the Meridian 1 software, the 10 extra ACD positions function correctly, but their data is not reflected in any of the supervisor display screens and reports. Unreported positions and queues can affect the accuracy of the Meridian MAX statistics and reports.

The report control function, available to Meridian 1 switches with X11 Release 17 or higher, can turn off the reporting function for queues where reporting is not required.

Total limits

Total limits cannot be exceeded by the sum of their components. In Tables 4-3 and 4-6, the components of a “Total” limit are indented beneath the total.

For example, Table 4-3 lists the total real-time statistics display quadrant definitions, both public and private, as 500. If an IPEX system has 240 Meridian MAX supervisors and 250 public definitions, only 250 definitions remain for supervisors’ private definitions. Therefore, most supervisors cannot define the maximum number of private definitions that the system allows. Conversely, if supervisors maximize their private definitions, the number of public definitions is impacted.

> ***Note:*** Some limits apply across multiple views. The totals for the formula, format, and quadrant definitions include those definitions defined in all the statistic groups. List definition totals include those defined for all list types. For example, only 250 formula definitions can be created for all of Meridian MAX.

General Meridian MAX limits

Table 4-1 lists the general system limitations for Meridian MAX.

Table 4-1
General Meridian MAX limits

System parameter	IPEX
Historical data database — available disk space (in Mbytes)	600
Supervisor terminal ports (if no load management link or network link configured)	2
Local/MTE printers (only one printer is allowed per MTE supervisor workstation)	720
Simultaneous Meridian MAX supervisor workstation connections (This is the total of the number of Meridian MAX supervisor workstations connected through the MTE, VT220/VT420, or SDA. It does not matter if a Meridian MAX supervisor is logged on to the workstation.)	60
Total number of ACD-DNs that an agent can service simultaneously if MQA is enabled	5
MIS supervisors	240

Basic ACD parameter limits

Table 4-2 lists the basic ACD parameter limits that correspond to the Meridian 1 ACD system limits.

Table 4-2
Basic ACD parameter limits (corresponding to Meridian 1 ACD limits)

System parameter	IPEX
Meridian 1 ACD queues (of all types) with Report Control ON	240
MEI-Network: Simultaneous active connections	1
MEI-Observe: Simultaneous active connections	3
MSI: Simultaneous queues that can be sent	64
Meridian 1 ACD positions (total of agents and Meridian 1 supervisors)	1500
Meridian 1 supervisors	240
Meridian 1 ACD agent IDs	2400
Meridian 1 routes (of all types)	256
Meridian 1 trunks (of all types)*	2000
Meridian 1 DNIS IDs	5000
Meridian 1 activity codes	1000

* A trunk is a combination of the route number and the route member number. Route member number 0 (zero) is used as a dummy route number when the detailed trunk level reporting is disabled.

Note: The Meridian 1 parameter limits should be less than or equal to the Meridian MAX basic ACD parameter limits in Table 4-2. If incorrect limits are used, the Meridian MAX system can operate, but it might ignore ACD data outside these limits.

Display Definition limits

Table 4-3 lists the limits in the number of definitions in the Display Definition feature. The strings in the definitions can be defined in two languages.

Table 4-3
Display Definition limits

System parameter	IPEX	Max. User Strings Required	Max. User Strings Allowed
Screen definitions (public and private)	1450	2900	3500[1]
Screen definitions (public)	250	500	included above
Screen definitions (private per Meridian MAX supervisor)	5	2400	included above
Quadrant definitions (public and private)	500	2000	3500[2]
Quadrant definitions (public)	250	1000	included above
Quadrant definitions (private per Meridian MAX supervisor)	5	4800	included above
Display formula definitions (excluding standard formulas)	250	1500	550[3]

[1] This user string limit is the total of the display screen definitions and report parameter definitions.

[2] This user string limit is the total of the display quadrant definitions and report tabular format definitions.

[3] This user string limit is the total of the display formula definitions and report formula definitions.

Configuration Control limits

Table 4-4 lists the limits in the number of definitions in the Configuration Control feature. The strings in the definitions can be defined in two languages.

Table 4-4
Configuration Control limits

System parameter	IPEX	Max. User Strings Required	Max. User Strings Allowed
Change order definitions*	100	200	375
Position assignments and parameters	3340	0	n/a
Overflow threshold values	3340	0	n/a
Overflow and interflow targets	3340	0	n/a
Recorded announcements	3340	0	n/a
Night service parameters	3340	0	n/a
Trunk assignments	3340	0	n/a
CDN parameters	3340	0	n/a
Day routing tables	3340	0	n/a
Night routing tables	3340	0	n/a

***** The actual number of change orders is limited to the type of change order being performed and the size of the database it is stored in. For example, a change order can modify 340 trunk assignments. This causes 340 records to be stored in the trunk assignments table. This table can only contain 3340 records. If another 10 change orders are created to change 300 trunk assignments each, the table is at its maximum. New change orders cannot be saved even though only 11 change orders have been created.

List Management limits

Table 4-5 lists the limits in the number of definitions in the List Management feature. The user strings can only be defined in one language. User strings in the List Definition feature are stored in a different way. This means there are no separate user string limits for this feature.

Table 4-5
List Definition limits

System parameter	IPEX
List definitions	250
List elements per list definition	200
List elements per system	25 000

Report Definition limits

Table 4-6 lists the limits in the number of definitions in the Report Definition feature. The strings in the definitions can be defined in two languages.

Table 4-6
Report Definition limits

System parameter	IPEX	Max. User Strings Required	Max. User Strings Allowed
Report parameter definitions (public, private, and ad hoc)	1940	3880	3500[1]
Report parameter definitions (public)	250	1000 or 500	included above
Report parameter definitions (private per Meridian MAX supervisor)	5	2400	included above
Report parameter definitions (ad hoc per Meridian MAX supervisor)	1	480	included above

— continued—

Table 4-6 (continued)
Report Definition limits

System parameter	IPEX	Max. User Strings Required	Max. User Strings Allowed
Tabular format definitions (public and private)	250	2500	3575[2]
Tabular format definitions (public)	100	1000	included above
Tabular format definitions (private per Meridian MAX supervisor)	5	12 000	included above
Graphic format definitions (public and private)	250	1500	825
Graphic format definitions (public)	100	600	included above
Graphic format definitions (private per Meridian MAX supervisor)	5	7200	included above
Report formula definitions (excluding standard formulas)	250	1500	550[3]
Spectrum definition bins (internal)	60	n/a	n/a
Spectrum definition categories	10	n/a	n/a
Period definitions	13	13	13
Shift definitions	5	5	5

[1] This user string limit is the total of the display screen definitions and report parameter definitions.

[2] This user string limit is the total of the display quadrant definitions and report tabular format definitions.

[3] This user string limit is the total of the display formula definitions and report formula definitions.

— end—

Schedule Definition limits

Table 4-7 lists the limits in the number of definitions in the Schedule Definition feature. The strings in the definitions can be defined in two languages.

Table 4-7
Schedule Definition limits

System parameter	IPEX	Max. User Strings Required	Max. User Strings Allowed
Schedule definitions	100	200	125
Schedule times	40	n/a	n/a
Total scheduled change orders	1000	n/a	n/a
Attached change orders per schedule definition	100	n/a	n/a
Total scheduled historical reports	1000	n/a	n/a
Attached historical reports per schedule definition	100	n/a	n/a

NAC Connectivity limits

Table 4-8 lists the limits in the number of definitions in the NAC Connectivity feature. The user strings can only be defined in one language. User strings in the NAC Connectivity feature are stored in a different way. This means that there are no separate user string limits for this feature.

Note: Only NAC 2.5 is supported in Meridian MAX 10.

Table 4-8
NAC connectivity limits

System parameter	IPEX
Supervisor messages unread	50
Supervisor messages saved	20
Supervisor messages held in outgoing list	5

Parameter Administration limits

Table 4-9 lists the limits in the number of definitions in the Parameter Administration feature. The user strings can only be defined in one language. User strings in the Parameter Administration feature are stored in a different way. This means that there are no separate user string limits for this feature.

Table 4-9
Parameter Administration limits

System parameter	IPEX
Supervisor definitions	240
Time frames definitions	18
Threshold definitions	240
Queue definitions	240
Agent definitions	2400
Route definitions	256
DNIS definitions	5000
Activity code definitions	1000
Language definitions	2

X11 dependency

Certain Meridian MAX releases have certain requirements relating to the Meridian 1 and the report control feature.

Meridian MAX and X11 report control

The report control feature controls which queues are reported on by the Meridian MAX. Ensure that the report control setting is the same between CDNs and their target ACD-DNs, and between ACD-DNs and their overflow and interflow target ACD-DNs. If the report control settings do not match, report data might be inconsistent. For example, if a CDN has report control set to ON but one of its target ACD-DNs has it set to OFF, the call appears in the CDN information on the report, but it does not appear when the call transfers to its target ACD-DN. All queues used in MQA must have the report control feature enabled on the Meridian 1.

Chapter 5: Parameter Administration

The Parameter Administration feature allows you to define the variables to be used by your Meridian MAX. These variables include supervisor profiles, time frames, thresholds, ACD-DN/CDNs, agents, routes, DNIS, activity codes, languages, and miscellaneous options.

This feature appears only if you are a supervisor with system administration capabilities, and Parameter Administration is enabled in your profile.

Accessing this feature

To access this feature, select *"Parameter Administration"* from the main menu. The submenu, shown in Figure 5-1, appears.

Figure 5-1
Parameter Administration submenu

```
                                                                     12:00:00
 SUPERVISOR 1000

                      1.  Profile Maintenance
                      2.  Queue Statistics Display
                      3.  Agent Status Display
                      4.  Monitor Another      Which Mode?
                      5.  Display Definit       1.  Exit
                      6.  Report Definitio      2.  Supervisor Definition
                      7.  Report Preview        3.  Time Frames Definition
                      8.  System Reports        4.  Threshold Definition
                      9.  Configuration Co      5.  ACD-DN/CDN Definition
                     10.  List Management       6.  Agent Definition
                     11.  Parameter Admini      7.  Route Definition
                     12.  Schedule Definit      8.  DNIS Definition
                     13.  Supervisor Messa      9.  Activity Definition
                     14.  Logout               10.  Language Options
                                               11.  Miscellaneous Options


                          Use up and down arrows to move among menu items
                                     and press ENTER to make a selection.
HELP = Help
```

The procedure for creating or modifying records is similar to many of the Parameter Administration features.

Procedure 5-1
To create Parameter Administration records

1 Select *Parameter Administration* from the main menu.

A submenu appears.

2 Select a feature from the submenu.

The corresponding screen appears.

3 Change the appropriate fields.

4 Press [Commands] and save the record.

5 Exit from the display.

Supervisor Definition

The Supervisor Definition feature allows supervisors to view, create, modify, and delete supervisor profiles. The supervisor profiles determine the areas in the system that a supervisor can access, along with the appearance and update rate of their displays.

Usually, only a few system administrators or supervisors have access to this feature. Up to 240 supervisor definitions can be created.

To print a report showing the supervisor definitions created in this feature, refer to the “System Reports” chapter, “Supervisor Database Report” section.

Figure 5-2
Supervisor Definition display

```
                                                                    12:00:00
Supervisor Definition
  MAX Supervisor ID          2230             Name      Michael Hotchkiss
  Meridian 1 Position ID     373-3700         Password
  Language                   English

  Default Queue Display      Standard Graphic Queue Display
  Statistics Update Rate     10               DN Display                 Names
  Default View               Global           Display Name               Enabled
  Emergency Status           Disabled         Audible Alarm              Disabled
  Color Customization        Enabled          Display Definition         Enabled
  Banner Page                Enabled          Group Member Definition    Enabled
  Profile Maintenance        Enabled          System Administration      Enabled
  Global Statistics          Enabled          Parameter Administration   Enabled
  Monitor Mode               Disabled         Schedule Definition        Enabled
  Report Definition          Enabled          Global Config Control      Disabled
  System Reports             Enabled          Real-time Config Control   Enabled
  Supervisor Messaging       Enabled          Remote Printing            Disabled
  Local Printer Override     Disabled         CDN Member Definition      Enabled
  Tabular Printer            10th fl printer
  Graphic Printer            10th fl printer

HELP = Help   PF1 = Commands   PF2 = Options   PF3 = Edit field   Remove = Erase field
```

Note: Not all the features may appear as shown in Figure 5-2. Certain features might not be offered because of system configurations and security restrictions, such as those defined in the Supervisor Definition screen.

Function keys

Help=Help

This function key provides information regarding the selected feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Read an existing supervisor definition

This command retrieves an existing supervisor definition record and displays it on the screen.

Reset fields to default values

This command resets any modified fields to their default values.

Save changes to the current supervisor definition

This command saves any changes made to the supervisor definition record on display.

Delete an existing supervisor definition

This command deletes an existing supervisor definition record from the system.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for a field.

PF2=Select no options

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key ends the editing process to a field.

Remove=Erase field

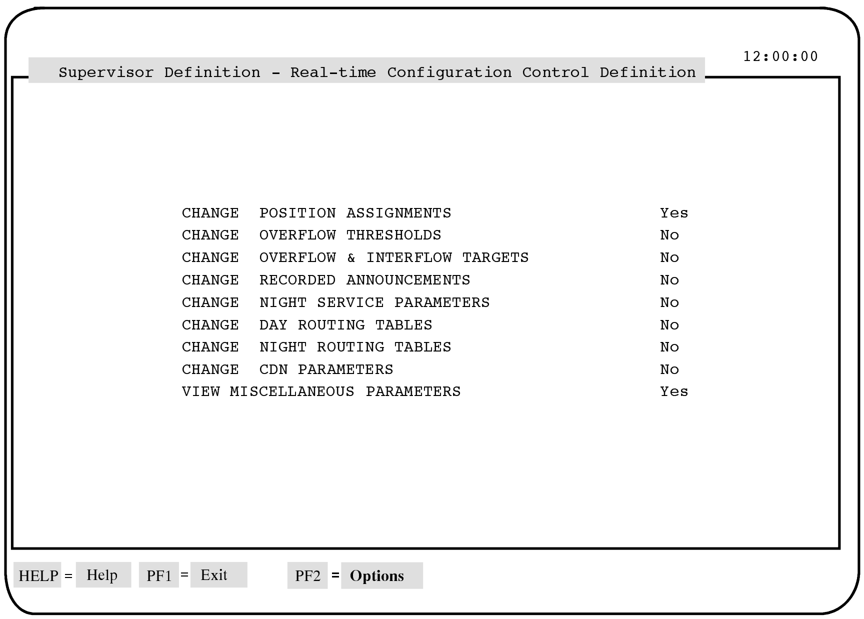
This function key removes the contents of a field.

F10=Real–time CC

This function key allows you to specify the Configuration Control features the supervisor can access from the queue statistics displays and agent statistics displays. This key appears only if the *Real–time Config Control* field is enabled.

If this key is pressed, the screen shown in Figure 5-3 appears.

Figure 5-3
Supervisor Definition – Real–time Configuration Control Definition



> ***Note:*** Not all the features may appear as shown in Figure 5-3 due to system configurations and security restrictions, such as those defined in the Supervisor Definition feature.

While viewing a queue statistics display or agent statistics display, a supervisor (with the *Real–time Configuration Control* field enabled in their profile) can access certain Configuration Control features. The features, which can be accessed, are determined by the selections set to “Yes” in the screen shown in Figure 5–3.

The supervisor can then change settings to these areas on the Meridian 1 while the switch is running.

> ***Note:*** At least one option must be set to "Yes" before the supervisor profile can be saved (if the *Real-time Config Control* field is enabled).

For more information on the selections, refer to the "Configuration Control" chapter.

F6=Change colors

This function key allows you to define color settings for your screen display elements. It appears only if the *Color Customization* field is enabled. For more information, refer to the "Color Customization" chapter.

F7=Group member definition

This function key allows you to compose a list of supervisors whose real-time displays you might want to view while you are in the Queue Statistics Display or Agent Status Displays features. This function key only appears if the *Group Member Definition* field is enabled in your profile.

After pressing this function key, a window appears to enter the Meridian 1 position IDs of the supervisors you want to view. Enter the IDs in the format ###-#### or #######. These IDs can also be changed by pressing [Edit field] or removed by pressing [Erase field]. Press [Exit] after all the IDs have been entered or modified. Remember to save your changes.

To use this list, go to one of the queue statistics displays or agent status displays. Make certain you are in supervisor view, not global view. Press [Next supervisor] to display the statistics for the next supervisor in your list. To access a specific supervisor, type the supervisor position ID number and press the function key. Do not press {RETURN} after the ID number.

F8=CDN member definition

This function key allows you to identify a list of CDNs to monitor in the Standard Control DN Statistics Display, accessed through the Queue Statistics Display feature.

All CDNs in the system can be viewed in this display while in global view. However, this function key allows you to define specific CDNs to view while in supervisor view. This function key only appears if the *CDN*

Member Definition field is enabled in your profile and the CCR/EAR MIS option is activated.

After pressing this function key, a window appears to enter the CDN IDs to monitor. Enter the IDs in the format ###–#### or #######. You can specify CDNs that might not yet be defined on the Meridian 1.

To choose from a list of CDNs currently defined on the Meridian 1, press [Current CDNs]. When you have finished selecting from the list, press [Remove Current CDNs]. The CDNs can also be changed or removed from the window. Press [Exit] after all the CDNs have been entered or modified.

To use this list, go to the Standard Control DN Statistics Display in the Queue Statistics Display feature. Make certain you are in supervisor view, not global view. The CDNs from the list appear on the display.

The CDNs you entered in the list are only validated against the switch CDNs when the Standard Control DN Display appears. This means only the valid switch CDNs are shown on the display.

Fields

MAX Supervisor ID

This field displays the supervisor's logon ID. It can be any one- to four-digit number. The supervisor always logs on to the system using this number.

Name

This field displays the supervisor's name.

Meridian 1 Position ID

This field provides the Meridian 1 position ID for the supervisor's phoneset. This position ID, which contains up to seven digits, determines the supervisor's queues and agents. A position ID of 0 (zero) can be used to indicate agents that are not assigned to a supervisor ID.

Defining this field allows access to the Queue Statistics Display feature and the Agent Status Display feature.

Password

This field is the supervisor's user-specific password. If you enter a password in this field, the supervisor is prompted to enter the password at each logon.

Leaving the field blank bypasses the password prompt at logon and displays the main menu as soon as the Meridian MAX supervisor ID is entered. Since blanks are valid characters in this field, ensure that there has been no password entered by using the [Erase Field] function key.

You can enter any alphanumeric character string up to 16 characters long. Punctuation marks and mathematical symbols can also be used. The password is also case–sensitive.

Language

This field contains the language in which the supervisor communicates with the system. It defaults to the system default language. This field only appears on multilingual systems.

Default Queue Display

This field shows the name of the real-time queue statistics display to appear when the supervisor first enters the Queue Statistics Display feature. This display can be a standard, public, or personal display.

Statistics Update Rate

This field determines the number of seconds between each screen update while in the Queue Statistics Display feature. The default update rate is 30 seconds.

DN Display

This field determines whether DNs are shown by name or by number in the real-time and configuration control displays.

Default View

This field determines whether the default real-time displays are to be viewed in supervisor or global mode when the supervisor first logs on to the system. In supervisor view, the system displays the information relating to the supervisor. In global view, the system displays the information for all supervisors.

Display Name

This field determines whether the supervisor's name is displayed as the title of the main menu screen. The default is to display the MAX Supervisor ID.

Emergency Status

This field determines whether the agent's name and position ID are displayed in the status bar of the supervisor's display in the event of an agent emergency. This allows the supervisor to determine which agent might require assistance.

Audible Alarm

This field determines whether the supervisor's workstation beeps if one of the agents indicates an emergency. The *Emergency Status* field must be enabled to use this option. This option does not work if the workstation is not equipped with an alarm.

Color Customization

This field determines whether the supervisor can change the colors on his or her displays or menus. This field only appears if the MTE option is enabled. If the *Color Customization* field is enabled, the [Change Colors] function key is displayed. Press this key to access the Screen Color Definition screen. For more information, refer to the "Color Customization" chapter.

Display Definition

This field controls whether the supervisor has access to the Display Definition feature. This feature allows the supervisor to create real-time queue statistics displays.

Banner Page

This field determines whether all of the supervisor's real-time snapshot reports and system reports are printed with a banner page. A real-time snapshot report is printed from displays such as Queue Statistics Display and Agent Status Displays.

Once the banner page feature is enabled, the supervisor can disable or reactivate it by accessing his or her profile through the Profile Maintenance feature.

Group Member Definition

This field determines whether the supervisor can access the [Group member definition] function key. This key allows the person to compose a list of supervisors whose real-time displays the supervisor might want to view while in the Queue Statistics Display or Agent Status Displays features.

Profile Maintenance

This field determines whether the supervisor can change his or her own profile.

System Administration

This field determines whether the supervisor has system administration privileges. System administrators are responsible for the maintenance of global definitions such as public report definitions, configuration control change orders, schedule definitions, and parameter administration.

Global Statistics

This field determines whether the supervisor has access to the global view of the queue statistics displays and the agent status display.

Parameter Administration

This field determines whether the supervisor has access to the Parameter Administration mode which allows the supervisor to build a database. The System Administration field must also be enabled to gain access to Parameter Administration.

Monitor Mode

This field determines whether the supervisor can view the current display or last report for another supervisor. The Monitor Another Supervisor feature appears on the main menu if this feature is enabled.

Schedule Definition

This field determines whether the supervisor can access the Schedule Definition feature to schedule the times to print reports and execute configuration control change orders.

Report Definition

This field determines whether the supervisor can access the Report Definition feature to create reports.

Global Config Control

This field determines whether the supervisor can access the Configuration Control feature through the main menu. From the main menu, the supervisor has full access to all the selections in the Configuration Control feature. This differs from the *Real-time Config Control* field, which allows you to restrict the supervisor's access to selections in the Configuration Control feature from the real-time displays.

The Configuration Control feature allows the supervisor to change different settings in the Meridian 1 while the switch is running. This field only appears if the Configuration Control feature has been enabled in your Meridian MAX system and the *System Administration* field is enabled in the supervisor's profile. The *Global Config Control* field is automatically disabled if the *System Administration* field is disabled.

For more information on the Configuration Control feature, refer to the "Configuration Control" chapter.

System Reports

This field determines whether the supervisor can access the System Reports feature to print reports showing the current status of the Meridian MAX.

Real-time Config Control

This field allows you to specify the Configuration Control features that will are to the supervisor from the queue statistics displays and agent statistics displays.

If this field is enabled, the F10=Real-time CC function key appears at the bottom of the display. When this function key is pressed, the Supervisor Definition - Real-time Configuration Control Definition (Figure 5-3) appears. For more information on this function key, refer to the "Function keys" section in this chapter.

The Configuration Control feature allows the supervisor to change different settings in the Meridian 1 while the switch is running. This field only appears if the Configuration Control feature has been enabled in your Meridian MAX system.

> ***Note:*** If the *Real-time Config Control* field is enabled, the supervisor's profile can only be saved if you enter the Real-time Configuration Control Definition screen at least once.

Supervisor Messaging

This field indicates whether the supervisor can access the Supervisor Messaging feature to send messages to other supervisors and system administrators. This field only appears if your system has NAC.

Remote Printing

This field indicates whether the supervisor can access the Remote Printing feature to send nodal reports to the default printer at the NAC site. It also allows nodal and network supervisors to read the same report simultaneously. This field only appears if your system has NAC.

Local Printer Override

This field allows reports to be sent to a defined local printer rather than to the default printer. The supervisor can move to another PC-based workstation with a local printer attached to it. The reports the supervisor prints to the default printer are printed at the local printer. This feature can only be used if the PC is running MTE.

CDN Member Definition

This field allows the supervisor to access the [CDN member definition] function key. Through the function key, the supervisor can define the CDNs to monitor while in supervisor view in the Standard Control DN Statistics Display. This display is accessed through the Queue Statistics Display feature. Your system must have the CCR/EAR MIS option enabled before this field appears.

Tabular Printer

This field identifies the printer to be used to print the tabular reports in the Report Definition feature. System reports are also sent to this printer. If a printer is not assigned, the report goes to the default tabular printer defined in the Miscellaneous Options feature.

In Meridian MAX 10, you must select a local printer that has the “MTE Generic Printer” type as the tabular printer. For more information on other changes made to the way reports are printed in Meridian MAX 10, refer to the “Introducing Meridian MAX” chapter, “Printing in Meridian MAX 10” section.

> ***Note:*** Data stream output devices cannot be used as default tabular printers.

Graphic Printer

This field identifies the printer to be used to print the graphic reports in the Report Definition feature. System reports are also sent to this printer.

If a printer is not assigned, the report goes to the system default graphic printer defined in the Miscellaneous Options feature.

In Meridian MAX 10, you must select a local printer that has the “MTE Generic Printer” type as the graphic printer. For more information on other changes made to the way reports are printed in Meridian MAX 10, refer to the “Introducing Meridian MAX” chapter, “Printing in Meridian MAX 10” section.

> ***Note:*** Data stream output devices cannot be used as the default graphic printer.

Time Frames Definition

The Time Frames Definition feature defines or changes the time frames used in reports. These time frames include shifts, weeks, or periods.

Shift definition defines or changes the shifts used to divide up statistics on management reports. Period definition enables you to establish or change the time range used in reports printed by period. Shift data is also based on interval data, and period data is based on daily data.

> ***Note:*** A period report only contains data if your system has daily historical data covering the specified periods. Some periods might not contain any data or only contain data covering part of the period.

After the Meridian MAX is installed, predefined English entries automatically appear in the *Shift Name* and *Period Name* fields (for example, “Morning” and “January”). The *Period Name* entry can be changed after installation to reflect your business needs. For instance, a year can be divided into months instead of quarters.

Up to 18 time frame definitions can be created on one display.

To print a report showing the shift information entered in this feature, refer to the “System Reports” chapter, “Shift Definition Database Report” section. To print a report showing the period information entered in this feature, refer to the “System Reports” chapter, “Period Definition Database Report” section.

Figure 5-4
Time Frames Definition screen

```
                                                                        12:00:00
 Time Frames Definition

 Number of Shifts:    3                          Number of periods : 12
 Shift Name  Start Time                           Period Name        Start Date
  1 Morning     0:00                              1  January               1/1
  2 Day         8:00                              2  February              2/1
  3 Evening    16:00                              3  March                 3/1
                                                  4  April                 4/1
                                                  5  May                   5/1
                                                  6  June                  6/1
                                                  7  July                  7/1
                                                  8  August                8/1
                                                  9  September             9/1
                                                 10  October              10/1
                                                 11  November             11/1
                                                 12  December             12/1

 First day of week : Monday

                                                 End date of last period : 12/31

HELP = Help   PF1 = Commands   PF2 = Options
```

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options popup
This function key removes the Options popup from the screen.

PF3=Edit field
This function key allows a field to be edited.

PF3=End editing
This function key indicates that no further editing is required to the field.

Remove=Erase field
This function key removes the contents of a field.

Fields

Number of Shifts
Meridian MAX allows up to five defined shifts. If your operation has more than five shifts or requires overlapping shifts, define the time frames as intervals rather than shifts using Report Parameter definition. Your reports print out according to these intervals.

If you change the *Number of Shifts* field, the system adds a new shift number to the list of shifts, and prompts you for a *Shift Name* and a *Shift Start Tim*e. You can add or edit shift names and start times whenever required.

> ***Note:*** The start time for Shift Number 1 is predefined as 0:00 and cannot be changed; you can, however, change Shift Name. The ending time for the last shift definition is 23:59:59.

Shift Name
This field displays the name of the shift, such as “Day” or “Night.”

Start Time
This field describes the time of day that the shift starts (using a 24-hour clock), given in the form hh:mm, where “mm” must be either 00 or 30. Note that you cannot enter the start time field for the first shift as it is fixed by the system to start at midnight.

First day of week

This field allows you to define the first day of your company's week for weekly reporting purposes.

> **ATTENTION**
>
> The *First day of week* field should be set in precutover mode before your system is in operation. If you change this day, all data previously collected by week is lost. If it is necessary to change the first day of the week, print out all reports up to that date, ending at midnight of the last day.

Number of Periods

This field specifies the number of time periods to be used. Up to 13 periods can be specified for any one year between January 1 and December 31. The periods can be as long as you want, but Meridian MAX can only retain data for as many days as are defined in your capacity configuration. Refer to the *Meridian MAX 10 Installation Guide* (NTP 553-4001-111), "Meridian MAX system configuration" chapter, "Setting the capacity configurations" section.

Period Name

This field provides the name of the period (for example, January, February, and so on). This can be up to 16 characters including spaces and special characters.

Start Date

This field defines the date on which the period starts. Dates should be in the format mm/dd. The period ends on the day prior to the start of the next period. This means that all period start dates must be defined in chronological order.

End date of last period

This field specifies the end date of the last period that you defined. The end dates of the remaining periods are automatically defined as the day before the start date for the periods that follow.

Threshold Definition

The Threshold Definition feature is used to define sets of thresholds that are assigned to ACD-DNs and CDNs. When these thresholds are reached or exceeded, the statistics are highlighted on the real-time displays.

Supervisors only need to be notified when calls are abnormal. Therefore, you should have a queue in mind when you assign these threshold values. They should consider factors that affect an agent's ability to handle incoming calls, such as the type of call or the time required to deal adequately with customers and paperwork.

The threshold information you enter is effective at midnight or immediately upon rebooting the system. These thresholds are used in the thresholds field in the *Display Definition* field. On an IPEX platform, 240 thresholds definitions can be created.

> ***Note:*** Threshold values requesting time entries should be entered in seconds from 0 to 9999.

To print a report showing the threshold definitions created in this feature, refer to the "System Reports" chapter, "Threshold Definition Database Report" section.

Figure 5-5
Threshold Definition display

```
                                                                    12:00:00
  Threshold Definition

  Threshold #  Agent Thresholds    Queue Thresholds          User Defined

      1        ACD Talk     0      Delay Objective...  10     UD1>   Number Agts  5
               Not Ready..  0      Service Objective.  90%    UD2>   Unnamed... 0
               Wait.......  0      Avg. Answer Delay   50     UD3>   Unnamed... 1
               DN In......  0      Short Call          10     UD4>   Unnamed... 2
               DN Out.....  0      Local Calls Wait     4     UD5>   Unnamed... 3
               Walkaway...  0      Network Calls Wait   6

HELP = Help  PF1 = Commands  PF2 = Options  PF3 = Edit field  REMOVE= Erase field
```

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns to the Parameter Administration submenu.

Define threshold names

This command displays a subscreen to assign names to the user-defined thresholds on this screen. Refer to the “User Defined fields” section in this chapter.

PF1=Select no command
This function key removes the Commands popup from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options popup
This function key removes the Options popup from the screen.

PF3=Edit field
This function key allows the field to be edited.

PF3=End editing
This function key indicates that no further editing is required to the field.

Remove=Erase field
This function key removes the contents of a field.

Remove=Delete record
This function key deletes a record.

General fields

Threshold Number
This number labels the list of threshold values. It is entered in the ACD-DN/CDN definition screen to assign a specific set of thresholds to a queue.

Agent Threshold fields

The following statistics indicate alarm conditions in the agent status displays.

> ***Note:*** If MQA is enabled, the agent’s alarm conditions are based on the thresholds defined for the in-use queue.

ACD Talk
This field shows the maximum time an agent should spend on an ACD call. This threshold is also used by the consult state. This means that the timer continues when the agent goes into the consult state instead of resetting to zero. When this threshold is exceeded, it is highlighted on the screen. The ACD Talk field does not apply to CDN queues. The default value is 30 seconds.

Not Ready

This field shows the maximum time an agent should spend in the Not Ready state. This field does not apply to CDN queues. The default value is 30 seconds.

Wait

This field shows the maximum time an agent should spend waiting for an ACD call. This field does not apply to CDN queues. The default value is 30 seconds.

DN In

This field shows the maximum time an agent should spend on an incoming DN call. This field does not apply to CDN queues. The default value is 30 seconds.

DN Out

This field shows the maximum time an agent should spend on an outgoing DN call. This field does not apply to CDN queues. The default value is 30 seconds.

Walkaway

This field shows the maximum time an agent should spend in walkaway status. This field does not apply to CDN queues. The default value is 30 seconds.

A walkaway state occurs in the following instances:

- The agent has placed the DN call on hold and disconnected the headset.
- The agent has activated the Not Ready key, placed the DN call on hold, and disconnected the headset.
- The call has been terminated while the agent has the Not Ready key activated.

Queue Threshold fields

The following statistics indicate alarm conditions in the queue statistics displays.

Delay Objective

This field shows the desired time within which all calls should be answered. This field applies to CDN queues. The default value is 30 seconds.

Service Objective

This field shows the lowest value the delay level % should reach. This field also applies to CDN queues. The default value is 80%.

Avg. Answer Delay

This field shows the average time a caller should have to wait to be answered. This field also applies to CDN queues. The default value is 30 seconds.

Short Call

This field defines the upper time limit of a short call. This data is used exclusively in historical data collection to record the number of calls which have a duration less than this threshold. Short calls are often generated when a caller has dialed the wrong number. This field does not apply to CDN queues. The default value is 30 seconds.

Local Calls Wait

This field shows the maximum number of local calls that can wait to be answered by an agent. This field applies to CDN queues. The default value is 6.

Network Calls Wait

This field shows the maximum number of network calls that can wait to be answered by an agent. The default value is 6.

User Defined fields

UD1, UD2, UD3, UD4, UD5

User-defined (UD) thresholds are those created by the supervisor. Five user-defined thresholds can be set. These statistics are selected from the display statistics, described in the “Display statistics groups” chapter. These thresholds are used in the customization of real-time tabular queue statistics.

Changes in the thresholds take effect at midnight. For more information on thresholds, refer to the “Display Definition” chapter, “Creating column thresholds” section.

To create a user-defined threshold, move the cursor to the *User Defined* field. Press PF1 to access the Commands menu. Choose the “*Define threshold names*” menu item. Enter a threshold name in the pop-up window (maximum 10 characters) for each of the definitions.

Figure 5-6
Threshold Name Definition pop-up window

```
        Threshold Name Definition
    NAME FOR “UD1” :
    NAME FOR “UD2” :
    NAME FOR “UD3” :
    NAME FOR “UD4” :
    NAME FOR “UD5” :
```

With the cursor on a name field, the name can be changed in three ways:

- Type the new name and press [Return].
- Press [Edit field] to edit the name.
- Press [Erase field] to erase the name.

Fill in or change the names as desired, and then press [Exit] to return to the main Threshold Definition screen. Changes to the names are only saved if the *“Save and exit”* command is used in the main screen.

ACD-DN/CDN Definition

The ACD-DN/CDN Definition feature enables you to assign a name and a set of thresholds to each ACD-DN or CDN. The threshold set is defined in Threshold definition.

If your system does not have the Meridian MAX option CCR/EAR MIS, then disregard any references to the CDN (Control DN) in this subsection.

On an IPEX platform, 240 ACD-DN/CDN definitions can be created.

To print a report showing the ACD–DN/CDN information entered in this feature, refer to the “System Reports” chapter, “ACD–DN/CDN Database Report” section.

Figure 5-7
ACD-DN/CDN Definition screen

```
                                                                    12:00:00
 ACD-DN/CDN Definition

 ACD-DN/CDN        ACD/CDN Name         Threshold Number

 555-2885          Service                        1
 555-2888          Sales                          1
 555-2890          Reservations                   6
 555-2891          Inquiries                      1
 555-2896          Promotions                     2

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Delete record
```

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Remove=Delete record

This function key deletes a record.

Fields

ACD-DN/CDN

This field provides the number of the ACD-DN/CDN. The format of this field is ###-####. If a new ACD-DN/CDN number is entered, the new record is created and placed in sequential order. If an existing ACD-DN/CDN number is entered, the cursor moves to the existing record.

To delete an ACD-DN/CDN, press the [Delete record] function key while the cursor is in the ACD-DN/CDN field.

ACD-DN/CDN Name

This field provides the name of the ACD-DN/CDN. This name appears on displays and reports in the system. This name can be a maximum of 16 characters long including spaces and special characters. In printed reports, this name field is truncated to eight characters.

A Routing DN is considered an ACD-DN. It is recommended that you include a special prefix to the name of a Routing DN to distinguish it from a normal ACD-DN.

Threshold Number

This field links the ACD-DN/CDN to a threshold set defined in the Threshold Definition feature. For example, if "1" is entered, this ACD-DN/CDN uses the thresholds assigned to Threshold # 1 in the Threshold Definition feature. If this field is left blank, the default thresholds are used for this ACD-DN/CDN.

After you have saved and exited, the information you entered is effective immediately for name changes, and after midnight for threshold changes.

Agent Definition

The Agent Definition feature is used to create and maintain an agent database. The agent database is a list of agents, their agent identification, and other relevant information. On an IPEX platform, 2400 agent definitions can be created.

If "**** nnnn" appears on one of your agent status displays (where nnnn is a four-digit agent or position ID), then that agent ID was not defined through this feature.

To add an agent record, place the cursor under the Agent ID heading and enter the new ID. The system inserts the new number in the correct sequence. The agent information you enter is effective immediately for reports. For displays, it is effective immediately or when the agent logs on.

To print a report showing the agent information entered in this feature, refer to the "System Reports" chapter, "Agent Database Report" section.

Figure 5-8
Agent Definition display

12:00:00

Agent Definition

Agent ID	Agent Name	Comment
1111	Bob Hall	Dept 1234
2222	Nick Lew	Dept 5678
3333	Jeff Dagwood	Dept 5678
4444	Irene McAlister	Dept 9979
5555	Jim Stone	Dept 1234
6666	Will Hodges	Dept 1234
7777	Tom Worsely	Dept 1234
8888	Jacques Caron	Dept 5678
9999	Bill Lasorda	Dept 9979

HELP = Help PF1 = Commands PF2 = **Options** REMOVE= Delete record

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Remove=Delete record

This function key deletes a record.

Fields

Agent ID

This field provides the agent ID number (four-digit maximum). The system creates a new agent record or moves to an existing one.

If your system uses position IDs rather than agent IDs, you can assign a name to a position by entering the last four digits of the position ID in the *Agent ID* field, and a name for the position in the *Agent Name* field. Assigning a name to a position is useful in operations where certain positions are dedicated to performing specific tasks or where only one person is ever assigned to that position.

Agent Name

This field provides the agent's name or other identifier. This name is the identifier shown on the Agent Status Display and on any subsequent reports. The agent name can be a maximum of 16 characters. Only 14 characters in the name appear in standard displays and reports. In customized reports, a field width can be increased to display the entire agent name.

Name changes take effect immediately on all scheduled reports, but not until the agent's next logon on the real-time displays.

Comment

This field contains any other data. It can have a maximum length of 20 characters.

Route Definition

The Route Definition feature enables you to assign a name to each route number in the system and to define the route access code which corresponds to each route.

You can create 256 route definitions.

The internal route definition (Route number 9999) cannot be deleted.

To print a report showing the route information entered in this feature, refer to the “System Reports” chapter, “Route Database Report” section.

Figure 5-9
Route Definition display

12:00:00

Route Definition

Route Number	Route Name	Route Access Code
10	Sales RAN	810
11	Service RAN	811
12	Inquiries RAN	812
13	Reserv. RAN	813
14	Promot. RAN	814
20	Sales RAN 2	820
23	Reserv. RAN 2	823
30	Night RAN	830
40	Rock Music	840
123	Eastern Region	
124	Central Region	
125	Western Region	
9999	INTERNAL	

HELP = Help   PF1 = Commands   PF2 = **Options**   REMOVE= Delete record

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Remove=Delete record

This function key deletes a record.

Fields

Route Number

This number (in the range 0 to 511) is for the route you want to define. Route number 9999 is also allowed, and corresponds to the internal route. If a route number is entered for which a record already exists, the cursor moves to the *Route Name* field of that record. If a new route number is entered, the new record is created and placed in sequential order. The cursor then moves into the new record to facilitate the entry of data for the new route.

Press the [Delete record] function key in the *Route Number* field to delete the record. To retrieve a mistakenly deleted record, simply enter the route number that was deleted. However, the internal route definition (Route number 9999) cannot be deleted.

Route Name

This field provides the route name. The name can be up to 16 characters in length and can include blanks or special characters.

Route Access Code

This field provides the route access code. This code, a one- to four-digit number, is required by the Configuration Control feature to identify routes to the Meridian 1. If you are not using Configuration Control on this trunk route, this field can be left blank. If entered, it must match the route access code as defined in the Meridian 1.

Changes made in Route definition take effect immediately.

DNIS Definition

The Dialed Number Identification Service Definition (DNIS) feature enables you to assign a name and a service level threshold to each DNIS number.

A DNIS number is used in situations, for example, where customers can call a company using one of several telephone numbers. DNIS allows the Meridian MAX to track all or a portion of the telephone number. In this way, one queue can receive calls from different phone numbers. This allows the agent to know which number was dialed and to answer appropriately.

The Meridian 1 version determines the number of digits in a DNIS number that your Meridian MAX will process. For example:

- With a Meridian 1 (X11 Release 24), the Meridian MAX can process up to nine digits in a DNIS number.
- With a Meridian 1 (X11 Release 23), the Meridian MAX can process up to seven digits.
- With earlier versions of Meridian 1, the Meridian MAX processes up to four digits in the DNIS number.

On an IPEX platform, up to 5000 DNIS definitions can be created. Your Meridian 1 system might not have DNIS capabilities.

To print a report showing the DNIS information entered in this feature, refer to the “System Reports” chapter, “DNIS Database Report” section.

Figure 5-10
DNIS Definition display

12:00:00

DNIS Definition

DNIS ID	DNIS Name	Service Level Threshold
358	Product A	10
3054	Product B-Main	20
4569400	Customer Service	15
9467300	Gold Customers	10

HELP = Help PF1 = Commands PF2 = **Options**

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Remove=Delete record

This function key deletes a record.

Fields

DNIS ID

This field provides the DNIS ID number. A maximum of nine digits can be entered. A new record is created and placed in sequential order.

DNIS Name

This field provides the DNIS name (maximum 16 characters). This name is associated with the DNIS ID.

Service Level Threshold

A service level threshold should be defined for each DNIS number. This threshold enables the supervisor to evaluate the service level of each DNIS number.

The service level threshold field is the desired time, in seconds, within which all calls should be answered. Calls that experience an answering or abandoning delay less than the defined threshold value increase the service level (the percentage of calls answered or abandoned before the service level threshold). Calls that experience an answering or abandoning delay greater than the defined threshold value decrease the service level.

All changes made in DNIS definition take effect immediately upon saving your changes, except for threshold changes, which take place at midnight.

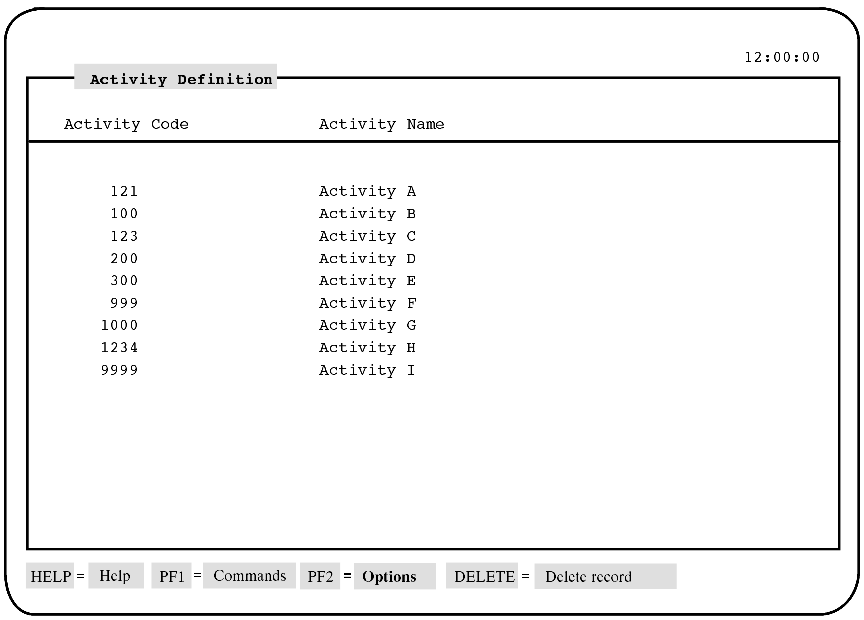
Activity Definition

The Activity Definition mode allows you to define codes to categorize particular activities. Agents enter these codes on their keypads allowing you to determine the time they are taking to answer particular types of requests. The *ACD Agent's Telephone User Guide* (P0689747) describes how agents enter these codes.

Up to 1000 activity codes can be defined. All changes take effect immediately.

To print a report showing the activity code information entered in this feature, refer to the "System Reports" chapter, "Activity Code Database Report" section.

Figure 5-11
Activity Definition display



Page grid

Function keys

Help=Help
This function key provides information regarding this feature and its fields.

PF1=Commands
The following commands are available after pressing [Commands]:

Exit (without saving changes)
This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit
This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
This function key removes the Commands popup from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options popup
This function key removes the Options popup from the screen.

PF3=Edit field
This function key allows a field to be edited.

PF3=End editing
This function key indicates that no further editing is required to the field.

Remove=Erase field
This function key removes the contents of a field.

Delete=Delete record
This function key deletes a record.

Fields

Activity Code

This field provides a unique one- to four-digit number to identify the new activity code. The range is from 0 to 9999.

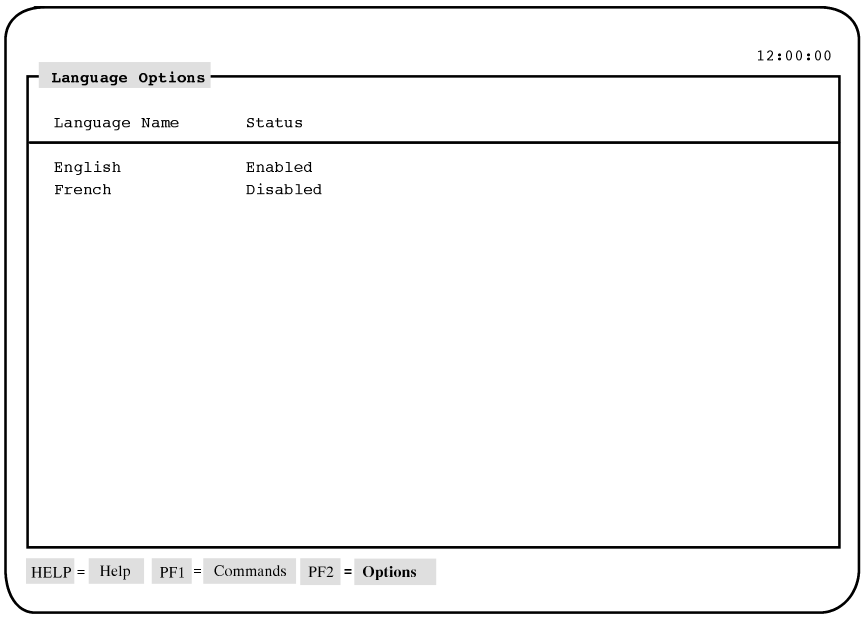
Activity Name

This field provides the name of the activity. This name can be a maximum length of 16 characters.

Language Options

The Language Options feature allows you to enable and disable the languages available on the Meridian MAX. When a language is disabled, all the features specifically related to that language, such as bilingual report headings, are disabled.

Figure 5-12
Language Options screen



Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options popup from the screen.

Fields

Language Name

This field shows the name of each language available on the system. The data is provided by the system and cannot be changed from this screen. The default language is defined in the Miscellaneous Options screen.

Status

This field shows whether the language is enabled or disabled.

Miscellaneous Options

The Miscellaneous Options feature contains several system parameters not included in the other Parameter Administration features.

Figure 5-13 shows the appearance of the screen when NACD, MSI, and MEI are active. Some of these fields might not appear if your system is not using one or more of these features.

For more information on MSI and MEI, refer to the *MSI/MEI Protocol Reference Guide* (P0853414).

Figure 5-13
Miscellaneous Options screen—with NACD, MSI, and MEI in use

```
                                                                12:00:00
Miscellaneous Options

 Customer Name                    :  ABC Company
 System Administrator Password    :  XYZ
 Default Language                    English
 Tabular Printer                  :  10th fl printer
 Graphic Printer                  :  10th fl printer
 Datastream Headings Format       :  Enabled
 Agent Status Timer               :  On MTE 9 or higher only
 Network Node Address             :  338

 MSI Link                            Enabled at    19:02:49  25/07/96
 MSI Link Current Status          :  Link Up at    21:00:00  25/07/96
 Time of Last MSI Error              Occurred at   21:26:50  25/07/96

 MEI Link(s)                      :  Enabled
 MEI Link(s) Current Status       :  1 Link(s) Up
 Time of Last MEI Error           :  Occurred at   21:26:50  25/07/96

HELP = Help  PF1 = Commands  PF2 = Options  PF3 = Edit field  REMOVE = Erase field  F20 = >>
```

Function keys

Help=Help

This function key provides information regarding this screen and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Parameter Administration submenu without saving any changes.

Save and exit

This command saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Fields

Customer Name

This field indicates the name of the customer using the system. This name, which can have a maximum length of 16 characters, appears in the report headings.

System Administrator Password

This field indicates the system password defined by the system administrator. This password can have a maximum length of 16 characters.

Default Language

This field indicates the system's default language.

Tabular Printer

This field indicates the default printer to be used to produce the system's tabular reports.

If a default printer is not defined in the user's profile, the tabular reports are sent to this printer. If a printer is not defined here or in the user's profile, the reports cannot be printed.

Graphic Printer

This field indicates the default printer to be used to produce the system's graphic reports.

If a default printer is not defined in the user's profile, the graphic reports are sent to this printer. If a printer is not defined here or in the user's profile, the reports cannot be printed.

Datastream Headings Format

This field allows you to control the types of column headings that appear on reports printed to a file.

If this field is enabled, the column heading contains the system-defined name of the formula used in the column in the tabular format definition. For example, if the "Number of calls accepted" formula is used in a column, the system-defined heading "Calls Accpt" automatically appears as the column heading. Customized headings, which you might have assigned to a column, are ignored.

If this field is disabled, the headings contain the customized names you assigned to the columns in the tabular format definition. For example, you might have assigned the name "Calls Accepted" as the heading for the column containing the Number of calls accepted formula. The column heading "Calls Accepted" appears in the report sent to the file. If a column heading is not customized, MAX automatically uses the system-defined headings in the report.

For more information on printing reports to a file, refer to the "Printing to a file" chapter.

Agent Status Timer

This field allows you to determine whether the Agent Status Timer Display is accessible to all Meridian MAX users or just those running MTE 9 or higher.

The Agent Status Timer Display shows timers indicating the length of time agents have been in a particular state. For example, it shows the length of time an agent spent on an ACD call after the threshold was exceeded.

If this field is set to “On all terminal types,” the Agent Status Timer Display is accessible to all Meridian MAX users regardless of the terminal type they are using. This includes all VT terminals and MTE releases.

> ***Note:*** The general performance of the Meridian MAX is greatly reduced if a large number of timers are shown on the Agent Status Timer Display and the “On all terminal types” has been selected.

If this field is set to “On MTE 9 or higher only,” the Agent Status Timer Display is accessible only to users running MTE 9 or higher. There is no impact on the Meridian MAX performance if a large number of timers are shown on the Agent Status Timer Display.

For more information on the Agent Status Display, refer to the “Agent Status Display” chapter, “Agent Status by Timer Display” section. For more information on MTE 10, refer to the *MTE 10 User Guide* (NTP 553-4001-906).

Network Node Address

This field indicates the home location code for the Meridian 1 on the network. This address is used in reports showing network call traffic. This field only appears if your system has NACD.

MSI Link

This field is used to enable or disable the link between the Meridian MAX and MSI. This field only appears if your system has MSI. If it is enabled, the Meridian MAX can send queue-based statistical data collected from the Meridian 1 to a central real-time load management system. You must have LAN connectivity to enable MSI.

The field also displays the time and date when the link was enabled.

MSI Link Current Status

This field shows whether the MSI link is currently up or down. This display-only field also indicates the time and date when the link came up. This field only appears if your system has MSI.

If a link goes down while you are viewing the screen, the change in status is not shown until you leave the screen and return to it.

Time of Last MSI Error

This field shows the time and date of the last link error. This display-only field appears if your system has MSI.

MEI Link(s)

This field is used to enable or disable all MEI-Observe and MEI-Network links on the Meridian MAX. There can be up to three MEI-Observe links and one MEI-Network link. The field shows “Enabled” as long as one MEI link is enabled, and “Disabled” only if all MEI links are disabled. This field only appears if at least one MEI link is enabled. If it is enabled, third-party vendors are able to extract statistical and agent event information from the Meridian MAX. You must have LAN connectivity to enable MEI.

MEI Link(s) Current Status

This field shows the number of MEI links which are up. This display-only field is set upon entering this screen and cannot be changed. This field appears only if at least one MEI link is enabled on the Meridian MAX.

If a link goes down while you are viewing the screen, the change in status is not shown until you leave the screen and return to it.

Time of Last MEI Error

This field shows the time and date of the last error that occurred on any of the MEI links. This display field appears only if at least one MEI option is enabled on the Meridian MAX.

Chapter 6: Profile Maintenance

A profile record is created for you when the system administrator creates the system database. This record, created through the Supervisor Definition feature, determines the areas you can access in the system. It also determines how your screens are displayed and updated.

While only a person with system administration privileges can create your profile record, you can use the Profile Maintenance feature to view or modify it. The Profile Maintenance feature appears on your main menu only if the system administrator has enabled access to it in your profile.

Accessing this feature

To access this feature, select *"Profile Maintenance"* from the main menu.

> ***Note:*** Not all the fields may appear as shown in Figure 6-1. Certain fields might not be offered because of system configurations and security restrictions.

Figure 6-1
Profile Maintenance screen

```
                                                                  12:00:00
 Profile Maintenance
   MAX Supervisor ID          2230            Name      Michael Hotchkiss
   Meridian 1 Position ID     373-3700        Password
   Language                   English

   Default Queue Display  Standard Graphic Queue Display
   Statistics Update Rate 10                  DN Display                Names
   Default View           Global              Display Name              Enabled
   Emergency Status       Disabled            Audible Alarm             Disabled
   Color Customization    Enabled             Display Definition        Enabled
   Banner Page            Enabled             Group Member Definition   Enabled
   Profile Maintenance    Enabled             System Administration     Enabled
   Global Statistics      Enabled             Parameter Administration  Enabled
   Monitor Mode           Disabled            Schedule Definition       Enabled
   Report Definition      Enabled             Global Config Control     Disabled
   System Reports         Enabled             Real-time Config Control  Enabled
   Supervisor Messaging   Enabled             Remote Printing           Disabled
   Local Printer Override Disabled            CDN Member Definition     Enabled
   Tabular Printer        10th fl printer
   Graphic Printer        10th fl printer

HELP = Help   PF1 = Commands   PF2 = Options   PF3 = Edit field   Remove = Erase field
```

Modifying a profile

Only the fields highlighted on the profile can be changed from this display by the supervisor or system administrator. The other fields can only be changed by the system administrator through the Supervisor Definition feature.

Procedure 6-1
To modify a profile

1 Move the cursor to the field to be modified.

2 Enter the new value directly into the field.

or

Press [Options] to display a list of valid entries that can be entered in the field. Move the cursor in the list to the desired entry and press {**RETURN**}. The list disappears and the entry appears in the field.

3 Repeat the previous two steps until all the fields are modified.

4 Press [Commands] after all the changes are finished.

The Commands pop-up menu appears with two options.

5 Select "*Save changes*" to save the changes.

A message appears telling you the record has been saved.

6 Select "*Exit (without saving changes)*" to exit.

A message appears asking you if you want to log off the system to make your changes take effect.

7 To log off the system, enter **y**.

You are logged off the system and the logon screen reappears.

8 Log back on to the system.

Function keys

This section describes the function keys for the Profile Maintenance feature.

Help=Help

This function key provides information regarding the Profile Maintenance feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command causes the system to exit from this display in one of three ways:

- If changes have not been made during the current session, the system returns to the main menu.
- If changes have been made but not saved, the system returns to the main menu and the changes are lost.
- If changes have been made and saved, this prompt appears:

```
Changes to your profile are not made effective
until after you logout and then login again. Do
you wish to logout now? (y/n)
```

Enter **y** to log off. The logon screen appears. By logging off and logging back on, the system acknowledges the changes in the profile.

or

Enter **n** if the profile changes are not to be activated immediately. The system returns to the main menu.

Save changes

This command saves the changes made to the logon profile. The system records the changes in the database and leaves the command popup on the screen.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for a field.

PF2=Select no options

This function key removes the Options popup from the screen.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that changes to a field are completed.

Remove=Erase field

This function key removes the contents of a field.

F10=Real–time CC

This function key allows you to view a list of the Configuration Control features you can access from the queue statistics displays or agent statistics displays. This key appears only if the *Real–time Config Control* field is enabled.

If this key is pressed, the display shown in Figure 5–2 appears. The display is read–only.

Figure 6-2
Profile Maintenance – Real–time Configuration Control Definition display

```
                                                                        12:00:00
   Profile Maintenance - Real-time Configuration Control Definition

              CHANGE  POSITION ASSIGNMENTS                       Yes
              CHANGE  OVERFLOW THRESHOLDS                        No
              CHANGE  OVERFLOW & INTERFLOW TARGETS               No
              CHANGE  RECORDED ANNOUNCEMENTS                     No
              CHANGE  NIGHT SERVICE PARAMETERS                   No
              CHANGE  DAY ROUTING TABLES                         No
              CHANGE  NIGHT ROUTING TABLES                       No
              CHANGE  CDN PARAMETERS                             No
              VIEW MISCELLANEOUS PARAMETERS                      Yes

HELP = Help   PF1 = Exit
```

> ***Note:*** Not all the features may appear as shown in Figure 6–2 due to system configurations and security restrictions, such as those defined in the Supervisor Definition feature.

This list can be defined when your profile record is created or modified in the Supervisor Definition feature. The selections can only be modified through the Supervisor Definition feature.

If a Configuration Control feature is set to "Yes," you can access it when viewing a queue statistics display or agent statistics display. This allows you to directly modify the Meridian 1 settings associated with that feature while the switch is running.

For more information on the selections, refer to the “Configuration Control” chapter.

F6=Change colors

This function key allows you to define color settings for your screen display elements. It appears only if the *Color Customization* field is enabled. For more information, refer to the “Color Customization” chapter.

F7=Group member definition

This function key allows you to compose a list of supervisors whose real-time displays you may wish to view while you are in the Queue Statistics Display or Agent Status Displays features. This function key appears only if the *Group Member Definition* field is enabled in your profile.

After pressing this function key, a window appears to enter the MSL-1 position IDs of the supervisors you wish to view. Enter the IDs in the format ###–#### or #######. These IDs can also be changed by pressing [Edit field] or removed by pressing [Erase field]. Press [Exit] after all the IDs have been entered or modified. Remember to save your changes.

To use this list, go to one of the queue statistics displays or agent status displays. Make certain you are in supervisor view, not global view. Press [Next supervisor] to display the statistics for the next supervisor in your list. To access a specific supervisor, type the supervisor position ID number and press the function key. Do not press {RETURN} after the ID number.

F8=CDN member definition

This function key allows you to identify a list of CDNs to monitor in the Standard Control DN Statistics Display, accessed through the Queue Statistics Display feature.

All CDNs in the system can be viewed in this display while in global view. However, this function key allows you to define specific CDNs to view while in supervisor view. This function key only appears if the *CDN Member Definition* field is enabled in your profile and the CCR/EAR MIS option is activated.

After pressing this function key, a window appears to enter the CDN IDs to monitor. Enter the IDs in the format ###–#### or #######. You can specify CDNs that might not yet be defined on the Meridian 1.

To choose from a list of CDNs currently defined on the Meridian 1, press [Current CDNs]. When you have finished selecting from the list, press [Remove Current CDNs]. The CDNs can also be changed or removed from the window. Press [Exit] after all the CDNs have been entered or modified.

To use this list, go to the Standard Control DN Statistics Display in the Queue Statistics Display feature. Make certain you are in supervisor view, not global view. The CDNs from the list appear on the display.

The CDNs you entered in the list are only validated against the switch CDNs when the Standard Control DN Display appears. This means only the valid switch CDNs are shown on the display.

Fields

The fields marked by an asterisk (*) can only be changed by a system administrator through the Supervisor Definition feature.

MAX Supervisor ID*

This field displays the logon ID. It can be any one- to four-digit number. You always log on to the system using this number.

This field can also be used by system administrators to view different supervisor profiles. To do this, enter the supervisor's logon ID and the corresponding profile appears.

Name

This field displays your name. You are allowed to modify this field, but be aware that this name can be seen by other supervisors.

Meridian 1 Position ID*

This field provides the Meridian 1 position ID for the supervisor's phoneset. This position ID, which contains up to seven digits, determines the supervisor's queues and agents. A position ID of 0 (zero) can be used to indicate agents that are not assigned to a supervisor ID.

Defining this field allows access to the Queue Statistics Display feature and the Agent Status Display feature.

Password

This field provides a password of up to 16 characters including punctuation and mathematical symbols. If you enter a password in this field, you are prompted to enter it every time you log on to the system. Leaving the field blank bypasses the password prompt at logon and displays the main menu as soon as you enter your MIS ID. Since blanks are valid characters, use the [Erase Field] function key to make certain the field is empty.

Language

This field contains the language to be used to communicate with the system. You can select one of the two languages installed in your system. It defaults to the system default language specified in the Miscellaneous Options feature. This field only appears on multilingual systems.

Default Queue Display

This field shows the name of the real-time queue statistics display to appear when you first enter the Queue Statistics Display feature. This display can be a standard, public, or personal display.

Statistics Update Rate

This field determines the number of seconds between each screen update while in the Queue Statistics Display feature. The default update rate is 30 seconds.

DN Display

This field determines whether the queues are shown by name or number in the real-time and configuration control displays.

Default View

This field determines whether the default real-time displays are to be viewed in supervisor or global mode when you log on to the system. In supervisor view, the system displays the information relating to a specific supervisor. In global view, the system displays the information for all supervisors.

Display Name

This field determines whether the supervisor's name is displayed as the title of the main menu screen. The default is to display the MAX Supervisor ID.

Emergency Status

This field determines whether the agent’s name and position ID are displayed in the status bar of the supervisor’s display in the event of an agent emergency. This allows the supervisor to determine which agent might require assistance.

Audible Alarm

This field determines whether your workstation beeps if one of your agents indicates an emergency. The *Emergency Status* field must be enabled to use this option. This option does not work if your workstation is not equipped with an alarm.

Color Customization*

This field determines whether the supervisor can change the colors on his or her displays or menus. This field appears only if the MTE option is enabled. If the *Color Customization* field is set to “Enabled,” the [Change Colors] function key appears. Press this key to access the Screen Color Definition screen. For more information, refer to the “Color Customization” chapter.

Display Definition*

This field controls whether you have access to the Display Definition feature. This feature allows you to create real-time queue statistics displays.

Banner Page

This field determines whether all of the supervisor’s real-time snapshot reports and system reports are printed with a banner page. A real-time snapshot report is printed from displays such as Queue Statistics Display and Agent Status Displays.

Once the banner page feature is enabled, the supervisor can disable or reactivate it from his or her profile record through the Profile Maintenance feature.

Group Member Definition*

This field determines whether you are a group supervisor. If this field is enabled, you can access the [Group member definition] function key, which allows you to compose a list of the supervisors whose real-time displays you might want to view while you are in the Queue Statistics Display or Agent Status Displays features.

Profile Maintenance*

This field determines whether you can view or modify your profile.

System Administration*

This field determines whether you have system administration privileges. System administrators are responsible for the maintenance of global definitions such as public report definitions, configuration control change orders, schedule definitions, and parameter administration.

Global Statistics*

This field determines whether you have access to the global view of the queue statistics displays and the agent status display.

Parameter Administration*

This field determines whether you can access the Parameter Administration feature to define the parameters to be used in the Meridian MAX.

Monitor Mode*

This field determines whether you can view the displays and reports used by another supervisor. The Monitor Another Supervisor feature appears on the main menu if this feature is enabled.

Schedule Definition*

This field determines whether you can access the Schedule Definition feature to schedule the times to print reports and execute configuration control change orders.

Report Definition*

This field determines whether you can access the Report Definition feature to create reports.

Global Config Control*

This field determines whether the supervisor can access the Configuration Control feature through the main menu. From the main menu, the supervisor has full access to all the selections in the Configuration Control feature. This differs from the *Real–time Configuration Control* field, which can be used to restrict the supervisor's access to selections in the Configuration Control feature.

The Configuration Control feature allows the supervisor to change settings in the Meridian 1 while the switch is running. This field appears only if the Configuration Control feature has been enabled in your Meridian MAX system. For more information on the Configuration Control feature, refer to the “Configuration Control” chapter.

System Reports*

This field determines whether you can access the System Reports feature to print reports showing the current status of the Meridian MAX.

Real–time Config Control*

This field indicates whether you can view a list of the Configuration Control features that you can access from the queue statistics displays or agent statistics displays.

If this field is enabled, the F10=Real–time CC definition function key appears at the bottom of the display. When this function key is pressed, the Profile Maintenance – Real–time Configuration Control Definition (Figure 5–2) appears. For more information on this function key, refer to “Function keys” section in this chapter.

This field only appears if the Configuration Control feature is enabled in your Meridian MAX. The Configuration Control feature allows the supervisor to change settings in the Meridian 1 while the switch is running.

Supervisor Messaging*

This field indicates whether you can access the Supervisor Messaging feature to send messages to other supervisors and system administrators. This field only appears if your system has NAC.

Remote Printing*

This field indicates whether you can access the Remote Printing feature to send nodal reports to the default printer at the NAC site. It also allows nodal and network supervisors to read the same report simultaneously. This field only appears if your system has NAC.

Local Printer Override

This field allows you to send reports to a defined local printer, rather than the default printer. You can move to another PC-based workstation with a local printer attached to it, and the reports you print to your default printer are printed at the local printer. This field is only available if the PC is running MTE.

CDN Member Definition*

This field allows you to access the [CDN member definition] function key. Through the function key, you can define the CDNs you want to monitor while in supervisor view in the Standard Control DN Statistics Display. This display is accessed through the Queue Statistics Display feature. This field appears only if you have the CCR/EAR MIS option enabled.

Tabular Printer

This field identifies the printer to be used to print the tabular reports in the Report Definition feature. System reports are also sent to this printer. If a printer has not been assigned, the report goes to the default tabular printer defined in the Miscellaneous Options feature.

In Meridian MAX 10, you must select a local printer that has the “MTE Generic Printer” type as the tabular printer. For more information, refer to the “Introducing Meridian MAX” chapter, “Printing in Meridian MAX 10” section.

If a default printer is not defined in the user’s profile and the Local Printer Override is disabled, the tabular reports are sent to system default printer defined in the Miscellaneous Options feature. If a printer is not defined in the Miscellaneous Options feature or the user’s profile and the Local Printer Override is disabled, the reports cannot be printed.

> ***Note:*** Data stream output devices cannot be used as default tabular printers.

Graphic Printer

This field identifies the printer to be used to print the graphic reports in the Report Definition feature. System reports are also sent to this printer. If a printer is not assigned, the report goes to the system default graphic printer defined in the Miscellaneous Options feature.

If a default printer is not defined in the user's profile and the Local Printer Override is disabled, the graphic reports are sent to system default printer defined in the Miscellaneous Options feature. If a printer is not defined in the Miscellaneous Options feature or the user's profile and the Local Printer Override is disabled, the reports cannot be printed.

Note: Data stream output devices cannot be used as the default graphic printer.

Chapter 7: Queue Statistics Display

The Queue Statistics Display feature provides access to real-time statistics displays to monitor the performance of the queues and agent positions.

This chapter describes the standard queue statistics displays that come predefined in your Meridian MAX. This feature, however, can also be used to access the customized queue statistic displays created through the Display Definition feature. For more information on designing customized screens, refer to the “Display Definition” chapter.

Accessing this feature

To access this feature, select *“Queue Statistics Display”* from the main menu.

After logging on to the system, the system shows the default display defined in the *Default Queue Display* field of your profile. The display on the screen when you leave this feature is the display that reappears when you use this feature again, providing you do not log off first. If you log off and log back on, the default display reappears.

Using supervisor and global views

Statistics can be viewed in a supervisor or global format.

The supervisor view shows statistics for a specific supervisor. This view presents the information required to manage staff and accommodate fluctuations in call traffic.

The global view shows information on all queues in the system. This view gives an overall indication of how the ACD operation is performing. The global view might not appear on your menu if your system administrator has restricted its use through the Supervisor Definition feature.

Interpreting displays

The way you interpret the statistics on the queue statistics displays is influenced by whether you have MQA enabled. You must also pay attention to the *Service Level %* and *Average Delay* fields. The goal is to have a high service level and a low average delay.

Interpreting displays with MQA enabled

If MQA is enabled, the real-time displays show an agent in multiple queues. However, in most cases, the statistics are only pegged to the in-use queue. The exceptions in the queue statistics displays are the position statistics shown in the *Staffed*, *Spare*, and *Waiting* fields. The spare statistics are pegged against the primary queue. The staffed and waiting statistics are pegged against all the queues being serviced. For more information on the primary and in-use queues, refer to the “Using Multiple Queue Assignment” chapter.

Watching the service level and average delay

The average delay fluctuates for reasons such as agent expertise, working procedures, special events, the type of calls, service offered, and the volume of traffic in the queue.

In Figure 7-1, the Sales queue has a service level of 95 percent. That is, 95 percent of calls are answered or abandoned within the defined threshold. The average delay for that queue is only five seconds, meaning that customers wait five seconds before their calls are answered. There are also no calls waiting in this queue. Finally, only two calls were abandoned during the last 10 minutes.

The Inquiry queue is answering only 75 percent of the calls within the defined threshold, after an average 15-second delay. There are 11 calls waiting in the queue. Twenty calls have also been abandoned during the last 10 minutes. The performance of this queue might seem less than satisfactory. However, the 8 agents in the Inquiry queue answered the same number of calls as the 10 agents in the Sales queue.

Figure 7-1
Standard Tabular ACD-DN Display—supervisor view

12:00:00

Standard Tabular ACD-DN Display - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
Sales	5	95	2	100	0	0	10	5
Service	7	90	10	50	2	7	7	0
Inquiry	**15**	**75**	20	100	**11**	7	0	15
Maint.	1	100	0	23	0	7	0	0
Mktg.	8	91	3	50	4	7	3	7

Position Status Counts

ACD-DN	STAFFED	SPARE	ACD CALL	NOT READY	WAITING	DN CALL
Sales	10	5	5	2	1	2
Service	5	10	3	1	0	1
Inquiry	8	7	6	2	0	0
Maint.	5	10	1	4	0	0
Mktg.	12	4	6	6	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Using thresholds

In order to alert supervisors to potential problems, the following fields are highlighted on the queue statistics displays when established thresholds are reached:

- *Average Delay*
- *Service Level %*
- *Calls Waiting*

  Note: If the thresholds for *Average Delay* and *Calls Waiting* are set to zero (0), these statistics are never highlighted. If the threshold for *Service Level %* is set to 100%, this statistic is never highlighted.

These thresholds are set in the Threshold Definition feature described in the “Parameter Administration” chapter.

On monochrome VDTs, the highlight appears in reverse video. On color workstations running MTE, the highlight is indicated by the color set for “Exception” through the Color Customization feature. For more information on Color Customization, refer to the “Color Customization” chapter.

In Figure 7-1, three statistics are highlighted for the Inquiry queue. The *Average Delay* is too high and the *Service Level %* is too low. Too many calls are also waiting to be answered.

Function keys

These function keys are used on all queue statistic displays in this chapter.

Help=Help

This function key provides information regarding the queue statistics display being viewed and its fields.

PF1=Commands

This function key displays a list of commands when pressed. Only commands that are not dimmed can be selected.

Exit

This command closes the queue statistics display and returns you to the main menu.

Supervisor View

This command allows you to view statistics relating to you or other supervisors in your supervisory group. Supervisors are defined in your supervisory group through the [Group member definition] function key in the Profile Maintenance feature or Supervisor Definition feature. This menu item does not appear if the supervisors have not been assigned Meridian 1 supervisor IDs in their profiles.

If your supervisory group has more than one supervisor, the [Next Supervisor] function key appears on the queue statistics display. Press this key to view the statistics for the next supervisor in your group.

This menu item appears dimmed if the display is already in supervisor view. This indicates that it cannot be selected.

Global View

This command allows you to view statistics on all queues in the system. This command is only available if the *Global Statistics* field is enabled in your profile. This menu item appears dimmed if the display is already in global view. This indicates that it cannot be selected.

Select Another Screen Format

This command is used to view another queue statistics display. This can be a standard display, which came predefined with the system, or a customized display created through the Display Definition feature. A pop-up window appears after this function key is pressed with a list of all the queue statistics displays which can be selected.

PF1=Select no command

This function key appears when the Commands pop-up window is displayed. Press this key to remove the Commands menu.

PF2=Enter CC window

This function key appears when the Configuration Control pop-up window is displayed. Press this key to move the cursor into the Configuration Control window to edit the fields.

PF3=Configuration Control

This function key provides access to the Configuration Control features through a window at the bottom of the queue statistics displays. Through this window, you can change threshold values, overflow and interflow targets, recorded announcements, night service parameters, and day and night routing tables. This function key is only available if the "*Real–time Config Control*" field is enabled in your supervisor profile and you have been given permission to use at least one Configuration Control function accessible from the current display. For more information, refer to the "Configuration Control" chapter, "Using Real–time Configuration Control" section.

PF3=Remove CC window

This function key appears when the Configuration Control pop-up window is displayed. It removes the pop-up window and expands the statistics display to its original size.

PF3=No selection

This function key appears when the Configuration Control pop-up window is displayed. Press this key to remove the Configuration Control pop-up window without selecting a configuration control option.

F6=Print

This function key prints a snapshot of the statistics display. The bar segments of a graphic quadrant are printed in shades of gray, distinct patterns, or various colors (if the Color Customization feature is enabled). If the display values option is chosen, the values of the bar segments are printed in boldface over the gray scale or pattern to make it more legible.

Reports can only be printed if a default printer is defined in the user's profile or in the Miscellaneous Options feature. If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to your supervisor default printer.

F7=Agent Display

This function key allows you to toggle to the real-time agent status display. Once you are in an agent status display, the function key changes to [Queue Display] and allows you to toggle back to the current queue statistics display. For more information, refer to the "Agent Status Display" chapter.

F8=Select ACD-DN

This function key allows you to select the ACD-DN you want to view on the Time-Overflow Calls Answered Display.

F10=Next Supervisor

This function key, if available, allows you to display the statistics for the next supervisor in your supervisor group. This function key only appears if more than one supervisor is assigned to your group through the [Group member definition] function key in the Profile Maintenance or Supervisor Definition features.

To display the next supervisor in this group, press the function key. To access a specific supervisor, type the supervisor position ID number and press the function key. Do not press {RETURN} after the ID number.

F10=Display Execution Queue

This function key appears whenever the Configuration Control pop-up window is displayed. It displays the contents of the Configuration Control execution queue.

Standard Tabular ACD-DN Display

The Standard Tabular ACD-DN Display provides real-time queue statistics on the queues and agent positions. The top half of the display allows you to monitor the status of the queues. The bottom half indicates the agent position activity. The statistics are updated every 10, 20, or 30 seconds, depending on the setting of the *Statistics Update Rate* field in your profile.

Figure 7-2
Standard Tabular ACD-DN Display—supervisor view

12:00:00

Standard Tabular ACD-DN Display - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
Sales	5	95	2	100	0	0	10	5
Service	7	90	10	50	2	7	7	0
Inquiry	**15**	**75**	20	100	**11**	7	0	15
Maint.	1	100	0	23	0	7	0	0
Mktg.	8	91	3	50	4	7	3	7

Position Status Counts

ACD-DN	STAFFED	SPARE	ACD CALL	NOT READY	WAITING	DN CALL
Sales	10	5	5	2	1	2
Service	5	10	3	1	0	1
Inquiry	8	7	6	2	0	0
Maint.	5	10	1	4	0	0
Mktg.	12	4	6	6	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Accessing this display

Follow Procedure 7-1 to access the Standard Tabular ACD-DN Display from another queue statistic display.

Procedure 7-1
To access the Standard Tabular ACD-DN Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the *“Select another screen format”* option.
A pop-up window appears.

3 Select the “*Standard Tabular ACD-DN Display*” option.

Function keys

The Standard Tabular ACD-DN Display uses the function keys described in the “Function keys” section at the beginning of this chapter.

Fields (top half)

This section describes the fields in the top half of the Standard Tabular ACD-DN Statistics Display.

ACD-DN

This field identifies the ACD-DN. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It includes both local and network time overflowed calls. CCR controlled calls reflect only the delay at the ACD-DN for this calculation.

The objective is to keep the delay as low as possible. A typical delay objective, for example, may be 20 seconds. This delay is only measured from the time the call enters the queue until it is answered. In Figure 7-2, the Sales and Maintenance queues have low average delays, while the Inquiry queue has the highest.

Service Level %

This field shows the level of service being offered to the customers. It shows the percentage of calls answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. This threshold is defined through the Threshold Definition feature.

The service level also includes all overflowed and CCR-controlled calls where only the delay at the ACD-DN is considered. The objective is to keep this figure as high as possible.

A typical service-level objective is 80 percent; if the maximum delay threshold is set at 20 seconds, this means that 80 percent of all calls were answered or abandoned within 20 seconds. In Figure 7-2, four queues provide very good service. However, only 75 percent of the calls were answered or abandoned within the defined threshold on the Inquiry queue.

Calls Abandoned

This field shows the number of callers, not controlled by CCR, that hung up before reaching an agent. In X11 Release 19 and higher, this field also includes calls abandoned while the queue is in night service.

Calls Answered

This field shows the number of calls answered by agents logged on to the queue, including calls overflowed into this queue from other queues. It is calculated based on the last 10 minutes of queue activity.

Calls Waiting Direct

This field shows the number of calls waiting to be answered by the source queue. It does not include enhanced overflow or CCR calls in queue. In Figure 7-2, the sales and maintenance queues have no calls waiting, while the Inquiry queue has 11 calls waiting.

Calls Waiting Virtual

This field shows the number of calls logically queued to this queue through a day or night routing table, a CCR controlled mode, or both. These calls can be assigned to several queues at the same time. The call is answered by the queue with the first available agent.

Time Overflow In

This field shows the number of calls answered by agents in this queue after being time-overflowed from another queue. These calls overflowed into the queue because agents in the source queue were unavailable.

Time Overflow Out

This field shows the number of calls that were time-overflowed out of this queue and answered at another local or remote queue.

Fields (bottom half)

This section describes the fields associated with the Position Status Counts section in the bottom half of the display.

ACD-DN

This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Staffed

This field shows the number of agents servicing this ACD-DN. If MQA is enabled, this field is incremented by one for each queue the agent is servicing. For example, if the agent is servicing the Sales, Service, and Inquiry queues, the *Staffed* field is incremented for each of these queues.

Spare

This field shows the number of positions that are not currently logged on by an agent. If MQA is enabled, only the primary queue assigned during the previous login is incremented. For example, an agent may be assigned to the Sales, Service, Inquiry, and Maint. queues. The Sales queue is the agent's primary queue. When the agent logs off, only the *Spare* field for the Sales queue is incremented by one.

ACD Call

This field shows the number of agents currently working on ACD calls in this queue. If MQA is enabled, only the in-use queue is incremented.

Not Ready

This field shows the number of agents who are not ready to take calls. This may occur because they have activated the Not Ready key on their set as they handle post-call work. If MQA is enabled, only the in-use queue is incremented.

Waiting

This field shows the number of agents who are currently waiting to take calls or are reserved to take an ACD call such as one from the network. This state is possible only if there are no calls in the queue. If MQA is enabled, all queues being serviced by the agent are incremented. For example, if the agent is waiting for a call from the Sales, Service, Inquiry, and Maint. queues, the *Waiting* field is incremented for each of these queues.

DN Call

This field shows the number of agents currently involved in calls other than ACD calls. These can be calls on DN keys, or calls to or from supervisors. If MQA is enabled, only the in-use queue is incremented.

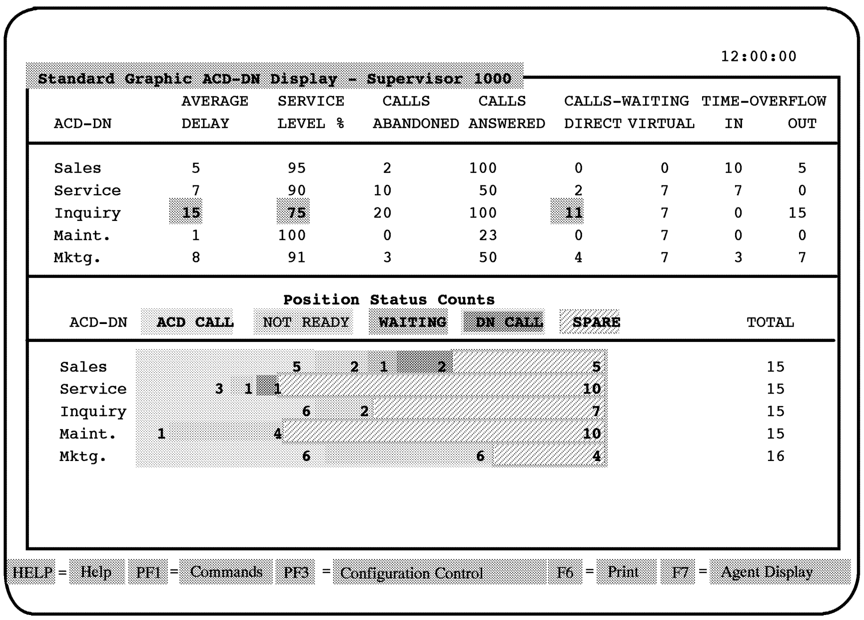
Standard Graphic ACD-DN Display

The Standard Graphic ACD-DN Display indicates the performance of the queues and agent positions in tabular and graphic format. This display consists of two parts. The top half presents the ongoing status of the queues in tabular format. The bottom half indicates the agent position activity in graphic format.

The statistics are updated every 10, 20, or 30 seconds depending on the setting of the *Statistics Update Rate* field in your profile.

Different formats are used to present the graphic data depending on whether you are using a color or monochrome screen. On color screens, the horizontal bars and the graph legend are color-coded. On a monochrome screen, the different statuses are represented by a variety of shades and underlines. The number on each bar is the precise status count for that bar. The graph is scaled so that the queue with the largest number of positions assigned occupies the entire width.

Figure 7-3
Standard Graphic ACD-DN Display—supervisor view


12:00:00

Standard Graphic ACD-DN Display - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS-WAITING DIRECT	CALLS-WAITING VIRTUAL	TIME-OVERFLOW IN	TIME-OVERFLOW OUT
Sales	5	95	2	100	0	0	10	5
Service	7	90	10	50	2	7	7	0
Inquiry	15	75	20	100	11	7	0	15
Maint.	1	100	0	23	0	7	0	0
Mktg.	8	91	3	50	4	7	3	7

Page grid

Accessing this display

Follow Procedure 7-2 to access the Standard Graphic ACD-DN Display from one of the other queue statistic displays.

Procedure 7-2
To access the Standard Graphic ACD-DN Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the *"Select another screen format"* option.
A pop-up window appears.

3 Select the "*Standard Graphic ACD-DN Display"* option.

Function keys

The Standard Graphic ACD-DN Display uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields (top half)

This section describes the fields in the top half of the Standard Graphic ACD-DN Statistics Display.

ACD-DN

This field identifies the ACD-DN. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It includes both local and network time overflowed calls. CCR-controlled calls reflect only the delay at the ACD-DN for this calculation.

Service Level %

This field shows the level of service being offered to the customers. It shows the percentage of calls answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. This threshold is defined through the Threshold Definition feature.

The service level also includes all overflowed and CCR-controlled calls where only the delay at the ACD-DN is considered. The objective is to keep this figure as high as possible.

A typical service-level objective is 80 percent; if the maximum delay threshold is set at 20 seconds, this means that 80 percent of all calls were answered or abandoned within 20 seconds. In Figure 7-2, four queues provide very good service. However, only 75 percent of the calls were answered or abandoned within the defined threshold on the Inquiry queue.

Calls Abandoned

This field shows the number of callers, not controlled by CCR, that hung up before reaching an agent. In X11 Release 19 and higher, this field also includes calls abandoned while the queue is in night service.

Calls Answered

This field shows the number of calls answered by agents logged on to the queue, including calls overflowed into this queue from other queues. It is calculated based on the last 10 minutes of queue activity.

Calls Waiting Direct

This field shows the number of calls waiting to be answered by the source queue. It does not include enhanced overflow or CCR calls in queue. In Figure 7-3, the sales and maintenance queues have no calls waiting, while the Inquiry queue has 11 calls waiting.

Calls Waiting Virtual

This field shows the number of calls logically queued to this queue through a day or night routing table, a CCR controlled mode, or both. These calls can be assigned to several queues at the same time. The call is answered by the queue with the first available agent.

Time Overflow In

This field shows the number of calls answered by agents in this queue after being time-overflowed from another queue. These calls overflowed into the queue after a period of time because agents in the source queue were unavailable.

Time Overflow Out

This field shows the number of calls that were time-overflowed out of this queue and answered at another local or remote queue.

Fields (bottom half)

This section describes the fields associated with the Position Status Counts in the bottom half of the display.

ACD-DN

This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is set in your supervisor profile.

ACD Call

This field shows the number of agents currently working on ACD calls in this queue. If MQA is enabled, only the in-use queue is incremented.

Not Ready

This field shows the number of agents who are not ready to take calls. This can occur because they have activated the Not Ready key on their set as they handle post-call work. If MQA is enabled, only the in-use queue is incremented.

Waiting

This field shows the number of agents who are currently waiting to take calls or reserved to take an ACD call such as one from the network. This state is possible only if there are no calls in the queue. If MQA is enabled, all queues being serviced by the agent are incremented. For example, if the agent is waiting for a call from the Sales, Service, Inquiry, and Maint. queue, the *Waiting* field is incremented for each of these queues.

DN Call

This field shows the number of agents currently involved in calls other than ACD calls. These could be calls on DN keys, or calls to or from supervisors. If MQA is enabled, only the last in-use queue is incremented.

Spare

This field shows the number of positions that are not currently logged on by an agent. If MQA is enabled, only the primary queue assigned during the previous logon is incremented. For example, an agent can be assigned to the Sales, Service, Inquiry, and Maint. queue. The Sales queue is the agent's primary queue. When the agent logs off, only the *Spare* field for the Sales queue is incremented by one.

Total

This field shows the total of the five fields (*ACD Call, Not Ready, Waiting, DN Call,* and *Spare*) on the screen.

This total can fluctuate as agents go in and out of the Consult or Not Available states. For example, if an agent goes from an ACD-DN call state to a Consult state, the total is reduced by one because there is no field on the screen to show the consult state.

Standard Network Call Display

The Standard Network Call Display allows you to monitor statistics on calls sent or received across the network by your queues.

The display is divided into two parts. The top half, called Network Overflow-In Calls, monitors statistics on calls received from other Meridian 1 nodes in the network. The bottom half, called Network Overflow-Out Calls, monitors statistics on calls rerouted to other Meridian 1 nodes in the network from your queues.

The NACD option must be enabled to use this display. If your Meridian 1 system is not equipped with the ISDN package, zeros appear in all the fields.

Figure 7-4
Standard Network Call Display

Report Ready 12:00:00

Standard Network Call Display - Global View

Network Overflow-In Calls

ACD-DN	AVERAGE DELAYS NODAL	AVERAGE DELAYS TOTAL	SERVICE LEVEL %	CALLS ANSWERED	CALLS WAITING
555-2885	0	0	0	0	0
555-2888	14	26	83	5	2
555-2890	0	0	0	0	9
555-2891	0	0	0	0	0
555-2896	0	0	0	0	0

Network Overflow-Out Calls

ACD-DN	AVERAGE DELAY	CALLS NETWORKED	CALLS ABANDONED	CALLS ANSWERED	CALLS WAITING
555-2885	0	0	0	0	0
555-2888	40	8	1	7	1
555-2890	0	0	0	0	0
555-2891	0	0	0	0	0
555-2896	0	0	0	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Accessing this display

Follow Procedure 7-3 to access the Standard Network Call Display from one of the other queue statistic displays.

Procedure 7-3
To access the Standard Network Call Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the "*Select another screen format*" option.
A pop-up window appears.

3 Select the "*Standard Network Call Display*" option.

Function keys

The Standard Network Call Display uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields (top half)

This section describes the fields associated with the Network Overflow-In Calls in the top half of the display.

ACD-DN

This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by your supervisor profile.

Average Delay Nodal

This field shows the average delay between when a call was offered to your ACD-DN and when it was answered by one of your agents. It is the portion of the total delay for which you are responsible. This value is also used to calculate the service level percentage.

Average Delay Total

This field shows the total average delay experienced by your callers. It includes both the time waiting at the originating ACD-DN and the time waiting at your ACD-DN.

Service Level %

This field shows the number of calls answered or abandoned within the number of seconds specified by the maximum delay threshold. Only the time a call spent waiting to be answered by your ACD-DN is considered.

Calls Answered
This field shows the number of network calls answered by your ACD-DN.

Calls Waiting
This field shows the number of network calls still waiting to be answered by your ACD-DN.

Fields (bottom half)
This section describes the fields associated with the Network Overflow-Out Calls at the bottom half of the display.

ACD-DN
This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile. NACD highlights an ACD-DN if it is offering calls to the network.

Average Delay
This field shows total average delay experienced by your callers. It includes both the time waiting in your node and the time waiting in the network.

Calls Networked
This field shows the number of calls offered to the network.

Calls Abandoned
This field shows the number of calls abandoned after having been offered to the network.

Calls Answered
This field shows the number of calls answered at another node after being offered to the network. A call, which is offered to the network, can be answered locally and not included in this field value.

Calls Waiting
This field shows the number of calls offered to the network still waiting to be answered. NACD highlights this value if the number of network calls received from the network exceeds the defined threshold. This value is not highlighted for calls overflowing to the network.

Standard Control DN Display

The Standard Control DN Display allows you to monitor the ongoing status of the CDNs.

Certain prerequisites are required before you can use the supervisor view to monitor these statistics. These include the following:

- You must have the CCR/EAR MIS option running on the Meridian 1 switch.
- The *CDN Member Definition* field must be enabled in your profile.
- You must define the list of CDNs that you want to monitor. This list is defined in your profile by using the [CDN Member Definition] function key. The CDNs you entered in the list are only validated against the switch CDNs when the Standard Control DN Display appears. This means that only the valid switch CDNs are shown on this display. For more information on creating this list, refer to the “Profile Maintenance” chapter, “Function keys” section, or the “Parameter Administration” chapter, “Supervisor Definition” section.

The CDN can be in default mode or controlled mode.

If it is in default mode, calls to the CDN terminate to the CDN’s default ACD-DN. Consequently, the statistics for a CDN in default mode appear within the default ACD-DN’s statistics. CDNs in default mode are indicated by a diamond indicator (♦) to the right of the CDN’s name/number. (The Ω symbol appears instead of the diamond if you are using MTE 6 or higher.)

If the CDN is in controlled mode, the CCR/EAR application directs the treatment of the calls. The *Call Termination: Busy* field includes statistics from a CDN in default mode. All other fields show only the statistics for CDNs in controlled mode. For more information on CDN default mode and controlled mode, refer to the *CCR User Guide* (P0729367).

All the fields, except the *Calls Waiting* field, use data received during the previous 10 minutes to calculate the values displayed. These calculations are repeated each time the display is updated. The ♦ (or Ω) indicator and the *Calls Waiting* field, however, indicate the current status.

The information on the screen is updated every 10, 20, or 30 seconds depending on the setting of the *Statistics Update Rate* field in your profile.

When thresholds are exceeded, an exception state is indicated on the display. On monochrome VDTs, this exception is indicated in reverse video. On color workstations running the Meridian Terminal Emulator, the exception condition is indicated by the color you set for “Exception” through the Color Customization feature. For more information on Color Customization, refer to the “Color Customization” chapter. For more information on setting thresholds, refer to the “Parameter Administration” chapter, “Threshold Definition” section.

Figure 7-5
Standard Control DN Display

12:00:00

Standard Control DN Display - Supervisor 3702

				------------	CALL TERMINATION	-------------			
CDN	AVERAGE DELAY	SERVICE LEVEL %	CALLS WAITING	ABANDON	ANSWER	BUSY	ROUTE	DISCONNECT	DEFAULT
500	426	7	1	2	13	0	0	0	0
503	0	100	0	0	0	0	0	0	1
504	794	0	0	1	5	0	0	0	0
508	486	33	0	1	5	0	0	0	0
509	0	0	0	1	0	0	0	0	0
512	578	0	0	0	10	0	0	0	0
513	0	100	0	0	0	0	0	0	2
514	709	15	0	1	12	0	0	0	0
516	0	0	0	4	0	0	0	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Accessing this display

Follow Procedure 7-4 to access the Standard Control DN Display from one of the other queue statistic displays.

Procedure 7-4
To access the Standard Control DN Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the "*Select another screen format*" option.
A pop-up window appears.

3 Select the "*Standard Control DN Display*" option.

Function keys

The Standard Control DN Display feature uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields

This section describes the fields associated with the Standard Control DN Display. These fields apply to local and networked CDN calls.

CDN

This field identifies the CDN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name depending upon the CDN's definition.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It is calculated based on data from the previous 10 minutes. The number of calls being used in this calculation are shown in the *Call Termination: Answered* field.

Service Level %

This field shows the percentage of CDN calls that were answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. It is calculated for the last 10 minutes of CDN activity. The system administrator sets the maximum delay threshold through the Threshold Definition feature. A typical service-level objective is 80 percent; if the maximum delay threshold is set at 20 seconds, this means that 80 percent of all calls are answered or abandoned within 20 seconds.

Calls Waiting

This field shows the number of calls in queue at the Control DN. Incoming calls to a CDN operating in default mode do not queue at the CDN, so they are not reflected in this field.

Call Termination: Abandoned

This field shows the number of calls accepted by a CDN in controlled mode that were not answered because the caller hung up.

Call Termination: Answered

This field shows the number of calls accepted by a CDN in controlled mode that were answered.

Call Termination: Busy

This field shows the number of CDN calls that received the “Force Busy” CCR script and command, plus the number of calls that were busy because of the call ceiling. The CDN can be in default or controlled mode. Force busy only applies to controlled calls, while the call ceiling only applies to default calls.

Call Termination: Route

This field shows the number of CDN calls that were given the “Route To” or “Give IVR” CCR script and command, and were then transferred to an IVR application.

Call Termination: Disconnect

This is the number of CDN calls given the “Force Disconnect” CCR script and command.

Call Termination: Default

This field shows the total number of calls directed to the default ACD-DN. A diamond icon appears to the right of the CDN when it is in default mode.

Standard Tabular ACD-DN Display 2

The Standard Tabular ACD-DN Display 2 provides real-time queue statistics on the queues and agent position activity. This display differs from the Standard Tabular ACD-DN Display because it provides a field, *Not Avail*, which shows the number of agents unavailable to take calls.

In all other aspects, the Standard Tabular ACD-DN Display 2 is identical to the Standard Tabular ACD-DN Display. The data, presented in tabular format, consists of two parts. The top half allows you to monitor the ongoing status of the queues. The bottom half, called Position Status Counts 2, indicates the activities of the agents.

The statistics are also updated every 10, 20, or 30 seconds depending on the setting of the *Statistics Update Rate* field in your profile.

Figure 7-6
Standard Tabular ACD-DN Display 2—supervisor view

12:00:00

Standard Tabular ACD-DN Display 2 - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
Sales	5	95	2	100	0	0	10	5
Service	7	90	10	50	2	7	7	0
Inquiry	**15**	**75**	20	100	**11**	7	0	15
Maint.	1	100	0	23	0	7	0	0
Mktg.	8	91	3	50	4	7	3	7

Position Status Counts 2

ACD-DN	STAFFED	SPARE	ACD CALL	NOT READY	NOT AVAIL	WAITING	DN CALL
Sales	10	5	5	2	5	1	2
Service	5	10	3	1	5	1	1
Inquiry	8	7	6	2	4	1	0
Maint	5	10	1	4	5	1	0
Mktg.	12	4	6	6	5	1	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Page grid

Accessing this display

Follow Procedure 7-5 to access the Standard Tabular ACD-DN Display 2 from another queue statistic display.

Procedure 7-5
To access the Standard Tabular ACD-DN Display 2

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the *"Select another screen format"* option.
A pop-up window appears.

3 Select the "*Standard Tabular ACD-DN Display 2*" option.

Function keys

The Standard Tabular ACD-DN Display 2 uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields (top half)

This section describes the fields in the top half of the Standard Tabular ACD-DN Statistics Display 2.

ACD-DN

This field identifies the ACD-DN. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It includes both local and network time overflowed calls. CCR-controlled calls reflect only the delay at the ACD-DN for this calculation.

The objective is to keep the delay as low as possible. A typical delay objective, for example, may be 20 seconds. This delay is only measured from the time the call enters the queue until it is answered. In Figure 7-6, the sales and maintenance queues have low average delays, while the Inquiry queue has the highest.

Service Level %

This field provides an indication of the level of service being offered to the customers. It shows the percentage of calls answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. This threshold is defined through the Threshold Definition feature.

The service level also includes all overflowed and CCR-controlled calls where only the delay at the ACD-DN is considered. The objective is to keep this figure as high as possible.

A typical service-level objective is 80 percent; if the maximum delay threshold is set at 20 seconds, this means that 80 percent of all calls were answered or abandoned within 20 seconds. In Figure 7-6, four queues provide very good service. However, only 75 percent of the calls were answered or abandoned within the defined threshold on the Inquiry queue.

Calls Abandoned

This field shows the number of callers, not controlled by CCR, that hung up before reaching an agent. In X11 Release 19 and higher, this field also includes calls abandoned while the queue is in night service. In Figure 7-6, only two calls were abandoned on the Sales queue, compared to 20 on the Inquiry queue. The delay on the Inquiry queue was probably too long for these callers.

Calls Answered

This field shows the number of calls answered by agents logged on to the queue, including calls overflowed into this queue from other queues. It is calculated based on the last 10 minutes of queue activity.

Calls Waiting Direct

This field shows the number of calls waiting to be answered by the source queue. It does not include enhanced overflow or CCR calls in queue. In Figure 7-6, the sales and maintenance queues have no calls waiting, while the Inquiry queue has 11 calls waiting.

Calls Waiting Virtual

This field shows the number of calls logically queued to this queue through a day or night routing table, a CCR controlled mode, or both. These calls can be assigned to several queues at the same time. The call is answered by the queue with the first available agent.

Time Overflow In

This field shows the number of calls answered by agents in this queue after being time-overflowed from another queue. These calls overflowed into the queue after a period of time because agents in the source queue were unavailable.

Time Overflow Out

This field shows the number of calls that were time-overflowed out of this queue and answered at another local or remote queue.

Fields (bottom half)

This section describes the fields associated with the Position Status Counts 2 section in the lower half of the display.

ACD-DN

This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Staffed

This field shows the number of agents servicing this ACD-DN. If MQA is enabled, this field is incremented by one for each queue the agent is servicing. For example, if the agent is servicing the Sales, Service, and Inquiry queues, the *Staffed* field is incremented for each of these queues.

Spare

This field shows the number of positions that are not currently logged on by an agent. If MQA is enabled, only the primary queue assigned during the previous logon is incremented. For example, an agent can be assigned to the Sales, Service, Inquiry, and Maint. queue. The Sales queue is the agent's primary queue. When the agent logs off, only the *Spare* field for the Sales queue is incremented by one.

ACD Call

This field shows the number of agents currently working on ACD calls in this queue. If MQA is enabled, only the in-use queue is incremented.

Not Ready

This field shows the number of agents who are not ready to take calls. This can occur because they have activated the Not Ready key on their set as they handle post-call work. If MQA is enabled, only the in-use queue is incremented.

Not Avail

This field shows the number of agents unavailable to take calls. Agents are unavailable if they are on an ACD-related call or DN-related call in another queue they are servicing. They are also unavailable if they are in a consult state, not ready state, or reserved state.

If MQA is enabled, this field is incremented once for each queue the agent is logged in to but cannot service while handling a call in another queue.

For example, an agent can be servicing the Sales, Service, and Inquiry queues. The *Not Avail* field in the Sales and Service queues are incremented by one while the agent handles a call in the Inquiry queue.

If MQA is not enabled, zero appears in the *Not Avail* fields because the agents are only servicing one queue.

Waiting

This field shows the number of agents who are currently waiting to take calls or are reserved to take an ACD call such as one from the network. This state is possible only if there are no calls in the queue. If MQA is enabled, all queues being serviced by the agent are incremented. For example, if the agent is waiting for a call from the Sales, Service, Inquiry, and Maint. queue, the *Waiting* field is incremented for each of these queues.

DN Call

This field shows the number of agents currently involved in calls other than ACD calls. These can be calls on DN keys, or calls to or from supervisors. If MQA is enabled, only the in-use queue is incremented.

Standard Graphic ACD-DN Display 2

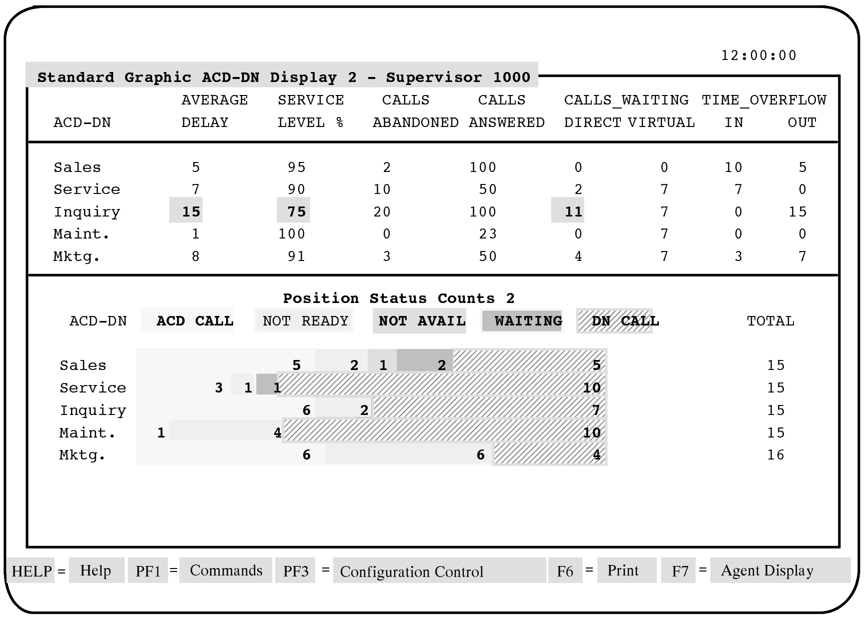
The Standard Graphic ACD-DN Display 2 indicates the performance of the queues and agent position activity in tabular and graphic format. It differs from the Standard Graphic ACD-DN Display because the *Spare* field has been removed and the *Not Avail* field has been added.

In all other aspects, this display is identical to the Standard Graphic ACD-DN Display. This display also consists of two parts. The top portion presents the ongoing status of the queues in tabular format. The bottom half, called Position Status Counts 2, indicates the activities of the agents in graphic format.

The statistics are updated every 10, 20, or 30 seconds depending on the setting of the *Statistics Update Rate* field in your profile.

Different formats are used to present the graphic data depending on whether you are using a color or monochrome screen. On color screens, the horizontal bars and the graph legend are color-coded. On a monochrome screen, the different statuses are represented by a variety of shades and underlines. The number on each bar is the precise status count for that bar. The graph is scaled so that the queue with the largest number of positions assigned occupies the entire width.

Figure 7-7
Standard Graphic ACD-DN Display 2—supervisor view


12:00:00

Standard Graphic ACD-DN Display 2 - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
Sales	5	95	2	100	0	0	10	5
Service	7	90	10	50	2	7	7	0
Inquiry	15	75	20	100	11	7	0	15
Maint.	1	100	0	23	0	7	0	0
Mktg.	8	91	3	50	4	7	3	7

Accessing this display

Follow Procedure 7-6 to access the Standard Graphic ACD-DN Display 2 from one of the other queue statistic displays.

Procedure 7-6
To access the Standard Graphic ACD-DN Display 2

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the "*Select another screen format*" option.
A pop-up window appears.

3 Select the "*Standard Graphic ACD-DN Display 2*" option.

Function keys

The Standard Graphic ACD-DN Display 2 uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields (top half)

This section describes the fields in the top half of the Standard Graphic ACD-DN Statistics Display 2.

ACD-DN

This field identifies the ACD-DN. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It includes both local and network time-overflowed calls. CCR-controlled calls reflect only the delay at the ACD-DN for this calculation.

Service Level %

This field provides an indication of the level of service being offered to the customers. It shows the percentage of calls answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. This threshold is defined through the Threshold Definition feature.

The service level also includes all overflowed and CCR-controlled calls where only the delay at the ACD-DN is considered. The objective is to keep this figure as high as possible.

A typical service-level objective is 80 percent; if the maximum delay threshold is set at 20 seconds, this means that 80 percent of all calls were answered or abandoned within 20 seconds. In Figure 7-6, four queues provide very good service. However, only 75 percent of the calls were answered or abandoned within the defined threshold on the Inquiry queue.

Calls Abandoned

This field shows the number of callers, not controlled by CCR, that hung up before reaching an agent. In X11 Release 19 and higher, this field also includes calls abandoned while the queue is in night service. In Figure 7-7, only two calls were abandoned on the Sales queue, compared to 20 on the Inquiry queue. The delay on the Inquiry queue was probably too long for these callers.

Calls Answered

This field shows the number of calls answered by agents logged on to the queue, including calls overflowed into this queue from other queues. It is calculated based on the last 10 minutes of queue activity.

Calls Waiting Direct

This field shows the number of calls waiting to be answered by the source queue. It does not include enhanced overflow or CCR calls in queue. In Figure 7-7, the sales and maintenance queues have no calls waiting, while the Inquiry queue has 11 calls waiting.

Calls Waiting Virtual

This field shows the number of calls logically queued to this queue through a day or night routing tables, a CCR controlled mode, or both. These calls can be assigned to several queues at the same time. The call is answered by the queue with the first available agent.

Time Overflow In

This field shows the number of calls answered by agents in this queue after being time-overflowed from another queue. These calls overflowed into the queue after a period of time because agents in the source queue were unavailable.

Time Overflow Out

This field shows the number of calls that were time-overflowed out of this queue and answered at another local or remote queue.

Fields (bottom half)

This section describes the fields associated with the Position Status Counts 2 section in the bottom half of the display.

ACD-DN

This field identifies the ACD-DN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

ACD Call

This field shows the number of agents currently working on ACD calls. If MQA is enabled, only the in-use queue is incremented.

Not Ready

This field shows the number of agents who are not ready to take calls. This can occur because they have activated the Not Ready key on their set as they handle post-call work. If MQA is enabled, only the in-use queue is incremented.

Not Avail

This field shows the number of agents unavailable to take calls. Agents are unavailable if they are on an ACD-related call or DN-related call in another queue they are servicing. They are also unavailable if they are in a consult state, not ready state, or reserved state.

If MQA is enabled, this field is incremented once for each queue the agent is logged on to but cannot service while handling a call in another queue.

For example, an agent can be servicing the Sales, Service, and Inquiry queues. The *Not Avail* field in the Sales and Service queues are incremented by one while the agent handles a call in the Inquiry queue.

If MQA is not enabled, zero appears in the *Not Avail* fields because the agents are only servicing one queue.

Waiting

This field shows the number of agents who are currently waiting to take calls or reserved to take an ACD call such as one from the network. This state is possible only if there are no calls in the queue. If MQA is enabled, all queues being serviced by the agent are incremented. For example, if the agent is waiting for a call from the Sales, Service, Inquiry, and Maint. queue, the *Waiting* field is incremented for each of these queues.

DN Call

This field shows the number of agents currently involved in calls other than ACD calls. These can be calls on DN keys, or calls to or from supervisors. If MQA is enabled, only the in-use queue is incremented.

Total

This field shows the total of the five fields (*ACD Call, Not Ready, Not Avail, Waiting,* and *DN Call*) on the screen. This total can fluctuate as agents go in and out of the consult state or as they log on and off. For example, if an agent goes from an ACD-DN call state to a consult state, the total is reduced by one because there is no field on the screen to reflect the consult state.

Standard Network CDN Call Display

The Standard Network CDN Call Display allows you to monitor the ongoing status of the CDNs being received locally or sent out to the network.

The display is divided into two parts. The top half is a duplicate of the Standard Control DN Display described in the “Standard Control DN Display” section in this chapter. It is provided on this screen to allow you to monitor the ongoing status of the CDNs being received. The bottom half, called Network CDN Out Calls, allows you to monitor the ongoing status of the outgoing network CDN calls sent from the source node to the network.

A CDN call is considered a network CDN call while it is queued at a Routing DN. A Routing DN is a dummy queue with a night routing table but no positions. The Routing DN queues the CDN call to other Meridian 1 systems on the network. This allows the call to be answered by any queue at another Meridian 1. Once the call is dequeued from the remote targets, it is no longer considered to be a network CDN call. At this point, it is considered to be a local CDN call.

The NACD and CCR options must be enabled to use this display. The Meridian 1 Report Control option for the CDNs and the Routing DNs must also be enabled to allow reports to be created on the network CDN calls. If your Meridian 1 is not equipped with the ISDN package, zeros appear in all the fields.

Figure 7-8
Standard Network CDN Call Display

12:00:00

Standard Network CDN Call Display - Global View

CDN	AVERAGE DELAY	SERVICE LEVEL %	CALLS WAITING	CALL TERMINATION ABANDON	ANSWER	BUSY	ROUTE	DISCONNECT	DEFAULT
500	426	7	1	2	13	0	0	0	0
503	0	100	0	0	0	0	0	0	0
504	794	0	0	1	5	0	0	0	0
508	486	33	0	1	5	0	0	0	0
509	0	0	0	1	0	0	0	0	0
512	578	0	0	0	10	0	0	0	0

Network CDN Out Calls

CDN	AVERAGE DELAY	CALLS NETWORKED	CALLS ABANDONED	CALLS ANSWERED	CALLS WAITING
500	0	0	0	0	0
503	0	0	0	0	0
504	0	0	0	0	0
508	0	0	0	0	0
509	0	0	0	0	0
512	0	0	0	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Accessing this display

Follow Procedure 7-7 to access the Standard Network CDN Call Display from one of the other queue statistic displays.

Procedure 7-7
To access the Standard Network CDN Call Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the "*Select another screen format*" option.
A pop-up window appears.

3 Select the "*Standard Network CDN Call Display*" option.

Function keys

The Standard Network CDN Call Display uses the function keys described in the "Function keys" section at the beginning of this chapter.

Fields (top half)

This section is a duplicate of the Standard Control DN Display. For field descriptions, refer to the “Standard Control DN Display” section in this chapter.

Fields (bottom half)

This section describes the fields associated with the Standard Network CDN Call Display at the bottom half of the display.

CDN

This field identifies the CDN. It can be shown as a number in the format ###-####, or as the first eight characters of its defined name, depending upon the CDN’s definition.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their network CDN calls were answered. It includes the time waiting at the source node and the network. It is calculated based on data from the previous 10 minutes. The number of calls being used in this calculation is shown in the *Calls Answered* field.

Calls Networked

This field shows the number of network CDN calls offered to the network. If a network CDN call is queued and later dequeued from a Routing DN, it is still pegged in this field because it is pegged the moment the call is offered to the network. It is also pegged again to this field if the same network call is requeued to the same or any other Routing DN.

Calls Abandoned

This field shows the number of network CDN calls abandoned while being offered to the network.

Calls Answered

This field shows the number of network CDN calls offered to the network and answered remotely.

Calls Waiting

This field shows the number of network CDN calls offered to the network that are still waiting to be answered.

Time-Overflow Calls Answered Display

The Time-Overflow Calls Answered Display allows you to monitor statistics on calls that have flowed into the overflow queue after exceeding the time threshold in another queue. The NACD option must be enabled to use this display.

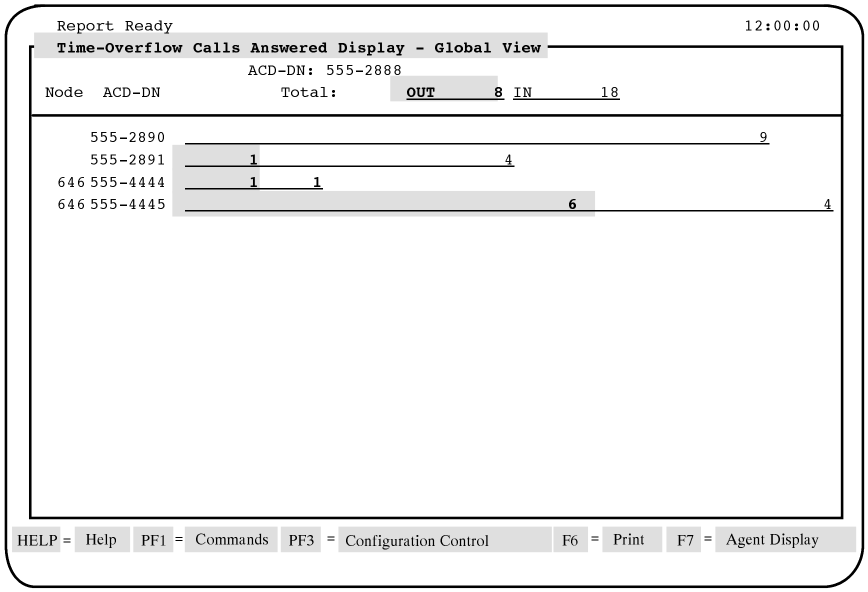
To view statistics for a specific ACD-DN, press [Select ACD-DN]. A list of ACD-DNs in your system appears. Select an ACD-DN from the list. A graphical display is shown of all the ACD-DNs on the network that are sending or receiving calls from the ACD-DN you selected.

In Figure 7-9, statistics are gathered for ACD-DN 555-2888. The *Out* field shows that eight calls overflowed out to other ACD-DNs. The *In* field shows that 18 calls were received from other ACD-DNs. Thirteen of these calls came from ACD-DN 555-2890 and ACD-DN 555-2891. Five calls came from node 646.

The Routing DNs, which are dummy queues with night routing tables but no positions, are treated in a unique fashion on this display. The Routing DN queues the CDN call to other Meridian 1 systems on the network. These calls are considered to be Network CDN calls.

When a Routing DN is selected, the display shows all calls that were answered after overflowing out of the Routing DN to another remote ACD-DN. It never shows calls that overflowed into the Routing DN because calls are not answered at a Routing DN. When a Routing DN is used with CCR, the Meridian 1 only overflows to the remote ACD-DN in day service. It ignores any local ACD-DNs and ACD-DNs in night service that appear in the Routing DN's night routing table.

Figure 7-9
Time-Overflow Calls Answered Display



Accessing this display

Follow Procedure 7-8 to access the Time-Overflow Calls Answered Display from one of the other queue statistic displays.

Procedure 7-8
To access the Time-Overflowed Calls Answered Display

1 Press [Commands] on the queue statistics display.
A pop-up window appears.

2 Choose the *"Select another screen format"* option.
A pop-up window appears.

3 Select the *"Time-Overflow Calls Answered Display"* option.
The Time-Overflow Calls Answered Display appears. A pop-up window also appears with a list of ACD-DNs.

4 Select an ACD-DN from the list.
The system shows all the ACD-DNs on the network which are sending or receiving calls from the ACD-DN you selected.

5 To view another ACD-DN, press [Select ACD-DN] and the list of ACD-DNs reappears.
A pop-up window appears.

Function keys

The Time-Overflow Calls Answered Display feature uses the function keys described in the “Function keys” section at the beginning of this chapter.

Fields

This section describes the fields associated with the Time-Overflow Calls Answered Display.

Node

This field identifies the node associated with the ACD-DN (identified in the next field). This field is blank for local ACD-DNs.

ACD-DN

This field identifies the ACD-DN. It can be shown as a name if the ACD-DN is local. It can also be shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your login profile record.

Total: Out

This field identifies the total number of calls that time-overflowed out of the ACD-DN and were answered by predefined target queues in the network. In Figure 7-9, this is ACD-DN 555-2888.

Total: In

This field identifies the total number of calls that were time-overflowed and answered by the ACD-DN, which was defined as a target queue for other queues in the network. In Figure 7-9, this is ACD-DN 555-2888.

Chapter 8: Using Multiple Queue Assignment

Multiple Queue Assignment (MQA) allows an agent to service up to five ACD-DNs simultaneously. Without MQA, agents can service only the one ACD-DN associated with the phoneset onto which they logged on.

MQA also allows agents to

- specify the ACD-DNs, supervisors, and priorities they want to use to answer calls
  These are specified when the agent logs on to the set. These values can only be changed through the Configuration Control feature or by logging off and logging back on.
- move from one phoneset to another
  By entering their agent ID into a phone set, the phantom DNs assigned to the agents can follow them to their new phonesets. This can be done if the Phantom TN Option 254 is equipped, the MQCF prompt in Overlay 23 is set to Yes, and the phantom TNs are defined.

MQA requirements

There are several requirements for using MQA with Meridian MAX:

- The minimum system requirements to use MQA are Meridian MAX 7 and X11 Release 21.23 or higher.
- You must have one of the following Meridian Modular phonesets: M2008, M2216, or M2616 with Special Application Displays modules. Other sets are supported in MQA environments, but they are restricted to single-queue operation as assigned through the administration interface or through Meridian MAX Configuration Control. The supported displays are NT2K25YL, NT2K28AA, NT2K26XJ, NT2K27XJ, NT2K5VH, and NT2K24SA.
- MQA Option 297 must be equipped.

- Meridian Modular sets Option 170 and Digital Sets Option 88 must be equipped with the international firmware that supports the ACD screen enhancements introduced in Release 15.

Installing MQA

The MQA-related prompts are set in Overlay program 23. For more information, refer to the *Meridian X11 Administration Programs* (P0820915).

There are several requirements for installing MQA:

- Only one Meridian MAX customer is allowed per system. That customer must use the Agent ID logon mode.
- The High-Speed Link must be disabled before programming MQA. To disable the link, enter the following command in Overlay 48:

  .DIS HSL
  .DIS SDI High

  Then, disable the TTY port number in LD37:
  .DIS TTY x

  Enter **Y** when this prompt appears:
  Is this the HSL? (Y/N)
- The following MQA-related prompts only appear in Overlay 23 if the MQA Option 297 is equipped and the AID prompt is set to Yes.
  - The MQA prompt in Overlay 23 must be set to Yes.
  - If agents are allowed to specify their supervisors during logon, the MQAS prompt in Overlay 23 must be set to Yes.
  - If agents are allowed to specify their priorities during logon, Priority Agent Option 116 must be equipped. The MQAP option in Overlay 23 must also be set to Yes.
  - If the agents' non-ACD calls are to be forwarded automatically, Phantom TN Option 254 must be equipped. The MQCF prompt in Overlay 23 must be set to Yes, and the phantom DNs must be defined.

- After the prompts in Overlay 23 are set, enable the TTY port number in LD37:
  .ENL TTY x
- Enable the High-Speed Link in Overlay 48 by entering the following commands:

  .ENL SDI High
  ENL HSL

  The system responds with the prompt:

  NRDY

  Log off of the TTY for the HSL to be enabled.

  The MQA configuration is complete when the High-Speed Link is reenabled.

Using MQA

There are several requirements for using the MQA feature:

- The Meridian MAX must be running.
- For an agent to specify priorities during logon, the Priority Agent Option 116 must be equipped.
- The High-Speed Link must be up.
  If the High-Speed Link goes down, agents can still log on as MQA agents. Agents who were already logged on when the link went down will still be recognized by the Meridian MAX when the link is restored.
- The agents must log on to their phonesets. Based on how MQA was programmed in LD23, the agents can specify their ACD-DNs, supervisors, and priorities during logon.
- After a system sysload and initialization, the Meridian MAX must be up before MQA agents can log on again.
- All queues used in MQA must also have the Report Control option enabled on the Meridian 1.

Disabling MQA

There are several requirements for disabling MQA:

- The High-Speed Link must be disabled. To disable the link, enter the following command in Overlay 48:

  .DIS HSL
  .DIS SDI High

  Then, disable the TTY port number in LD37:
  .DIS TTY x

- The MQAS, MQAP, and MQCF prompts in Overlay 23 must be set to No.
- The MQA prompt in Overlay 23 must be set to No.
- After the MQA prompt is deactivated, the agents continue to operate as MQA agents until they log off. However, when they log back on, they cannot be able to use MQA.

Logging on the agents

This section describes the techniques that agents can follow to log on to their phonesets with MQA.

Techniques to log on

Before logging on to their phonesets using MQA, the agents should know the following points:

- To log on to a phoneset, an agent begins by pressing the Incalls key and entering his or her agent ID.

- A "#" sign is entered after each entry. A final # sign is entered to indicate completion of the logon process. To assign a supervisor, ACD-DNs, and priorities, enter the following:

  Agent ID# SupvID# ACD-DN 1# Pri 1# ACD-DN 2# Pri 2# ACD-DN 3# Pri 3# ACD-DN 4# Pri 4# ACD-DN 5# Pri 5##

  For example, an agent (Agent ID 3861), assigned to a supervisor (Supv ID 2501), may be needed to service five queues (ACD-DN 5550, 5560, 5700, 5800, and 5900). A variety of priorities (ranging from 1 to 48) can be assigned to the queues being serviced by the agent. To log on to the phoneset, the agent enters the following:

  3861# 2501# 5500# 1# 5600# 2# 5700# 48# 5800# 4# 5900# 10##
- If no ACD-DNs are entered, the ones previously used on the set are retained. This means that agents who usually serve the same queues and do not roam do not need to repeat the entire logon process during each shift. To log on, they enter the following:

  Agent ID ### if MQAS = Yes or Agent ID ## if MQAS = No
- Agents can enter a default priority or default supervisor ID by entering a #. The priority configured in the agent's set block is used for the corresponding ACD-DN.
- Agents can correct mistakes made during logon by entering 0# and reentering the previous field. Multiple fields can be reentered.
- The ACD-DN and priority are shown on the phone display after they are entered. This allows the information to be verified or modified by the agent.

Table 8-1 describes other ways agents can log on to their phonesets.

Table 8-1
Examples of agent logons with MQA

The agent wants to select	Setting in Overlay 23	Enter this on the phoneset
Supervisor, ACD-DNs and priorities	MQA = Yes MQAS = Yes MQAP = Yes	Agent ID# SupvID# ACD-DN 1# Pri 1# ACD-DN 2# Pri 2# ACD-DN 3# Pri 3# ACD-DN 4# Pri 4# ACD-DN 5# Pri 5##
Only ACD-DNs (no priorities or supervisor)	MQA = Yes MQAS = No MQAP = No	Agent ID# ACD-DN 1# ACD-DN 2# ACD-DN 3# ACD-DN 4# ACD-DN 5##
Supervisor and ACD-DNs (no priorities)	MQA = Yes MQAS = Yes MQAP = No	Agent ID# SupvID# ACD-DN 1# ACD-DN 2# ACD-DN 3# ACD-DN 4# ACD-DN 5##
ACD-DNs and priorities (no supervisor)	MQA = Yes MQAS = No MQAP = Yes	Agent ID# ACD-DN 1# Pri 1# ACD-DN 2# Pri 2# ACD-DN 3# Pri 3# ACD-DN 4# Pri 4# ACD-DN 5# Pri 5##

Changing logon entries through Configuration Control

The entries made during logon can be changed in the Configuration Control feature. However, some restrictions apply:

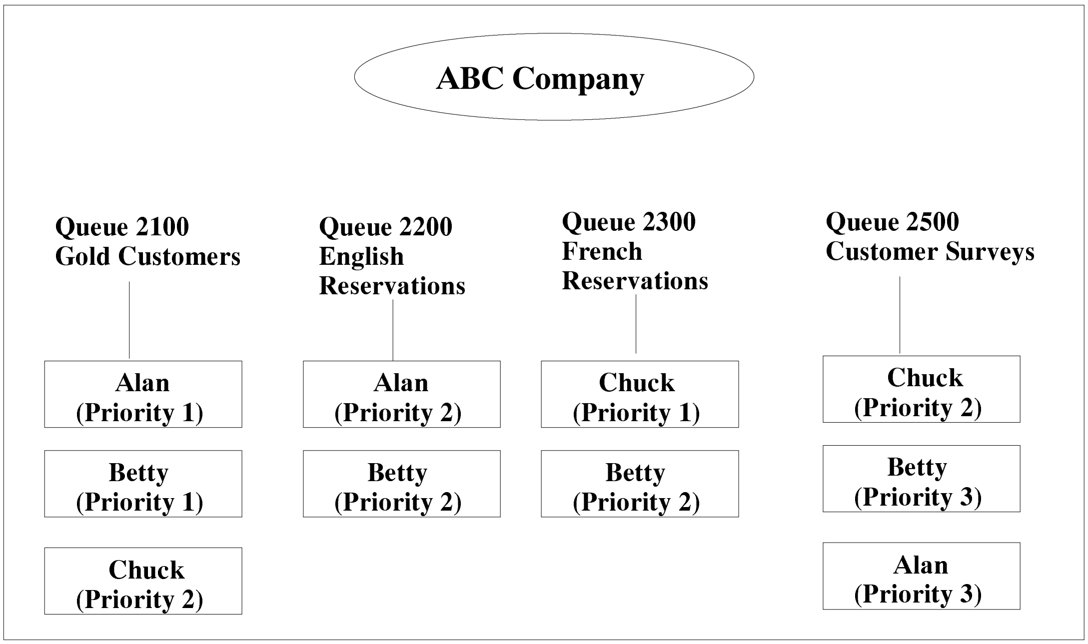
- Configuration Control can be used to substitute one queue for another, but cannot be used to add or delete queues. To add or delete queues, the agent must log off of the system and log back on with a new set of queues.
- The number of queues being serviced by an agent cannot be changed while the agent is logged on to the system.
- If an agent changes his or her supervisor ID during logon, the agent is no longer associated with the AGT key on the previous supervisor’s set. However, the AGT key is not defined automatically on the new supervisor’s set. This can, however, be configured through Configuration Control if the AGT key is available and empty.

For more information on the Configuration Control feature, refer to the “Configuration Control” chapter.

Understanding priorities — an example

Figure 8-1 illustrates how agents assign priorities and handle calls in an MQA environment. ABC Company has four queues called Gold Customers, English Reservations, French Reservations, and Customer Surveys. The company also has three agents.

Figure 8-1
Assigning agent priorities in MQA—an example



Alan has the following priorities:

- The calls from Gold Customers are his first priority, and he answers them before calls from any other queue.
- English Reservations is his second priority and Customer Surveys is his last priority. This means that if both an English Reservations and a Customer Surveys call comes through at the same time, he answers the English Reservations call first.
- He does not answer calls from French Reservations because he does not speak French.

Betty has the following priorities:

- Gold Customers are her highest priority.
- If no calls are waiting in the Gold Customers queue, she alternately answers calls from English Reservations and French Reservations because they are both her second priority.
- Customer Surveys is her last priority, and she answers these calls only if the other queues are not busy.

Chuck has the following priorities:

- Since he is fluent in French, his first priority is French Reservations.
- He only has a small command of the English language so his second priority is Gold Customers and Customer Surveys.
- He does not handle calls from English Reservations.

When agents become idle

When agents become available to take another call, they are placed in the idle agents queue behind the agent(s) with higher or equal priority, but ahead of agent(s) with lower priority.

For example, if a call comes through the Gold Customers queue while Alan and Chuck are both idle, the call is answered by Alan. This is because the Gold Customers is Alan’s first priority but Chuck’s second priority.

Understanding the primary queue and in-use queue

Two new concepts are introduced with MQA — primary queue and in-use queue.

Primary queue

The primary queue is the first queue that an agent selects when logging on to his or her phoneset. If necessary, the supervisor can change an agent's primary queue through the Configuration Control feature.

In-use queue

Several characteristics of the in-use queue include the following:

- The in-use queue is the queue in which an agent is currently handling an ACD call.
- If the agent is not handling an ACD call, the in-use queue becomes the last queue where an agent handled a call.
- When an agent logs on, the primary queue is considered to be the in-use queue.
- In the agent status displays, all agent states appear against the in-use queue except the "wait" and "unknown" states. These two states appear against all queues when applicable.
- When an agent is not logged on to a position, the "spare" state can appear against the primary queue and nothing appears in the other queues. This occurs only if the spare positions have not been suppressed.
- For statistical gathering purposes, the statistics are pegged, in almost all cases, only to the in-use queue. The exceptions for the statistics used in the reports are the "login time" and "staffed time." The exceptions for the statistics used in the displays are "positions login," "positions spare," "positions waiting," and "positions staffed."

  The login time, positions login, and positions spare statistics are pegged against the primary queue. The positions waiting, positions staffed, and staffed time statistics are pegged against all queues being serviced. These statistics are described in the "Display statistics groups" and "Report statistics groups" chapters.

  Note: Only the primary queue is preserved after a Meridian 1 sysload. The other queues and their priorities are lost on the agent set.

Interpreting a display with MQA enabled

The Standard Tabular ACD-DN Display 2 screen in Figure 8-2 is used to show how a screen can be interpreted if MQA is enabled.

Figure 8-2
Standard Tabular ACD-DN Display 2

12:00:00

Standard Tabular ACD-DN Display 2 - Supervisor 1000

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
Gold	5	95	2	100	0	0	10	5
English	7	90	10	50	2	7	7	0
French	**15**	**75**	20	100	**11**	7	0	15
Survey	1	100	0	23	0	7	0	0

Position Status Counts 2

ACD-DN	STAFFED	SPARE	ACD CALL	NOT READY	NOT AVAIL	WAITING	DN CALL
Gold	2	1	1	0	1	0	0
English	2	0	0	0	2	0	0
French	1	0	0	1	0	0	0
Survey	2	0	0	0	2	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F7 = Agent Display

Several events are captured in the bottom of this screen in the Position Status Counts 2 section. These include the following:

- In the *Staffed* field, 2 appears with the Gold, English, and Survey queues. This indicates that two agents (Alan and Betty) are servicing these queues. Betty is also servicing the French queue so 1 appears in the *Staffed* field for this queue.

  Note: If MQA is enabled, the *Staffed* field indicates the number of agents servicing the same queue.

- Chuck has logged off the system and 1 appears in the *Spare* field for the Gold queue. The *Spare* field indicates the number of agents who are assigned to a queue but not currently logged on. This state is only pegged against the agent's primary queue. For Chuck, that is the Gold queue.

- Alan is servicing an ACD call in the Gold queue. This causes 1 to appear in the *ACD Call* field for the Gold queue. He is not available to take calls in the other two queues he is servicing, so the *Not Available* field for the English and Survey queues are incremented by one.
- Betty has activated the Not Ready key on her phone set. In MQA, the Not Ready state is pegged against the in-use queue. The last queue Betty serviced was the French queue so 1 appears with this queue. She is not available to take calls in the other three queues that she is servicing, so the *Not Available* fields for the Gold, English, and Survey queues are incremented by one.

For more information on this screen, refer to the “Queue Statistics Display” chapter.

Interpreting a report with MQA enabled

If MQA is enabled, reports might need to be interpreted differently.

For example, the *ACD/Logn%* field in the Agent by ACD-DN Performance report is used to record the percentage of logon time the agent spent working, including the time spent on ACD calls and in the Not Ready state. If MQA is enabled, this field could exceed 100%. To obtain an accurate picture on the total percentage of time the agent spent on ACD Talk for all queues, use the *ACD/Logn%* field in the total line and not the individual field entries. To determine the percentage of time an agent was on ACD Talk per queue, you can use the ACD/Staffed % formula in a customized report. For more information on the Agent by ACD-DN Performance report, refer to the “Standard Management Reports” chapter, “Agent by ACD-DN Performance Report” section.

Customized sample report

A customized sample report is shown in Figure 8-3 to indicate how statistics can appear if MQA is enabled.

In this report, two agents (Agent ID 1000 and Agent ID 1001) are servicing the queues. The report shows how logon time appears only with the primary queue, and staffed time appears against all the queues.

This is the scenario that occurred to produce these reports:

1 At 13:00, Agent 1001 logged on to a position. (This agent appears at the bottom of the report in Figure 8-3.) After 600 seconds, the supervisor ID for this position was changed from 3000 to 3001. Note that staffed time is split across the two supervisor IDs.

2 At 13:10, Agent 1000 logged on to a position. The agent, who was assigned to supervisor ID 3000, is servicing five queues. The agent logged on to the queues in the following order: 2001, 2000, 2004, 2003, and 2002. The primary queue is 2001.

3 Four hundred seconds later, the fourth queue being serviced by Agent 1000 was changed from 2003 to 2005.

4 One hundred seconds later, the supervisor ID for Agent 1000 was changed from 3000 to 3001.

5 Fifty seconds later, Agent 1000 logged off queues 2001, 2000, 2004, 2005, and 2002.

6 Twenty seconds later, Agent 1000 logged on to the same position and serviced queues in the following order: 2001, 2000, 2004, and 2002. Note that queue 2005 is missing. The missing 20-second interval is not shown in the sample report. It is only displayed in the agent event reports.

   Note: It is incorrect to conclude that Agent 1000 appears to be servicing six queues in Figure 8-3. The six queues are shown because the agent logged off and logged back on.

7 One hundred and fifty seconds later, Agent 1000 logged off of the position for the remainder of the interval.

Figure 8-3
Sample report with MQA enabled

```
                           MQA Interval Agent Performance          Page 1
                                   Interval Report
ABC Corporation                              Date: 05/09/96   Time:18:16:53

Intervals: 13:00 .. 13:30    Day:05/08/96

AGT   INTVL   ACD       SPV     LOGIN     STAFFED
ID            DN        ID       TIME       TIME
                                 SECS       SECS

1000  13:00   2000      3000        0        500
                        3001        0        200
              2001      3000      500        500
                        3001      200        200
              2002      3000        0        500
                        3001        0        200
              2003      3000        0        400
              2004      3000        0        500
                        3001        0        200
              2005      3000        0        100
- - - - - - - - - - - - 3001 - - - -0- - - - -50- - - - - - - - - - - - - - -
1000 - - - - - - - - - - - - - - - 700 - - - 3350 - - - - - - - - - - - - - -
1001  13:00   2000      3000      600        600
- - - - - - - - - - - - 3001 - - -1200 - - - 1200 - - - - - - - - - - - - - -
1001 - - - - - - - - - - - - - - -1800 - - - 1800 - - - - - - - - - - - - - -
=============================================================================
                                 2500       5150
=============================================================================
```


Page grid

Chapter 9: Agent Status Display

The Agent Status Display feature allows you to monitor the status of the agents and the queues they are servicing. You can also use this feature to reassign agents, queues, priorities, and supervisors.

Accessing this feature

To access this feature, select *"Agent Status Display"* from the main menu.

Table 9-1 lists the three displays which can be used to monitor the agents.

Table 9-1
Agent status displays

To view the data sorted by	Use this display
Position ID	Agent Status by Position Display
Queue	Agent Status by ACD–DN Display
Queue and showing the length of time the agent has been in a certain state	Agent Status by Timer Display

Using supervisor and global views

The agent status displays can be viewed in a supervisor or global format. The supervisor view shows the status of all agents assigned to a specific supervisor. The name or ID of the supervisor appears in the title status bar at the top of the screen. The global view displays the status of all agents in the system. You can only access the global view if it is enabled in your profile by the system administrator.

Handling emergency situations

If an agent presses the phoneset's emergency key when active on an ACD call, the *Position* and *Agent....Name* fields flash on the agent status displays.

If configured in the supervisor's profile, an emergency bar can appear at the top of the screen, or the supervisor's terminal might beep to indicate that an agent has pressed the emergency key.

Restrictions in reassigning agents

Some restrictions apply in the way agents can be reassigned from these displays. For example, the number of ACD-DNs being serviced by an agent cannot be changed while the agent is logged on to the system. To add or delete ACD-DNs, the agent must log off the system and log back on with a new set of ACD-DNs.

Agent Status by Position Display

The Agent Status by Position Display groups the agent information by position ID.

If MQA is enabled, the display shows the following:

- the agents assigned to specific position IDs
- the queues they are servicing (up to a maximum of five)
- the priorities they are using to answer the queues (if the Agent Priority feature is enabled on the Meridian 1)

If MQA is disabled, the display shows the agent assigned to a single position ID and servicing only one queue. If the Agent Priority feature is enabled on the Meridian 1, the agent priorities are also shown.

If an agent is not logged on, the *Agent...Name* field appears blank and the *Status* field appears as Spare.

Figure 9-1
Agent Status by Position Display—Global View

12:00:00

Agent Status by Position Display - Global View

POSITION	AGENT..NAME	STATUS	ACD-DN:PRI	ACD-DN:PRI	ACD-DN:PRI
123-3000	Allan Brady	RESERVE	Billing : 3		
123-3001	Carol Cassy	NRDY/DNI	Billing : 1		
123-3002		SPARE	Inquire : 4	Credit : 9	Billing :11
123-3003	George Barry	ACD	Inquire : 2	Credit : 3	Billing : 3
200-1000	Emily Chan	WAIT	Credit : 1	Silver : 1	Gold : 2
			Inquire :10	Billing : 8	
200-1100	Ann Nguyen	DNO HOLD	Gold : 1	Silver : 4	Inquire : 3
			Billing :20	Credit :22	
222-4000	Bill Johnson	ACD	Inquire :12	Billing :19	
222-4001	Tess Stevens	CONSULT	Billing :12	Inquire :13	
344-4000	Candice Wells	ACD HOLD	Billing : 1	Credit :10	
344-4001	Jean Niravong	NOT READY	Credit : 2		
344-4002	Julie Ronie	ACD	Inquire : 4	Credit : 4	
344-4003	Martha Smith	WAIT	Inquire : 2	Credit : 4	
344-4004	Ernie Banks	ACD/DNIH	Credit : 8	Inquire :10	
344-4006	Larry Melton	ACD/DNIH	Billing : 1	Inquire : 1	
344-4007	Mabel Lai	NRDY/DNOH	Credit : 2		

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F20 = >>

Accessing this display

Follow Procedure 9-1 to access the Agent Status by Position Display.

Procedure 9-1
To access the Agent Status by Position Display

1 Select *Agent Status Display* from the main menu.

2 If an agent display other than the Agent Status by Position Display appears, press [Commands].

3 From the Commands pop–up menu, choose the *Agent by Position Format* option.

The Agent Status by Position Display appears.

Function keys

Refer to the “Function keys” section at the back of this chapter for a description of the function keys associated with this display.

Fields

This section describes the fields associated with the Agent Status by Position Display.

Position

This field displays the position ID being used by the agent. Position IDs cannot have leading zeros. If your Meridian 1 is equipped with DN-expansion, these position numbers may be up to seven digits.

Agent....Name

This field displays the name or ID of the agent assigned to this position. This information is defined in the Agent Definition feature. If the agent’s name is not defined, the agent’s ID is shown. This field appears blank if the agent is not logged on.

Status

This field displays the current status of the position. For more information on the *Status* field, refer to the “Understanding the Status field” section at the back of this chapter.

ACD-DN

This field displays the ACD-DNs to which the position in the *Position* field is assigned. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your profile.

The ACD-DNs appear in the order the agent used when logging on to the system. If MQA is enabled, up to five ACD-DNs can appear for each agent. The first three ACD-DNs appear on the first line while the remaining ones (if applicable) appear on the next line.

If MQA is disabled, each agent is displayed servicing only one queue. The *ACD-DN* field currently being serviced is also highlighted by an in-use indicator to help you monitor where the ACD call is being handled.

Pri

This field displays the priority the agent is using to service a queue. This field appears only if the Agent Priority feature is enabled on the Meridian 1. A priority ranges from 1 to 48.

A call is presented to the next available agent with the highest priority in a queue. An agent servicing a queue with a Priority 1 receives the call before an agent with a Priority 5. Priorities can be assigned by the agent when logging on to his or her set. They can also be assigned and changed by the supervisor through the Configuration Control feature.

Agent Status by ACD-DN Display

The Agent Status by ACD-DN Display groups the agent information by ACD-DN.

If MQA is enabled, the agent is shown once for each queue that the person is servicing (up to a maximum of five). If MQA is disabled, the agent is shown servicing only one queue.

If an agent is not logged on, the *Agent...Name* field appears blank, and “Spare” appears in the *Status* field corresponding to the agent’s primary queue. All other queues serviced by the agent appear blank. For example, in Figure 9-2, the agent associated with Position 123-3002 has logged off. The Inquire queue was this agent’s primary queue, and Spare appears in the corresponding *Status* field. A blank appears in the *Status* field for the Credit queue and Billing queue. The spare positions, however, appear only if they have not been suppressed by the Hide Spare function key. Refer to the “Function keys” section for more information on this key.

Figure 9-2
Agent Status by ACD-DN Display—supervisor view (MQA enabled)

12:00:00

Agent Status by ACD-DN Display - Supervisor 1023

ACD-DN	POSITION	STATUS	AGENT..NAME	POSITION	STATUS	AGENT..NAME
Billing	123-3000	RESERVE	Allan Brady	123-3001	NRDY/DNI	Carol Cassy
	123-3002			123-3003	ACD	George Barry
	222-4000	ACD	Bill Johnson	222-4001	CONSULT	Tess Stevens
	344-4000	ACD HOLD	Candice Wells	344-4006	NOT AVAIL	Larry Melton
Credit	123-3002			123-3003	NOT AVAIL	George Barry
	344-4000	NOT AVAIL	Candice Wells	344-4001	NOT READY	Jean Niravong
	344-4002	ACD	Julie Ronie	344-4003	WAIT	Martha Smith
	344-4004	ACD/DNIH	Ernie Banks	344-4006	NOT AVAIL	Larry Melton
	344-4007	NRDY/DNOH	Mabel Lai			
Inquire	123-3002	SPARE		123-3003	NOT AVAIL	George Barry
	222-4000	NOT AVAIL	Bill Johnson	222-4001	NOT AVAIL	Tess Stevens
	344-4002	NOT AVAIL	Julie Ronie	344-4003	WAIT	Martha Smith
	344-4004	NOT AVAIL	Ernie Banks	344-4006	ACD/DNIH	Larry Melton

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F20 = >>

Accessing this display

Follow Procedure 9-2 to access the Agent Status by ACD-DN Display.

Procedure 9-2
To access the Agent Status by ACD-DN Display

1. Select *Agent Status Display* from the main menu.
2. If an agent display other than the Agent Status by ACD–DN Display appears, press [Commands].
3. From the Commands pop–up menu, choose the "*Agent by ACD-DN Format*" option.

   The Agent Status by ACD-DN Display appears.

Function keys

Refer to the "Function keys" section at the back of this chapter for a description of the function keys associated with this display.

Fields

This section describes the fields associated with the Agent Status by ACD-DN Display.

ACD-DN

This field displays the ACD-DNs to which the positions in the *Position* fields are assigned. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your profile.

Position

This field displays the position IDs assigned to each queue. Position IDs cannot have leading zeros. If your Meridian 1 is equipped with DN expansion, these position numbers may be up to seven digits. If MQA is enabled, a position ID appears with each queue that the agent is servicing.

Status

This field displays the current status of the position. For more information on the *Status* field, refer to the "Understanding the Status field" section at the back of this chapter.

Agent....Name

This field displays the name of the agent logged on to this position. If the agent ID is defined in the agent database, the first 14 characters of the name are displayed. If the name of the agent is not defined in the database, the agent ID is shown instead. The agent database is defined by the system administrator through the Agent Definition option in the Parameter Administration feature.

Agent Status by Timer Display

The Agent Status by Timer Display groups the agent information by ACD-DN. It also contains a *Timer* field to indicate the amount of time the agent has been in a certain state. The time appears only when the agent has exceeded the predefined threshold assigned to different states of a call. This allows supervisors to evaluate the threshold values and agent performance more efficiently.

If MQA is enabled, the agent is shown once for each queue that the person is servicing (up to a maximum of five). If MQA is disabled, the agent is shown servicing only one queue.

Figure 9-3
Agent Status by Timer Display—with positions

12:00:00

Agent Status by Timer Display - Supervisor 1023

ACD-DN	POSITION	STATUS	TIMER	POSITION	STATUS	TIMER
Billing	123-3000	RESERVE		123-3001	NRDY/DNI	
	123-3002	SPARE		123-3003	DNI	05:00
	222-4000	ACD	02:00	222-4001	DNO	04:30
	344-4000	ACD HOLD	03:10	344-4006	NOT AVAIL	
Credit	123-3002	SPARE		123-3003	NOT AVAIL	
	344-4000	NOT AVAIL		344-4001	NOT AVAIL	
	344-4002	ACD		344-4003	WAIT	05:00
	344-4004	ACD/DNIH	01:30	344-4006	NOT AVAIL	
	344-4007	NRDY/DNOH	01:10			
Inquire	123-3002	SPARE		123-3003	NOT AVAIL	
	222-4000	NOT AVAIL		222-4001	NOT AVAIL	
	344-4002	NOT AVAIL		344-4003	WAIT	
	344-4004	NOT AVAIL		344-4006	ACD/DNIH	03:02
	555-4008	NOT READY	02:00			

HELP = Help PF1 = Commands PF2 = Show Agent PF3 = Configuration Control F6 = Print F20 = >>

Figure 9-4
Agent Status by Timer Display—with agent names

12:00:00

Agent Status by Timer Display - Supervisor 1023

ACD-DN	AGENT...NAME	STATUS	TIMER	AGENT...NAME	STATUS	TIMER
Billing	Allan Brady	RESERVE		Carol Cassy	NRDY/DNI	
		SPARE		George Barry	DNI	05:00
	Bill Johnson	ACD	02:00	Tess Stevens	DNO	04:30
	Candice Wells	ACD HOLD	03:10	Larry Melton	NOT AVAIL	
Credit		SPARE		George Barry	NOT AVAIL	
	Candice Wells	NOT AVAIL		Jean Chee	NOT AVAIL	
	Julie Ronie	ACD		Martha Tang	WAIT	05:00
	Ernie Banks	ACD/DNIH	01:30	Larry Melton	NOT AVAIL	
	Mabel Lai	NRDY/DNOH	01:10			
Inquire		SPARE		George Barry	NOT AVAIL	
	Bill Johnson	NOT AVAIL		Tess Stevens	NOT AVAIL	
	Julie Ronie	NOT AVAIL		Martha Tang	WAIT	
	Ernie Banks	NOT AVAIL		Larry Melton	ACD/DNIH	03:02
	Mark Johnson	NOT READY	02:00			

HELP = Help PF1 = Commands PF2 = Show Position PF3 = Configuration Control F6 = Print F20 = >>

Accessing this display

Follow Procedure 9-3 to access the Agent Status by Timer Display.

Procedure 9-3
To access the Agent Status by Timer Display

1 If necessary, check with your system administrator that the Meridian MAX terminal type has been set correctly for your system.

The Agent Status Timer field in the Miscellaneous Options feature determines the type of terminal you need to access the Agent Status by Timer Display. The display is accessible to all Meridian MAX users regardless of the terminal type if the field is set to “On all terminal types.” If this field is set to “On MTE 9 or higher only,” the display is accessible only to users running MTE 9 or higher. For more information, refer to the “Parameter Administration” chapter, “Miscellaneous Options” section.

2 Select *Agent Status Display* from the main menu.

If MQA is enabled and you are using this feature for the first time after logging on, the Agent Status by Position Display appears by default. Otherwise, the last display you used through this feature appears.

3 If the Agent Status by Timer Display does not automatically appear, press [Commands].

4 Choose the "*Agent Status Timer Format*" option.

The Agent Status by Timer Display appears. The default shows the information with the position IDs, such as shown in Figure 9-3.

5 If desired, press [Show Agent] to display the information with the agent names.

Figure 9-4 shows the Agent Status by Timer Display with the agent names. To toggle between the agent names and position IDs, the Configuration Control window must not be on the display.

6 If desired, press [Show Position] to display the information with the position IDs.

Function keys

Refer to the "Function keys" section at the back of this chapter for a description of the function keys associated with this display.

Fields

This section describes the fields associated with the Agent Status by Timer Display.

ACD-DN

This field displays the ACD-DNs to which the position is assigned. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your profile.

Position

This field displays the position IDs assigned to each queue. This field appears only if the *Agent Name* field is not on the display. If the Agent Name field is shown, press the [Show Position] function key to view the position IDs. To toggle between the agent names and position IDs, the Configuration Control window must not be on the display.

Position IDs cannot have leading zeros. If your Meridian 1 is equipped with DN expansion, these position numbers may be up to seven digits long. If MQA is enabled, a position ID appears with each queue that the agent is servicing.

Agent....Name

This field displays the name of the agent logged on to this position. This field appears only if the *Position* field is not on the display. If the *Position* field is shown, press the [Show Agent] function key to view the agent name. To toggle between the agent names and position IDs, the Configuration Control window must not be on the display.

If the agent ID is defined in the agent database, the first 14 characters of the name are displayed. If the name of the agent is not defined in the database, the agent ID is shown instead. The agent database is defined by the system administrator through the Agent Definition feature of Parameter Administration.

Status

This field displays the current status of the position. For more information on the *Status* field, refer to the "Understanding the Status field" section at the back of this chapter.

Timer

This field displays the length of time the agent has been in a certain state. It appears only when the *Status* field is highlighted and the threshold has been exceeded.

The timer shows the following:

- the length of time the agent has exceeded the threshold while on an ACD call, incoming DN call, or outgoing DN call
- the length of time the agent has exceeded the threshold while in a Not Ready or Wait state

The timer is shown in minutes and seconds. It is updated every second. It is no longer updated when it reaches 99 minutes and 59 seconds.

If more than one status appears in the *Status* field, only the timer for the non–DN activity is shown (provided that non–DN status is highlighted).

Table 9-3, provided in the "Understanding the Status field" section at the back of the chapter, shows the timer that appears for each agent status on the Agent Status by Timer Display.

Function keys

This section describes the function keys used with the three agent status displays in this chapter.

Help=Help

This function key provides information regarding the screen and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns you to the main menu.

Supervisor view

This command allows you to monitor the queues and agents assigned to you or another supervisor in your supervisory group. The supervisory group is created in your profile through the [Group member definition] function key. At least one supervisor must appear in this group before the supervisor view can be used.

This is done through the Profile Maintenance feature or the Supervisor Definition feature. The *Group Member Definition* field must also be enabled in your profile record.

To view the queues and agents for another supervisor in your supervisory group, press [Next Supervisor]. The new supervisor's information appears on the display and the person's ID appears in the title bar.

Global view

This command allows you to monitor the queues and agents assigned to all the supervisors in the system. This function key can only be used if the *Global Statistics* field is enabled in your profile.

Agent by Position Format

This command allows you to view the Agent Status by Position Display. This command is only available if you are on the Agent Status by ACD-DN Display or the Agent Status by Timer Display.

Agent by ACD-DN Format

This command allows you to view the Agent Status by ACD-DN Display. It is available only if you are on the Agent Status by Position Display or the Agent Status by Timer Display.

Agent Status Timer Format

This command allows you to view the Agent Status by Timer Display. It is available only if you are on the Agent Status by Position Display or the Agent by ACD–DN Format Display. The availability of this command is also determined by the setting of the *Agent Status Timer* field in the Miscellaneous Options feature. For more information, refer to the "Parameter Administration" chapter, "Miscellaneous Options" section.

PF1=Select no command

This function key appears when the Commands pop-up window is displayed. Press this key if you do not want to select a command.

PF2=Enter CC window

This function key appears only when the Configuration Control pop-up window is displayed. It moves the highlight bar into the Configuration Control window and allows you to edit the fields.

PF2=Show Agent

This function key displays the Agent Name column on the Agent Status by Timer Display. The column provides the names of agents associated with the queues. This function key can be used only when the Configuration Control window is closed. It is also available only when the Position column appears on the display. If this key is selected, the Position column does not appear.

PF2=Show Position

This function key displays the Position column on the Agent Status by Timer Display. The column provides the position IDs of the agents associated with the queues. This function key can be used only when the Configuration Control window is closed. It is also available only when the Agent Name column appears on the display. If this key is selected, the Agent Name column does not appear.

PF3=Remove CC window

This function key appears when the Configuration Control pop-up window is displayed. It removes the pop-up window and expands the statistics display to its original size.

PF3=No selection

This function key appears when the Configuration Control pop-up window is displayed. Press this key to remove the Configuration Control pop-up window without selecting a configuration control option.

PF3=Configuration Control

This function key provides access to the Change Position Assignments and Parameters option available through the Configuration Control feature. After this key is pressed, the Configuration Control window appears at the bottom of the display.

Use the window to reassign the queues, priorities, supervisors, and keys used by the agents.

This function key is only available if the *Realtime Config Control* field is enabled in your supervisor profile and your real–time configuration control profile has been set to provide you with access to the Change Position Assignments and Parameters option. For more information, refer to the “Configuration Control” chapter, “Using Real–time Configuration Control” section.

F6=Print

This function key prints a snapshot of the current status display. A snapshot can only be printed if a default printer is defined in the user’s profile or the the Miscellaneous Options feature.

If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to your supervisor default printer.

F7=Queue Display

This function key allows you to toggle to the Queue Statistics Display feature. Once you are in this feature, this function key changes to [Agent Display]. This allows you to toggle back to the current agent status display.

F8=Locate Agent

This function key allows you to search for a specific agent in a display. For more information, refer to the "Locating an Agent" section in this chapter.

F9=Show Spare

This function key allows you to display all the spare positions (ones that do not have agents logged on). The key appears if the spare positions were suppressed with the Hide Spare key. Since this key uses extensive processing resources, it is recommended that it not be used when the call traffic is heavy.

F9=Hide Spare

This function key allows you to suppress all the spare positions (ones that do not have agents logged on). This allows you to monitor only the positions being staffed by agents. While this key is enabled, it can take up to 30 seconds for the display to reflect when agents log on or off. Since this key uses extensive processing resources, it is recommended that it not be used when the call traffic is heavy.

F10=Next Supervisor

This function key allows you to monitor the queues and agents of other supervisors assigned to your supervisory group in your profile. This function key only appears if the *Group Member Definition* field is enabled in your profile and at least one supervisor is assigned to your supervisory group.

You must be in supervisor view to use this function key. Press [Next Supervisor] and the queues and agents appear for the next supervisor in your supervisory group. The supervisor's ID also appears in the title bar.

F10=Display Execution Queue

This function key appears when the Configuration Control pop-up window is displayed. It displays the current contents of the Configuration Control execution queue. For more information, refer to the "Configuration Control" chapter, "Viewing the execution queue" section.

F20=>>

This function key indicates that more function keys exist than can fit in the function key display. When you press this key, the remaining keys are shown. Press it again, and the original function key display appears.

Understanding the Status field

The *Status* field, which appears in all the agent displays described in this chapter, indicates the current status of the agent's position. The status is indicated by codes. For example, the ACD/DNIH code indicates that the agent is active on an ACD call and has an incoming DN call on hold.

Highlighting the queue in use

If MQA is enabled, a status appears with each queue that an agent is servicing. To help you monitor the status of the queue that is actually in use, the queue is highlighted in the *ACD–DN* field.

Highlighting the Status field

If the *Status* field is highlighted, it indicates that the threshold associated with that status has been exceeded.

The states that can be highlighted include ACD, Not Ready, Wait, DN In, DN Out, Not Available, and Walkaway. The thresholds for these states, except the Not Available state, are predefined in the Threshold Definition feature. For more information, refer to the "Setting thresholds" section in this chapter.

Displaying two states in the Status field

At certain times, the *Status* field can show two states. This occurs when a DN call is in progress and the agent is not in a Wait state. For example, Figure 9-1 shows the status of Position 123-3001 as being "NRDY/DNI." Each of these two states has its color-code and threshold set separately. When the DN key is not active, the *Status* field reverts to one state.

Listing the status codes

Table 9-2 provides a list of the codes that can appear in the *Status* field. In most cases, the status corresponds to the in-use queue.

Table 9-2
Agent status codes

Status	Description
SPARE	There is no agent logged on to this position. This state only appears against the position's primary queue. The Status field for other queues assigned to that position appear blank. This state appears only if the spare positions have not been suppressed by the Hide Spare function key. If it has not been suppressed, Spare can also appear in the field when an agent logs off.
ACD	The agent is active on an ACD call.
NOT READY	The agent has activated the Not Ready key.
WAIT	The agent is waiting for an ACD call. Even though Wait appears in all the queues being serviced, only the in–use queue's Wait is highlighted when the threshold is exceeded.
DN IN	The agent is active on an incoming DN call.
DN OUT	The agent is active on an outgoing DN call.
CONSULT	The call was disconnected while the agent was trying to transfer or conference a call to a third party. This state remains on the display as long as the agent and third party are connected. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call.
RESERVE	The agent is reserved to answer an ACD call from the network.

—continued—

Table 9-2 (continued)
Agent status codes

Status	Description
NOT AVAIL	The agent is occupied with an ACD call and not available for calls from the other queues. This state only appears against the agent's other queues, if MQA is enabled. If an agent is on a DN call, this state does not appear in the primary queue.
UNKNOWN	The agent is logged on to the position, but the Meridian 1 had not specified the status of the agent. When the Meridian MAX or Meridian 1 is initialized, Unknown can initially appear.
ACD/DNIH	The agent is active on an ACD call and has an incoming DN call on hold.
ACD/DNOH	The agent is active on an ACD call and has an outgoing DN call on hold.
ACD HOLD	The agent has put an ACD call on hold.
DNI HOLD	The agent has put an incoming DN call on hold. If MQA is enabled, this state only appears against the primary queue.
DNO HOLD	The agent has put an outgoing DN call on hold.
ACDH/DNI	The agent is active on an incoming DN call and has an ACD call on hold.
ACDH/DNO	The agent is active on an outgoing DN call and has an ACD call on hold.
ACDH/DNOH	The agent has an ACD call on hold and an outgoing DN call on hold.
ACDH/DNIH	The agent has an ACD call on hold and an incoming DN call on hold.
NRDY/DNI	The agent is active on an incoming DN call and has activated the Not Ready key.

—continued—

Table 9-2 (continued)
Agent status codes

Status	Description
NRDY/DNO	The agent is active on an outgoing DN call and has activated the Not Ready key.
NRDY/DNIH	The agent has activated the Not Ready key and has an incoming DN call on hold.
NRDY/DNOH	The agent has activated the Not Ready key and has an outgoing DN call on hold.
◆ or Ω	The agent is in a walkaway state. This state occurs if the agent has placed the DN call on hold and disconnected the headset. It can also occur if the agent has activated the Not Ready key, placed the DN call on hold, and disconnected the headset. It can also occur if the call has been terminated while the agent has the Not Ready key activated. The walkway state is indicated by a diamond to the right of the *Status* field. (The Ω symbol appears instead of the diamond if you are using MTE 6 or higher.) If the position stays in walkaway longer than the walkaway threshold for the in-use queue, the icon is displayed in reverse video.

— end —

Working with the Timer and Status fields

When a threshold is exceeded on the Agent Status by Timer Display, the threshold is highlighted in the *Status* field and the timer appears in the *Timer* field. If more than one status appears in the *Status* field, only the timer for the non–DN activity is shown (provided that the non–DN status is highlighted).

Table 9-3 shows the timer which appears for each agent status on the Agent Status by Timer Display. The “Threshold being exceeded” column shows the name of the threshold being exceeded. These thresholds are described in the “Parameter Administration” chapter, “Threshold Definition” section.

Table 9-3
Agent status timer representation

Status shown on display	Status highlighted on display	Threshold being exceeded	Notes
SPARE	n/a	n/a	No threshold value can be defined for this state.
RESERVED	n/a	n/a	No threshold value can be defined for this state.
UNKNOWN	n/a	n/a	No threshold value can be defined for this state.
WALKAWAY	◆ or Ω	n/a	No timer is shown when the position stays in the Walkaway state longer than the walkaway threshold.
NOT READY	NOT READY	NOT READY	
WAIT	WAIT	WAIT	
ACD	ACD	ACD TALK	
DN IN	DN IN	DN IN	
DN OUT	DN OUT	DN OUT	
ACDHOLD	ACDHOLD	ACD TALK	
DNIHOLD	DNIHOLD	DN IN	
DNOHOLD	DNOHOLD	DN OUT	
ACD/DNIH	ACD, ACD/DNIH	ACD TALK	Only the timer for the non–DN activity is shown.
	DNIH	No timer shown	
ACD/DNOH	ACD, ACD/DNOH	ACD TALK	Only the timer for the non–DN activity is shown.
	DNOH	No timer shown	

—continued—

Table 9-3 (continued)
Agent status timer representation

Status shown on display	Status highlighted on display	Threshold being exceeded	Notes
ACDH/DNI	ACDH, ACDH/DNI	ACD TALK	Only the timer for the non–DN activity is shown.
	DNI	No timer shown	
ACDH/DNO	ACDH, ACDH/DNO	ACD TALK	Only the timer for the non–DN activity is shown.
	DNO	No timer shown	
ACDH/DNIH	ACDH, ACDH/DNIH	ACD TALK	Only the timer for the non–DN activity is shown.
	DNIH	No timer shown	
ACDH/DNOH	ACDH, ACDH/DNOH	ACD TALK	Only the timer for the non–DN activity is shown.
	DNOH	No timer shown	
NRDY/DNI	NRDY, NRDY/DNI	NOT READY	Only the timer for the non–DN activity is shown.
	DNI	No timer shown	
NRDY/DNO	NRDY, NRDY/DNO	NOT READY	Only the timer for the non–DN activity is shown.
	DNO	No timer shown	
NRDY/DNIH	NRDY, NRDY/DNIH	NOT READY	Only the timer for the non–DN activity is shown.
	DNIH	No timer shown	
CONSULT	CONSULT	ACD TALK	
NOT AVAIL	n/a	No timer shown	No threshold value can be defined for this state.

— end —

Setting thresholds

The *Status* field on the agent status displays is highlighted to alert you when the predefined thresholds for certain states have been exceeded.

The states, which can be highlighted, include ACD, Not Ready, Wait, DN In, DN Out, Walkaway, Consult, and Not Available. The thresholds for all of these states, except the Consult and Not Available state, are predefined in the Threshold Definition feature. For more information, refer to the "Parameter Administration" chapter, "Threshold Definition" section.

The threshold time for all the states is also derived from the threshold definition associated with the in-use queue.

The Not Available state indirectly uses the threshold values for the ACD Talk and Not Ready states. When ACD Talk is highlighted, Not Available is also highlighted. When the agent finishes the call and goes in to the Not Ready state, the highlight disappears. It is highlighted again when the Not Ready threshold is reached.

The Consult state uses the threshold value for the ACD Talk state. The exception timer continues when the agent goes in to Consult state instead of resetting to zero. If the Consult state is entered from any state other than an ACD call, the exception timer is started from zero.

Follow Procedure 9-4 to predefine the agent threshold settings.

Procedure 9-4
To predefine the agent threshold settings

1 In the ACD-DN/CDN Definition feature, define your queues.

2 In the *Threshold #* field on the Threshold Definition feature, assign a threshold number to a group of threshold settings.

3 In the Threshold Definition feature, assign values to the agent threshold fields in the group.

   The queue thresholds and user-defined thresholds can also be defined, but they are only used in the queue statistics displays.

4 In the *Threshold Number* field on the ACD-DN/CDN Definition feature, enter the threshold number corresponding to the threshold number you assigned to the group in the Threshold Definition feature.

   This links the threshold settings to a specific queue. For example, in the ACD-DN/CDN Definition, you can create a queue called Sales. The queue number is 555-1000.

In the Threshold Definition feature, you define the agent threshold fields for a group of thresholds. You give this group a threshold number of 1.

In the ACD-DN/CDN Definition feature, you assign a threshold number of 1 to the Sales queue. When the Sales queue appears on the agent status display, it uses the threshold settings assigned to Threshold Number 1 in the Threshold Definition feature. If any of these threshold settings are exceeded, the *Status* field is highlighted.

Note: If the thresholds for ACD Talk, Not Ready, Wait, DN In, DN Out, and Walkaway are set to 0, these statistics are never highlighted.

Locating an agent

The [Locate Agent] function key helps you to find a particular agent based on the agent ID, agent name, or position ID.

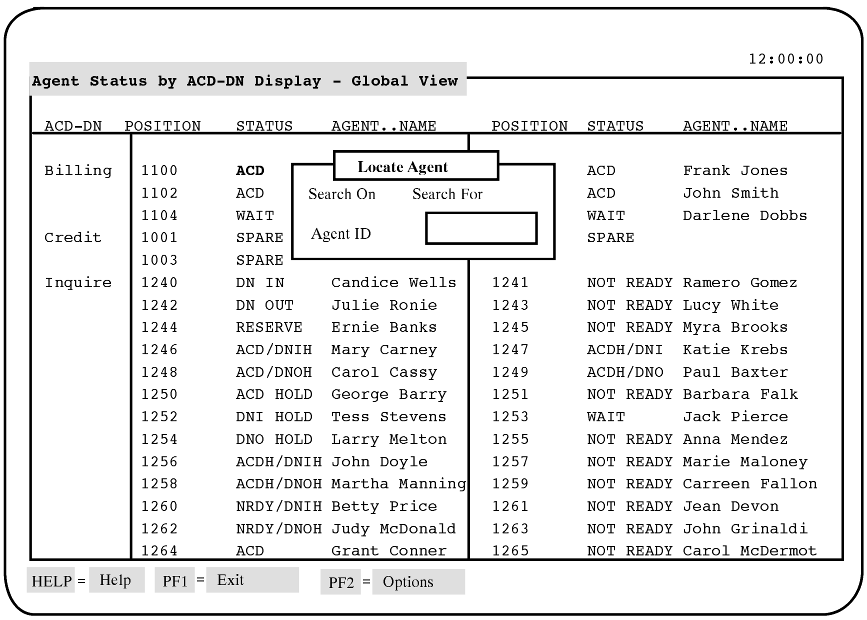
Follow Procedure 9-5 to locate an agent.

Procedure 9-5
To locate an agent

1 Press [Locate Agent] on one of the agent status displays.

A pop-up window appears as shown in Figure 9-5.

Figure 9-5
Locate agent popup



2 Move the cursor to the *Search On* field.

3 Press [Options] to display the three methods that can be used to search for an agent.

The three methods are agent ID, agent name, or position ID.

4 Select a method to search for the agent.

5 In the *Search For* field, enter the name or ID to be located.

If the search is done by position ID, enter a value between 1 and 9999999.

If the agent ID is used, enter a value between 1 and 9999.

If the agent name is used, enter up to 16 characters. Agent names are case sensitive. Agent names are not unique in Meridian MAX. If the specified agent name matches more than 1 entry and less than 51, a pop-up window appears with the agent IDs corresponding to that name. Select the appropriate name from this list.

An asterisk (*) or a question mark (?) can also be used as wildcard characters.

The system can respond to the search in a variety of ways:

- *If the search is successful and the agent is only servicing one queue, the matching entry appears at the top of the screen.*
- *If you are searching for an agent on the Agent Status by ACD-DN Display and the agent is servicing multiple queues, a pop-up window appears. The pop-up window displays a list of the ACD-DNs being serviced by the agent in the order the agent used to log in to them. Select the ACD-DN that you want from the list, and it appears at the top of the screen.*
- *If you are searching for an agent on the Agent Status by Position Display, and the agent is servicing multiple queues, the first matching entry appears at the top of the screen.*
- *If the search is unsuccessful, an error message appears.*

Chapter 10: Monitor Another Supervisor

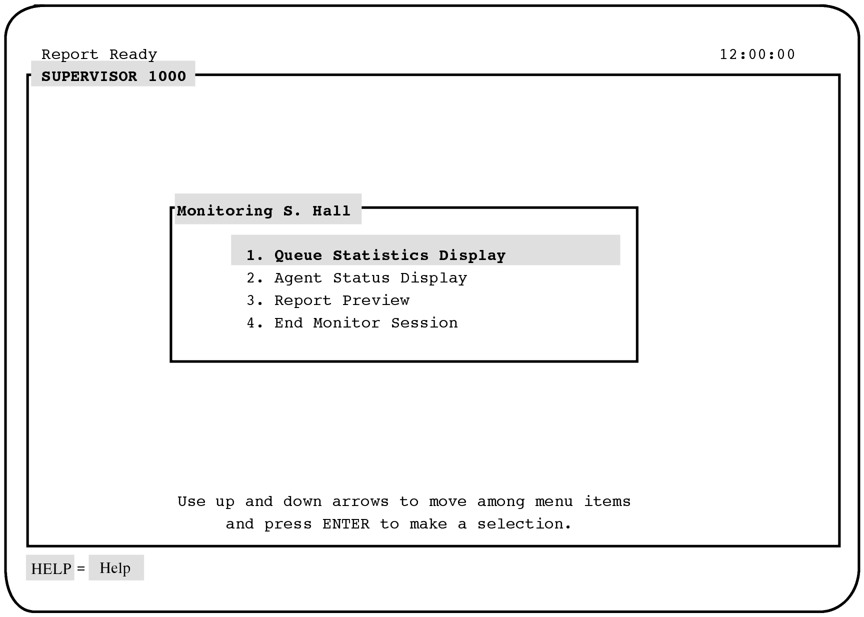
The Monitor Another Supervisor feature allows you to view the displays and reports generated by another supervisor. This can be useful in training supervisors or fixing problems.

Accessing this feature

To access this feature, select *“Monitor Another Supervisor”* from the main menu. The system prompts you for the Meridian MAX supervisor ID of the person you want to monitor. Enter a valid ID for the other supervisor. A submenu appears as shown in Figure 10-1.

All the displays you choose from this submenu contain the data for the supervisor you are monitoring. The other supervisor’s ID appears in the screen titles in place of your own.

Figure 10-1
Monitor Another Supervisor submenu



Monitoring another supervisor

Follow these steps to access the options available through the Monitor Another Supervisor feature.

Procedure 10-1
To monitor another supervisor

1 Select the "*Monitor Another Supervisor*" from the main menu.

A pop-up window appears to enter the supervisor ID of the supervisor you want to monitor.

2 Enter the Meridian MAX supervisor ID of the person you want to monitor.

A submenu appears as shown in Figure 10-1.

3 Select one of the following options:

"Queue Statistics Display" to access the other supervisor's queue statistics display. For more information on this feature, refer to the "Queue Statistics Display" chapter.
or

“Agent Status Display” to access the other supervisor’s agent status displays. For more information on this feature, refer to the “Agent Status Display” chapter.

or

“Report Preview” to access the last report requested by the other supervisor.

The report status indicator in the top left corner of your screen indicates if the other supervisor has a report which is pending or ready for viewing. It does not give the status of reports you requested for yourself before beginning to monitor the other supervisor. For more information, refer to the “Report Preview” chapter.

or

“End Monitor Session” to exit from the submenu and return to the main menu.

Chapter 11: Display Definition

The Display Definition feature is used to create customized queue statistics displays. This allows you to monitor the performance of your system according to your specific requirements.

Accessing this feature

To access this feature, select *"Display Definition"* from the main menu.

Figure 11-1
Display Definition submenu

```
                                                              12:00:00
 SUPERVISOR 1000

                1. Profile Maintenance
                2. Queue Statistics Display
                3. Agent Status Display
                4. Monitor Another Supervisor
                5. Display Definition
                6. Report Definition
                7. Report Preview
                8. System Reports
                9. Configuration Control
               10. List Managem     Which Mode?
               11. Parameter Ad   1.  Exit
               12. Schedule Def   2.  Screen Definition
               13. Supervisor     3.  Quadrant Definition
               14. Logout         4.  Formula Definition

         Use up and down arrows to move among menu items
              and press ENTER to make a selection.

HELP = Help
```

Creating a display definition

Three elements are needed to create a customized queue statistics display: formula definitions, quadrant definitions, and screen definitions. You can create each of these definitions in the Display Definition feature, or select ones that come predefined with your system.

This section provides an overview of the order to follow to build your own queue statistic display.

1 Create or select the formula definitions.

Formula definitions are calculations that use data from the system to create new statistics. For example, a formula can be created to retrieve the number of calls abandoned during a particular time period. These formula definitions are used in the next level of building a queue statistic display—the quadrant definition. If you do not want to create or select a formula, this level can be skipped. For details on creating formula definitions, refer to the “Custom Calculator” chapter.

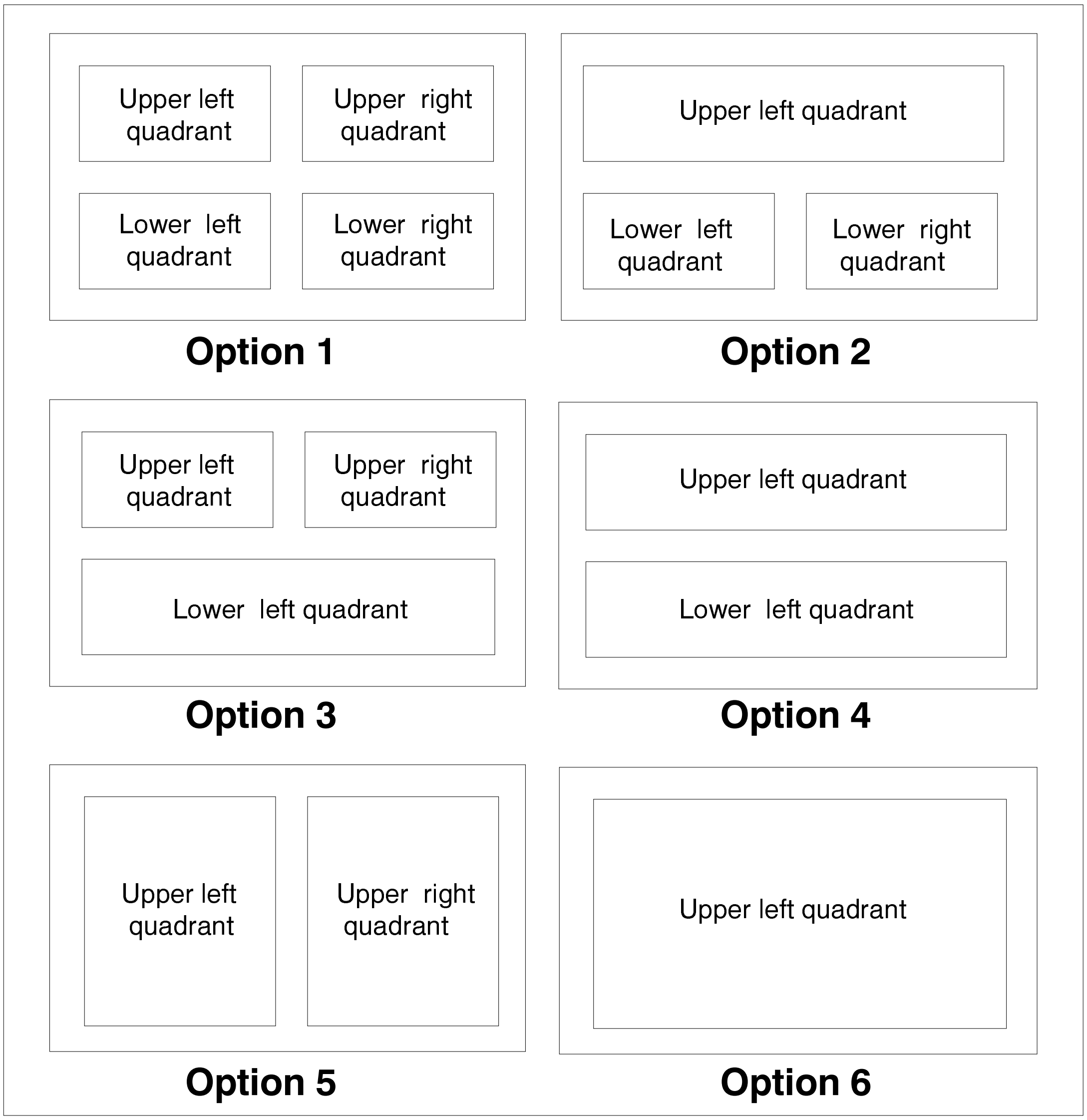
2 Create or select the quadrant definitions.

A quadrant definition defines the size and appearance of a portion of the screen. It also determines which fields appear in this portion (also called a quadrant). A quadrant can take up one-quarter, one-half, or all of the screen. These quadrant definitions are used in the next level of building a queue statistic display—the screen definition. If you do not want to create or select a quadrant definition, this level can be skipped. For details on creating quadrant definitions, refer to the “Quadrant Definition” section in this chapter.

3 Create or select the screen definitions.

Quadrant definitions are grouped in this step to produce the final screen. Up to four quadrants, displaying different types of data, can be grouped on a screen. For example, one quadrant can display queue-related information while another quadrant displays data relating to a particular supervisor. You can create a screen definition with your customized quadrant definitions, or use ones that came predefined with your system. Figure 11-2 provides samples of six screen layouts using quadrant definitions. For details, refer to the “Screen Definition” section in this chapter.

Figure 11-2
Sample screen layouts



Formula Definition

Formula definitions are calculations you create to obtain your own statistics from the system. These formula definitions can then be incorporated into your customized queue statistics displays.

For information on creating and using formula definitions, refer to the “Custom Calculator” chapter.

Quadrant Definition

A quadrant definition provides statistical information to help you monitor the performance of your system. Predefined quadrant definitions are available to display this information, or you can create your own.

To create a quadrant definition, you define the following:

1 The type of statistics to be collected: ACD-DN or CDN

2 The size of the quadrant

A quadrant can take up one-quarter, one-half, or all of the screen. Figure 11-2 provides samples of the different ways quadrant definitions can be placed to form a customized screen. Although these quadrants are created in the Quadrant Definition feature, they are placed on the screen in the Screen Definition feature.

3 The data fields to appear in the quadrant

Data fields provide the statistical information collected from the system. For example, a data field can display the calls abandoned during a specific time period. You can select predefined data fields that came with the system, or customized formulas created through the Formula Definition field. The descriptions and formulas for the predefined fields are provided in the “Display statistics groups” chapter. To create customized formulas, refer to the “Custom Calculator” chapter.

4 The format of the quadrant: tabular or graphic

Refer to the “Creating a tabular quadrant definition” section in this chapter for instructions on creating a quadrant definition to display data in a tabular format. Refer to the “Creating a graphic quadrant definition” section in this chapter for instructions on creating a quadrant definition to display data in a graphical format.

Creating a tabular quadrant definition

A quadrant definition in tabular format can be created to extend the full width or half the width of the screen. Figure 11-3 shows a full-width tabular quadrant definition.

Figure 11-3
Quadrant definition—full-width tabular format

```
Report Ready                                                         12:00:00
Display Quadrant Definition
                                                                  [English]
STATISTICS GROUP : ACD-DN Statistics
DEFINITION NAME  : Queue Statistics
QUADRANT SIZE    : Full Width
QUADRANT STYLE   : Tabular

CUSTOM                                                __ OVERFLOW __
HEADING       AVG    SRVC   CALL   CALL   CALL   LOG    IN     OUT
              DLY    LVL%   ABDN   ANS    WAIT   IN

THRES         >G     <G     >C            >G     <C
HOLDS         ASA    SRV    3             CIQ    3
              XXXXX  XXXXX  XXXXX         XXXXX

COLUMN        .sss   ...%%% .##### .##### .##### .##### .####  .#####
SELECT        AVG    SRV    TOT    TOT    CALLS  POSN   TOF    TOF
IONS          ANS    LVL    CALLS  CALLS  WAIT   STAFF  IN     OUT
              DEL    %      ABAND  ANSWD

HELP = Help   PF1 = Commands   PF2 = Options   PF3 = Edit field   Del = Erase field
```

Follow Procedure 11-1 to create a tabular quadrant definition.

Procedure 11-1
To create a tabular quadrant definition

1 Select *"Display Definition"* from the main menu.

A submenu appears.

2 Select *"Quadrant Definition"* from the submenu.

The Display Quadrant Definition screen appears.

3 In the *Statistics Group* field, enter the type of data fields to be used to obtain information for this quadrant definition.

4 In the *Definition Name* field, enter a name for the quadrant definition.

This name should identify the purpose of the quadrant. It appears in a list in the Screen Definition feature of quadrant definitions available for use.

5 In the *Quadrant Size* field, enter the size of the quadrant definition. The options are half-width and full-width.

6 In the *Quadrant Style* field, enter “Tabular.”

7 Enter the columns to appear in the quadrant definition.

For more information, refer to the “Creating quadrant definition columns” section in this chapter.

8 Enter the column headings if you want to create your own headings.

For more information, refer to the “Creating column headings” section in this chapter.

9 Enter the thresholds to be used with each column.

For more information, refer to the “Creating column thresholds” section in this chapter.

10 Save the definition.

Only a system administrator can save public quadrants. However, these can be used by all supervisors. Supervisors can save up to five personal definitions, that only they can access.

11 Repeat the procedure to create other quadrant definitions, or exit from the Display Definition feature.

Creating quadrant definition columns

Follow Procedure 11-2 to create columns in a tabular quadrant definition.

Procedure 11-2
To create columns in a quadrant definition

1 Move the cursor to the *Column Selections* field.

2 Press [Change field].

The first column is highlighted. A pop-up window appears listing the display data fields that can be selected.

3 Move the cursor to highlight a display data field in the list and press {**RETURN**}.

The name of the display data field appears in the Column Selections field. Above it appears the format of the column and its width. For example, #### indicates that four numbers can appear in this field. The format is determined by the type of field selected. Refer to Table 11-1 for a list of column formats.

4 Repeat Step 3 as often as necessary to select all the data fields to appear in the quadrant definition.

5 To increase the amount of space between the fields, move the cursor to a field. Enter the number of spaces to appear between this field and the preceding one. Press [Increase width].

A series of dots appear to indicate the amount of space you selected between the fields. For example, five dots appear if the width was increased by five spaces. Repeat the process between the other fields, if necessary. Refer to Table 11-2 for a list of other function keys that can be used while entering data fields.

6 Press [Finished] after all the columns are entered.

7 If you want to create headings for your columns, go to the “Creating column headings” section in this chapter.

When a data field is selected in a column, its format appears above it. In Figure 11-3, the “Service Level %” data field has a format of “%%%.” This value appears on the queue statistics display in a percentage format with a maximum of three numbers. Table 11-1 provides a list of formats that are associated with the data fields.

Table 11-1
Column formats

Format	Function
###	This format represents a numeric value with no special formatting (for example, 123).
%%%	This format represents a percentage.
$.$$	This format represents a monetary amount divided by 100.
sss	This format represents a time formatted as seconds.
mmm	This format represents a time formatted as minutes.
mm:ss	This format represents a time formatted as minutes and seconds.
hh:mm	This format represents a time formatted as hours and minutes.
hh:mm:ss	This format represents a time formatted as hours, minutes, and seconds.

Table 11-2 describes the function keys that can be used while entering data fields in the *Column Selections* field.

Table 11-2
Function keys

Key Sequence	Function
{ENTER}	This function key is used to select an item from the menu and place the new column in the *Columns Selections* field according to the current insert mode.
[Finished]	This function key is used to indicate to the system that changes to the *Column Selections* field are complete.
[Insert]	This function key is used to toggle into insert mode. Any menu selection made while in insert mode causes the current column and those to the right of it to be shifted to the right to make room for the new selection.
[Overwrite]	This function key is used to toggle back to overwrite mode. Column selections made while in overwrite mode cause the current column to be overwritten by the new selection instead of being shifted over.
[Delete Column]	This function key is used to remove the current column and shift any columns to the right of the deleted column into the vacated space.
[Increase Width]	This function key is used to increase the width of the current column by one character. If a number is entered prior to pressing this key, the width is increased by that number of characters (provided there is sufficient space in the line).
[Decrease Width]	This function key is used to decrease the width of the current column by one character. A column's width cannot be decreased if no expansion characters, such as a period (.), appear in the column status line. If a number is entered prior to pressing this key, the width is decreased by that number of characters (provided the column contains that many expansion characters).
[Change Format]	This function key appears whenever the current column is a time column. Pressing this key allows an alternate time display format to be selected for this column.

Creating column headings

Meridian MAX allows you to create your own column headings for the data fields you selected or leave this area blank to accept the system default headings. The default headings are identical to the data field names which appear in the *Column Selections* field. If you enter one column heading, you must enter headings for all the fields. A heading can have a maximum of three lines.

Follow Procedure 11-3 to create headings in a tabular quadrant definition.

Procedure 11-3
To create headings in a quadrant definition

1 Move the cursor to the *Column Heading* field.

2 Press [Edit field].

3 Enter the first column heading.

4 Press the spacebar to move the cursor to the location for the next heading.

This should be aligned over the value in the Column Selections field.

5 Enter the next heading.

6 Repeat Steps 4 and 5 until all the headings are entered.

7 Press [End editing] after all the headings are entered.

8 Go to the "Creating column thresholds" section to create thresholds for the data fields.

Creating column thresholds

You can assign thresholds to one or more columns in a quadrant. If a field exceeds its threshold, the field is highlighted on the queue statistics display. A threshold can only be defined after you have entered at least one column in the *Column Selections* field.

Follow Procedure 11-4 to set the thresholds in a tabular quadrant definition.

Procedure 11-4
To set thresholds in a quadrant definition

1 Move the cursor to the *Thresholds* field. Press the [Change field] key.

The cursor highlights the first Thresholds field. This field is composed of three subfields: type, value, and color. The names of these subfields, however, do not appear on the screen. These subfields are shown in Figure 11-4. The cursor is automatically positioned in the *Type* subfield, which is the first of the three subfields.

2 In the *Type* subfield, press [Options] to view a menu of the available threshold types.

There are two types of thresholds: constant and group. A constant threshold is a specific number you enter in the *Value* subfield. It can range between 0 to 9999. A group threshold pulls data from the Threshold Definition feature where groups of thresholds are assigned to different queues. For more information on group thresholds, refer to the “Using group thresholds” section in this chapter.

Due to space limitations, the threshold type is entered as a mnemonic name. The options are

>G This setting indicates that the threshold is greater than the group threshold.

<G This setting indicates that the threshold is less than the group threshold.

>C This setting indicates that the threshold is greater than the constant threshold.

<C This setting indicates that the threshold is less than the constant threshold.

Note: Changes made to the group thresholds go into effect at midnight. If constants are changed or added, they go into effect immediately.

3 Select a threshold type.

4 In the *Value* subfield, enter the threshold value.

It is not necessary to enter a threshold for every column.

If using a constant threshold, enter a value between 0 to 9999.

If using a group threshold, you must enter a mnemonic name for the threshold value. Press [Options] to display a pop-up window of available mnemonic names and select one from the list. These mnemonic names are described in Table 11-3. These names are created through the Threshold Definition feature. For more information, refer to the “Using group thresholds” section in this chapter.

5 In the *Color* subfield or any of the other subfields, press [Change color] to assign a color to the threshold. Select a color from the pop-up window which appears.

This color is used on the queue statistic display to highlight the field when the assigned threshold is exceeded.

The characters XXXX appear in this subfield to indicate the foreground/background color combinations. The actual color displayed depends on the supervisor's terminal type.

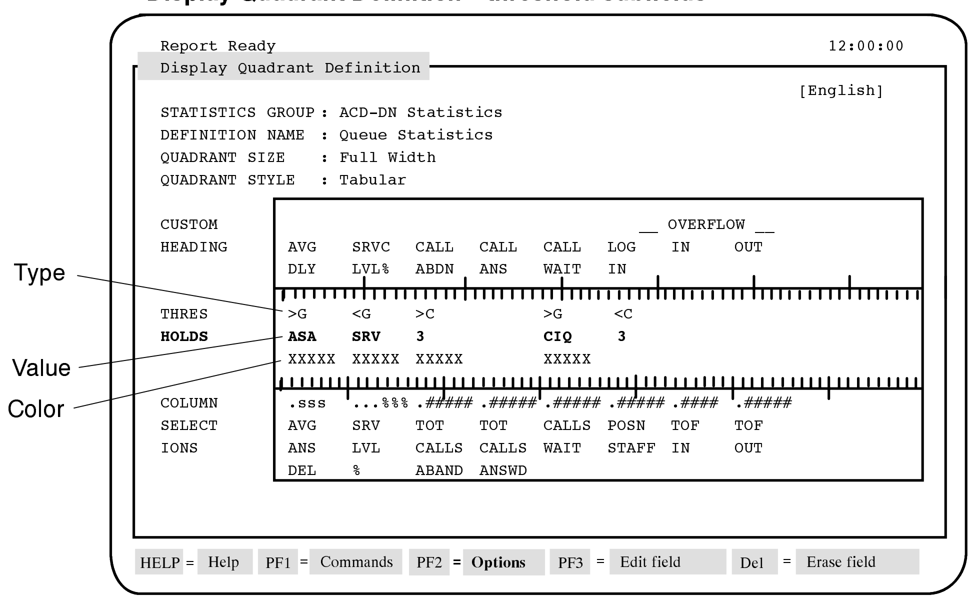
On monochrome monitors, some combination of video attributes, such as reverse video, blinking, underline, and high intensity, can be selected.

6 Repeat Steps 1 to 5 until all the thresholds have been set.

7 Press [Finished] after all the thresholds are entered.

8 Press [Commands] and save the entries.

Figure 11-4
Display Quadrant Definition—threshold subfields



Function keys

This section describes the function keys for the Quadrant Definition feature in tabular format.

Help=Help

This function key provides information regarding the Quadrant Definition feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the submenu without saving any changes.

Clear the form

This command removes any data from the screen.

Read an existing quadrant

This command displays an existing quadrant definition.

Undo changes to quadrant

This command resets any changes to their default values.

Save as a new public quadrant

This command saves changes as a new public quadrant definition. Up to 250 public quadrant definitions can be defined. Public quadrants can only be defined by a system administrator, but they can be used by all supervisors.

Save as a new personal quadrant

This command saves changes as a new personal quadrant definition. Each supervisor can create up to five personal definitions for personal use.

Overwrite an existing quadrant

This command overwrites an existing quadrant definition.

Delete an existing quadrant

This command deletes an existing quadrant definition from the system.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up

This function key removes the Options pop-up window from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=Change field
This function key allows a column to be edited.

PF3=End editing
This function key indicates that the editing process is finished for this field.

Remove=Erase field
This function key removes the contents of a field.

Fields

This section describes the fields for the Quadrant Definition feature in tabular format.

Statistics Groups
This field is used to enter the type of statistic group to be used to obtain information for this quadrant definition.

Definition Name
This field is used to assign a name to the quadrant definition. Up to 40 characters can be used. This name appears in a pop-up menu in the Screen Definition screen as one of the quadrant definitions that can be selected to build a queue statistics display.

Quadrant Size
This field is used to indicate the size of the quadrant definition. The options are half-width or full-width.

- ***Half-width***: This extends across one-half of the width of the screen (35 characters). This type of quadrant definition can be positioned in any of the four quadrant locations in a display.
- ***Full-width***: This extends across the entire width of the screen (70 characters). Full-screen quadrant definitions can occupy only the upper-left or lower-left quadrant locations in a display.

Quadrant Style
This field is used to indicate whether the quadrant is to appear in tabular or graphic format.

Custom Heading

This field is used to assign headings to the columns created in the *Column Selection* fields. If you enter a heading for one column, you must enter headings for the remaining columns. If you do not enter headings, the system uses the names of the data fields as the column headings. A heading can have a maximum of three lines.

Column Selections

This field is used to select the display data fields to appear in the columns. These can be customized formulas created through the Formula Definition feature or standard display data field, which come predefined with the system. The Formula Definition feature is described in the “Custom Calculator” chapter. The predefined fields are described in the “Display statistics groups” chapter.

Thresholds

This field assigns thresholds to the display data fields in the columns. A field is highlighted on the queue statistics display if it exceeds this threshold. It is not necessary to assign a threshold to every field.

You can assign constant thresholds or group thresholds.

A constant threshold is a set value ranging from 0 to 9999. For example, you can specify that the calls abandoned column is to be highlighted on the display if it exceeds a threshold of three.

A group threshold uses data entered in the Threshold Definition feature and ACD-DN/CDN Definition features to assign predetermined thresholds to different queues.

Using group thresholds

Group thresholds are constructed with data gathered from the Threshold Definition feature and the ACD-DN/CDN Definition feature.

This section explains how thresholds are created.

1 Your queues are identified in the ACD-DN/CDN Definition feature. You can assign a threshold number to each queue.

  For example, an ACD-DN can be assigned a number of 555-2885, a name of Service, and a threshold number of 1. Another ACD-DN can be assigned a number of 555-2888, a name of Sales, and a threshold number of 2.

2 The threshold number from the ACD-DN/CDN Definition feature is entered in the *Threshold #* field in the Threshold Definition feature. This creates a link between a set of thresholds on the Threshold Definition feature and specific queues in the ACD-DN/CDN Definition feature.

For example, the threshold numbers 1 and 2 can be entered in the *Threshold #* field on the Threshold Definition feature. On the ACD-DN/CDN Definition feature, the threshold number 1 can be assigned to the Service queue, and 2 can be assigned to the Sales queue.

3 Group thresholds allow you to select a specific threshold from the threshold sets and link it to a data field in a tabular quadrant definition.

For example, the first group threshold in Figure 11-4 shows “ >G” in the *Type* subfield, “ASA” in the *Value* subfield, and “Avg Ans Del” in the *Column Selections* field.

The symbols “>G” or “<G” indicate that a group threshold is being used. The data entered in the *Value* subfield corresponds to a threshold assigned in the Threshold Definition feature. This data is entered as a mnemonic name because of space restrictions. For example, the value, “ASA” is the mnemonic name for Avg. Answer Delay, which is a queue threshold on the Threshold Definition feature. A value is assigned to this mnemonic name on the Threshold Definition feature. (These mnemonic names are described in Table 11-3.) For example, 50 can be assigned in threshold set 1, while 60 can be assigned in threshold set 2.

In Figure 11-4, the system is being told that, when this queue statistics display is run, the *Avg. Ans Del* fields are to be highlighted for the queues that reach or exceed the threshold specified by the ASA variable.

To do this, the system does the following:

- It reads the queues and corresponding threshold numbers defined on the ACD-DN/CDN Definition feature. For example, it reads that the Service queue has a threshold number of 1, and the Sales queue has a threshold number of 2.
- It finds the value assigned to the ASA variable in the Threshold Definition feature. The ASA is 50 in threshold setting 1 and 60 in threshold setting 2.

- It highlights the *Avg. Ans Del* field for the Service queue when the average answer delay threshold exceeds 50 seconds.
- It highlights the *Avg. Ans Del* field for the Sales queue when the average answer delay threshold exceeds 50 seconds.

Table 11-3 provides a list of mnemonic names that can be used in the *Value* subfield when building group thresholds.

Table 11-3
Mnemonic threshold names

Abbreviation (mnemonic name)	Threshold name
TLK	ACD Talk
NTR	Not Ready
IDL	Wait
DNI	DN In
DNO	DN Out
WLK	Walkaway
ASA	Avg. Answer Delay
SRV	Service Objective
DLY	Delay Objective
CIQ	Calls Waiting (appears only if NACD MIS option disabled)
LCQ	Local Calls Wait (appears only if NACD MIS option enabled)
NCQ	Network Calls Wait (appears only if NACD MIS option enabled)
UD1	User-defined Threshold #1
UD2	User-defined Threshold #2
UD3	User-defined Threshold #3
UD4	User-defined Threshold #4
UD5	User-defined Threshold #5

Creating a graphic quadrant definition

A quadrant definition in graphic format is used to present data in a horizontal stacked bar graph. Up to five display data fields can be entered in this graph. Figure 11-5 shows a completed graphic quadrant definition.

Figure 11-5
Quadrant definition—graphic format

```
Report Ready                                                         12:00:00
Display Quadrant Definition
                                                                   [English]
STATISTICS GROUP       :  ACD-DN Statistics
DEFINITION NAME        :  Queue Statistics
QUADRANT SIZE          :  Full Width
QUADRANT STYLE         :  Graphic
NUMBER OR BAR SEGMENTS :  5
DISPLAY VALUES         :  Yes          DISPLAY BAR TOTALS     :  Yes
SCALING METHOD         :  Floating


HEADING                          Positions Status Counts

LEGEND           ACD CALL  NOT READY    WAITING   DN CALL   SPARE     TOTAL


GRAPHIC ELEMENTS
______1______________2______________3______________4______________5______
  ACD Call     |   Not Ready    |   Waiting    |   DN Call    |   Spare

HELP = Help  PF1 = Commands  PF2 = Options  PF3 = Edit field  Del = Erase field
```

Follow Procedure 11-5 to create a graphic quadrant definition.

Procedure 11-5
To create a graphic quadrant definition

1 Select *"Display Definition"* from the main menu.

A submenu menu appears.

2 Select *"Quadrant Definition"* from the pop-up menu.

The Display Quadrant Definition screen appears.

3 In the *Statistics Group* field, enter the type of data fields to be used to obtain information for this quadrant definition.

4 In the *Definition Name* field, enter a name for the quadrant definition.

5 In the *Quadrant Size* field, enter the size of the quadrant definition.

The options are half-width and full-width.

6 In the *Quadrant Style* field, enter **Graphic** to indicate that the quadrant definition is to appear in graphic format.

The remaining fields now appear on the screen.

7 In the *Number of Bar Segments* field, enter the number of display data fields to appear in the bar graph.

The maximum is five.

8 In the *Display Values* field, enter **Yes** or **No** to indicate whether the numeric value for each display data field is to be shown with the bar graph.

9 In the *Display Bar Totals* field, enter **Yes** or **No** to indicate whether the total of all segments is to appear at the end of each line.

If this option is selected, the word "Total" appears at the right side of the legend line, and the number of available characters for the bar graph is reduced by six.

10 In the *Scaling Method* field, enter the method you want to use to scale the bar graph on the screen.

The options are fixed, stepped, and floating.

11 In the *Heading* field, enter a one-line heading for the graph.

This field is optional.

12 Move the cursor to the *Graphic Elements* field.

The cursor automatically appears in the first Graphic Elements field.

13 Press [Options].

A pop-up window appears listing the display data fields you can select.

14 Select a display data field from the list.

It appears in the Graphic Elements field.

15 Press [Edit legend text].

The cursor moves to the Legend field that corresponds to the Graphic Elements field you just entered.

16 Enter a title which can be used on the bar graph to identify the display data field in the *Graphic Elements* field.

17 Press [End editing].

18 If you want to assign a color to the graphic element and its corresponding legend name, press [Change color] while in the *Graphic Elements* or *Legend* field.

This is an optional step. A pop-up menu appears listing the colors you can assign to a graphic element and the legend text. Monochrome terminals display a combination of video attributes, such as reverse video, blinking, underscores, and high intensity. To assign different colors or video attributes, refer to the “Color Customization” chapter.

19 Move the cursor to the next *Graphic Elements* field.

20 Repeat Steps 13 to 19 until all the graphic elements are selected and named.

21 To delete a graphic element, position the cursor on the graphic element and press [Remove selection].

This removes the graphic element, its assigned color, and its corresponding legend text.

22 Save the definition.

Only a system administrator can save public quadrants. However, these can be used by all supervisors. Supervisors can save up to five personal definitions, which only they can access.

23 Repeat the procedure to create other quadrant definitions, or exit from the Display Definition feature.

Function keys

This section describes the function keys for the Quadrant Definition feature in graphic format.

Help=Help

This function key provides information regarding the Quadrant Definition feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the submenu without saving any changes.

Clear the form

This command removes any data from the screen.

Read an existing quadrant

This command displays an existing quadrant definition.

Undo changes to quadrant

This command resets any changes to their default values.

Save as a new public quadrant

This command saves changes as a new public quadrant definition. Up to 250 public quadrant definitions can be defined.

Save as a new personal quadrant

This command saves changes as a new personal quadrant definition. Each supervisor can create up to five personal definitions for personal use.

Overwrite an existing quadrant

This command overwrites an existing quadrant definition.

Delete an existing quadrant

This command deletes an existing quadrant definition from the system.

PF1=Select no command
This function key removes the Commands pop-up window from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up
This function key removes the Options pop-up window from the screen.

PF3=Edit field
This function key allows a field to be edited.

PF3=Change field
This function key allows a column to be edited.

PF3=End editing
This function key indicates that the editing process is finished for this field.

Remove=Erase field
This function key removes the contents of a field.

Edit legend text

This function key is used to enter legend titles to the graphic elements in a graphic quadrant definition. This key is only available when the cursor is positioned in the *Graphic Elements* field.

Change color

This function key is used to change the color assigned to a graphic element in a graphic quadrant definition. This key is only available when the cursor is positioned in the *Graphic Elements* field.

Remove selection

This function key is used to delete a graphic element from a graphic quadrant definition. This key is only available when the cursor is positioned in the *Graphic Elements* field.

Fields

This section describes the fields for the Quadrant Definition feature in graphic format.

Statistics Groups

This field is used to enter the type of statistic group to be used to obtain information for this quadrant definition.

Definition Name

This field is used to assign a name to the quadrant definition. Up to 40 characters can be used. This name appears in a pop-up menu in the Screen Definition screen as one of the quadrants that can be selected to build a display.

Quadrant Size

This field is used to enter the size of the quadrant definition. The options are half-width or full-width.

- ***Half-width*** This extends across one-half of the width of the screen (35 characters). This type of quadrant definition can be positioned in any of the four quadrant locations in a display.
- ***Full-width*** This extends across the entire width of the screen (70 characters). Full-screen quadrant definitions can occupy only the upper-left or lower-left quadrant locations in a display.

Quadrant Style

This field is used to indicate whether the quadrant definition is to appear in tabular or graphic format.

Number of Bar Segments

This field indicates the number of display data fields to appear in the graph. The value can be 1, 2, 3, 4, or 5. This value also determines the width of each section in the legend.

Display Values

This field controls whether the numeric value for each display data field is shown within the bar segment. The numeric value is displayed to the right of each bar segment.

Display Bar Totals

This field determines whether the total of all segments is displayed at the end of each line. If selected, the word “Total” appears to the right of the legend line, and the number of characters available for the bar graph is reduced by six.

Scaling Method

This field determines the method to be used to scale the graph. The options are fixed, stepped, and floating. Additional fields also appear on the screen depending on the scaling method selected.

- Fixed scaling sets the right edge of the graphic display area to represent a fixed value. A field, named *AT*, appears to the right of this field. Enter a fixed scaling factor between 10 and 9999 in this field. All bars are scaled in proportion to this fixed value. If a bar total exceeds the fixed scaling factor, it is truncated when displayed, and a “>” character appears at the end of the bar to indicate an overflow.

  Use this scaling method when the statistics being plotted vary widely over time but rarely exceed a certain constant value. This method works well when the statistics being plotted are percentages. In this case, the scaling factor defined in the *AT* field is set to 100. Only use this method if the highest statistic that can be produced will not exceed your fixed value.

- Stepped scaling sets the right edge of the graphic display area to represent some multiple of a fixed step value.

  A field, named *BY*, appears to the right of this field. Enter a fixed step value between 10 and 9999 in this field. The multiple to be used is recomputed each time the screen is refreshed (the refresh rate is set in the supervisor's profile) by determining the highest total bar value for all queues in the current view. The multiple selected is the one which displays the bars in maximum detail without having the largest bar overflow the display.

  Use this scaling method when the statistics being plotted vary widely over time and no reliable maximum value exists for use in the Fixed Scaling method. By choosing the appropriate step value, the display adjusts to long-term variations without changing the scaling factor on every screen update.

- Floating scaling recomputes the scaling factor each time the screen is refreshed (the refresh rate is set in the supervisor's profile) by determining the highest bar total value for all queues in the current view. The bar for the queue with the highest total value is drawn so that the full display width is used. All other queue bars are proportioned according to this maximum.

  Use this scaling method when the bar totals remain relatively static over time.

Heading

This field is used to provide a one-line heading that is displayed above the graph legend. This field is optional. If not provided, the legend line(s) shift up one line when displayed.

Legend

This field is used to enter a legend title to identify the graph element. Up to two lines of text can be entered. If a title is not entered, the name of the display data field selected in the *Graphic Elements* field is used on the queue statistic display.

Graphic Elements

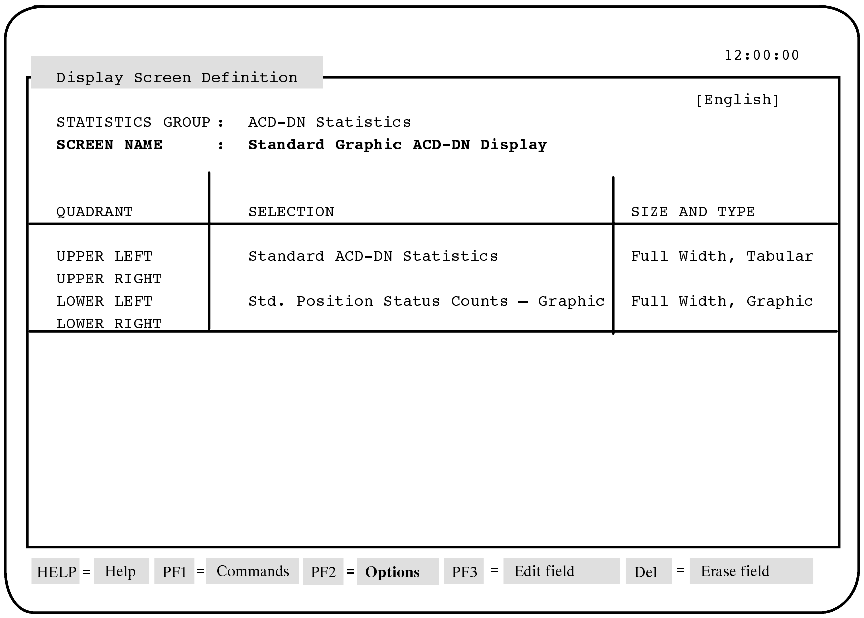
This field is used to select the display data fields to appear in the bar graphs.

Two categories of display data fields are available. These can be the display data fields, which came predefined with your system, or ones created through the Formula Definition feature. The descriptions and formulas for the predefined fields are provided in the “Display statistics groups” chapter. Refer to the “Custom Calculator” chapter for information on the Formula Definition feature.

Screen Definition

The Screen Definition feature is the highest level of customization. You can use it to build a customized queue statistics display from the tabular and graphic quadrant definitions. These can be predefined definitions or customized ones created through the Quadrant Definition feature.

Figure 11-6
Display Screen Definition screen



Creating a screen definition

Follow Procedure 11-6 to create a screen definition.

Procedure 11-6
To create a screen definition

1 Select *"Display Definition"* from the main menu.

A submenu menu appears.

2 Select *"Screen Definition"* from the submenu.

The Display Screen Definition screen appears.

3 In the *Statistics Group* field, enter the statistics group to be used with this screen definition.

4 In the *Screen Name* field, assign a name to the screen.

This name appears in the Queue Statistics Display feature in the list of screen definitions available for use.

5 In the *Selection* field, press [Options].

A pop-up window appears displaying a list of the available quadrant definitions. These can be predefined quadrant definitions or ones created through the Quadrant Definition feature.

6 Select a quadrant definition from the list.

The name of the quadrant definition appears in the Selection field. The quadrant's size and type also appears in the Size and Type field.

7 Move the cursor to another position in the *Selection* field.

8 Repeat Steps 5 to 7 until all the quadrant definitions have been selected.

9 Press [Commands] and save the screen definition.

Refer to the "Activating a screen definition" section in this chapter for directions on activating the screen definition through the Queue Statistics Display feature.

Function keys

This section describes the function keys for the Screen Definition feature.

Help=Help

This function key provides information regarding the Screen Definition feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the submenu without saving any changes.

Clear the form

This command removes any data from the screen.

Read an existing screen

This command displays an existing screen record.

Undo changes to screen

This command resets any changes to their default values.

Save as a new public screen

This command saves changes as a new public screen definition.

Save as a new personal screen

This command saves changes as a new personal screen definition.

Overwrite an existing screen

This command overwrites an existing screen definition record.

Delete an existing screen

This command deletes an existing screen definition record from the system.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no options

This function key removes the Options pop-up window from the screen.

PF2=Remove options pop-up

This function key removes the Options pop-up window from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that the editing process is finished for this field.

Del=Erase field

This function key removes the contents of a field.

Fields

This section describes the fields for the Screen Definition feature.

Statistics Group

This field is used to provide the statistics group to be used for this screen definition.

Screen Name

This field is used to assign a name to the screen. This name can be up to 40 characters. The name is used in the pop-up window of defined screens, which appears when you select the "*Select another screen format*" in the Queue Statistics Display feature.

Quadrant

This field displays the position to place this quadrant definition on the screen. This field is provided for display purposes only.

Selection

This field is used to select the quadrant definitions to appear in the screen. Press [Options] to display a list of available quadrant definitions. This list includes quadrant definitions which came predefined with the system and ones created through the Quadrant Definition feature. Refer to Figure 11-2 for samples of the different ways quadrant definitions can be grouped on a screen.

The following rules apply to choosing quadrant definitions:

- Only quadrant definitions from the same statistics groups can be used together.
- A full-screen quadrant definition can only be used in either the upper-left or lower-left quadrants. If a full-width quadrant definition is selected, no selection can be made in the lower-right quadrant.
- A lower quadrant definition can only be defined if an upper-quadrant definition is defined.
- Lower quadrants are optional. If they are not used, the real-time display extends the data display area of the upper quadrants to the bottom of the screen. These optional quadrants are useful for defining screens that are primarily used with the global view.

Size and Type

This field displays the quadrant's size and type. It is provided for display purposes only.

Activating a screen definition

Follow Procedure 11-7 to use the screen definition in the Queue Statistics Display feature.

Procedure 11-7
To use a screen definition

1. After saving the new screen definition, exit from the Display Definition feature and return to the main menu.
2. Select *"Queue Statistics Display"* from the main menu.
3. After the screen appears, press [Commands].
4. Select the *"Select another screen format"* option.

   A pop-up window appears displaying a list of available screen definitions.
5. Move the cursor to highlight the name of the screen definition you wish to use.
6. Press {**RETURN**} and the real-time queue statistics display appears.

Figure 11-7 provides a sample of a real-time queue statistics display screen after the screen definition has been activated through the Queue Statistics Display feature.

Key points to note

The following are key points to keep in mind about activating the screen definition through the Queue Statistics Display feature:

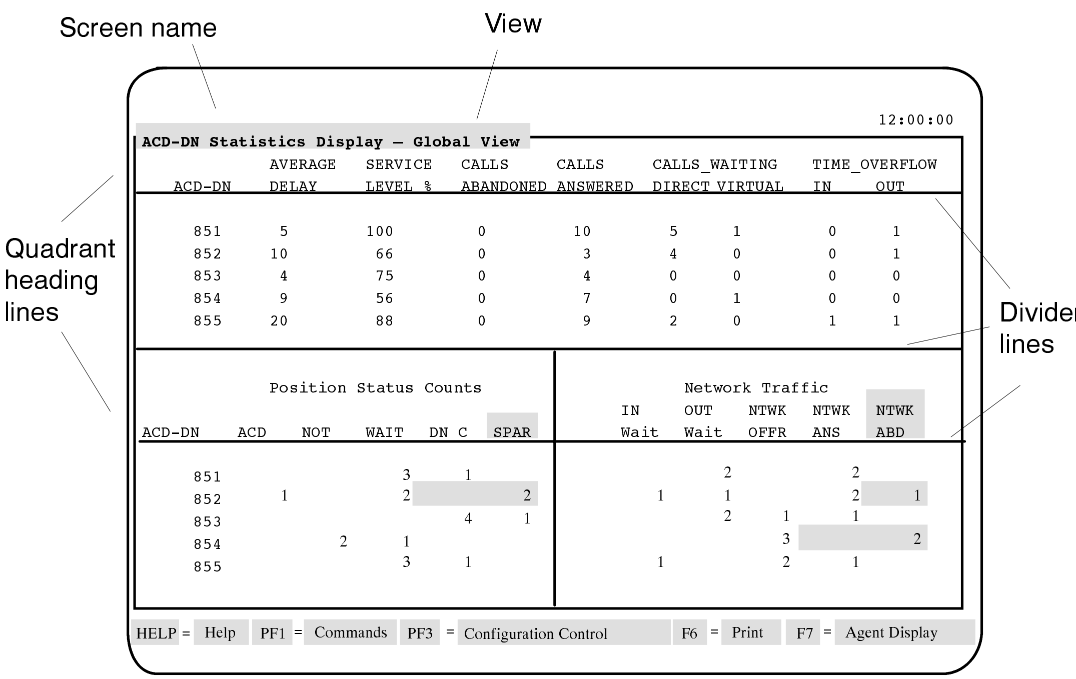
- All the quadrants show information about the same queues. If the supervisor scrolls the screen using the up or down arrow keys or the page up or page down keys, all quadrants are scrolled.
- The Queue Statistics Display feature is updated according to the display update rate selected in the supervisor's profile.
- The available data display lines are divided equally between the upper and lower halves of the screen. The number of queues that can be displayed depends upon the type of terminal you are using and the number of header lines used in each of the quadrant definitions.
- Figure 11-7 shows a display in which not all available headings are used. This limits the number of queues that can be displayed on the screen to six. This number can be increased to seven only if a single heading line is used for each quadrant.

For example, if the upper quadrant contained only one heading line and the lower quadrant contained three, the result would be that six queues could be displayed on both the upper and lower halves of the screen.

If an odd number of display lines is available, the extra blank line precedes the lower screen quadrants.

- When two half-screen quadrants are used side-by-side and they have a different number of heading lines, the system uses the maximum number of display lines for both quadrants.

Figure 11-7
ACD-DN Statistics Display screen—customized example



The screen definition used to create this display had the following characteristics:

- The screen name assigned to the screen definition was ACD-DN Statistics Display.

- A full-width tabular quadrant definition was placed in the upper-left quadrant position in the screen definition.
- A half-width graphic quadrant definition was placed in the lower-left and lower-right quadrant positions in the screen definition.

Chapter 12: Display statistics groups

The Meridian MAX generates display statistics that can be used in the Display Definition feature to create customized displays.

Two statistic groups can be used in these displays: the ACD-DN statistic group and the CDN statistic group. This chapter provides descriptions for the data fields and statistic fields for these groups.

Understanding data fields and statistic fields

Data fields consist of one or more formulas used to create a statistic field. The statistics fields are used to create columns in a display in the Display Definition feature.

You can use the standard statistic fields described in this chapter or create your own using the Formula Definition feature and Display Definition feature. For more information, refer to the "Custom Calculator" chapter and the "Display Definition" chapter.

> ***Note:*** Some of the fields in these tables might not be available to you. Field availability depends on the specific release of the Meridian 1 software you are using, as well as the features configured on the Meridian 1. Some statistics groups might not be available depending on purchasable options. If the Meridian MAX is connected to a NAC, statistical information is also sent to the NAC.

MQA and statistics groups

If MQA is enabled, almost all statistics are pegged on the display to the in-use queue. The exceptions are the "Positions Login," "Positions Spare," "Positions Waiting," and "Positions Staffed" statistics.

The Positions Login and Positions Spare statistics are pegged against the primary queue. The Positions Login shows the number of positions where an agent has logged in to a queue as the primary queue. The Positions Spare statistic shows the number of positions assigned to a queue that is not currently staffed.

The Positions Staffed and Positions Waiting statistics are pegged against all queues being serviced. The Staffed statistic shows the number of positions where an agent is servicing a queue. The Waiting statistic shows the number of positions where an agent is servicing a queue and is in a wait state.

For more information, refer to the “Using Multiple Queue Assignment” chapter.

Network CDN and statistics groups

In Meridian MAX 8 and higher, data can be collected in displays and reports on a new type of CDN call traveling across the network — the Network CDN call. For more information, refer to the “Using Network Automatic Call Distribution” chapter, “Network CDN calls” section.

ACD-DN statistics

The statistics collected for each ACD-DN are shown from the perspective of the destination ACD-DN. This group includes statistics related to calls over the network (if the NACD option is equipped on the Meridian MAX).

Data fields

This section provides a list of the data fields available in the ACD-DN statistics group.

The fields are accessed through the pop-up window which appears by pressing [Options] in the *Calculation* field in the Formula Definition feature in the Display Definition feature.

> ***Note:*** An asterisk (*) beside the field name indicates a field that exists only when the NACD option is enabled.

Calls Answered

This field shows the number of calls that were answered by agents in the ACD-DN.

Calls Abandoned

This field shows the number of calls that were abandoned by the caller while waiting to be answered by an agent in the ACD-DN. This includes calls that were abandoned while receiving IVR treatment (when the CCR option is enabled). It also includes calls abandoned for an ACD-DN (in night mode and using a night routing table) if the Meridian 1 switch is running X11 Release 19 or higher.

Num Ans After Thrsh

This field shows the number of calls answered after the delay objective threshold for the ACD-DN was reached.

Num Abd After Thrsh

This field shows the number of calls abandoned after the delay objective threshold for the ACD-DN was reached. This number includes calls abandoned for an ACD-DN (in night mode and using a night routing table) if the Meridian 1 switch is running X11 Release 19 or higher.

Basic TOF Calls

This field shows the number of basic time-overflow calls answered at the ACD-DN.

Num TOF In Calls

This field shows the number of calls that time-overflowed in to the ACD-DN and were answered at the ACD-DN.

Num TOF Out Calls

This field shows the number of calls that time-overflowed out of the ACD-DN and were answered remotely or locally.

Calls in Queue

This field shows the number of calls waiting for service in the queue. Depending on the volume of calls, there may be a momentary discrepancy between the Meridian MAX and Meridian 1 regarding the number of calls waiting. If the call traffic is low, it also includes calls already presented to the agent. If the call traffic is high, the calls already presented to the agents are not included. The field, however, does not include Enhanced Overflow (ETOF) or CCR calls in queue.

ETOF Virtual Queued

This field shows the number of calls in queue due to day/night routing.

CCR Virtual Queued

This field shows the number of calls in queue due to CCR-controlled mode queuing.

Positions Staffed

This field shows the number of positions assigned to the queue where an agent is logged on.

Positions Spare

This field shows the number of positions assigned to the queue as its primary queue and currently not staffed.

Positions ACD Calls

This field shows the number of positions assigned to the queue that are active on an ACD call.

Positions Waiting

This field shows the number of positions assigned to the queue that have an agent in a wait state.

Positions Not Ready

This field shows the number of positions assigned to the queue that are currently in the Not Ready state.

Positions DN Calls

This field shows the number of positions assigned to the queue that are active on calls other than ACD calls.

Positions On Consult

This field shows the number of agents in a consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call.

Positions Login

This field shows the number of positions logged on to the ACD-DN as their primary ACD-DN.

Positions Not Avail

This field shows the number of positions that are unavailable to take calls. Agents are unavailable if they are on an ACD-related or DN-related call in another queue they are servicing. They are also unavailable if they are in a consult state, not ready state, or reserved state.

Total Answer Delay

This field shows the total delay experienced by all answered calls.

Ntwk Calls Abandoned*

This field shows the number of calls to the ACD-DN that were abandoned while being offered to the network.

> ***Note:*** If a Network CDN call is dequeued from a Routing DN and then abandoned, it is not pegged in the Network Calls Abandoned field.

Calls Answer Remote*

This field shows the number of calls offered to the network that were answered remotely.

Network In Waiting*

This field shows the number of network calls still waiting to be answered at the ACD-DN.

Network Out Waiting*

This field shows the number of calls to the ACD-DN that were offered to the network and are still waiting to be answered.

> *Note:* If a Network CDN call is dequeued from a Routing DN, it is no longer pegged in the Network Out Waiting field.

Tot NTOF Dst Delay*

This field shows the answering delay at the destination queue for networked calls.

Tot NTOF Delay*

This field shows the total answering delay at the destination and source queues for the networked calls.

Tot NTOF Out Delay*

This field shows the delay for calls answered remotely. For a Routing DN, the delay is the total time the call waited at the source CDN.

Num NTOF Calls*

This field shows the number of network calls that were answered at the ACD-DN.

NTOF Ans After Thrsh*

This field shows the number of network calls answered after the delay objective threshold for the ACD-DN.

Calls Overflow Ntwk*

This field shows the total number of calls that were offered to the network.

> *Note:* If a Network CDN call is dequeued from a Routing DN, it is still pegged in the *Calls Overflow Ntwk* field because this field is pegged the moment a call is offered to the network.

Statistics fields

Table 12-1 lists the ACD-DN statistics fields that can be selected when designing columns in the Quadrant Definition feature.

The fields are listed in the order they appear in the pop-up window, which is accessed by pressing [Options] in the *Column Selections* field in the Display Quadrant Definition feature.

The field numbering in this document is for reference purposes only. The menu item numbers that the supervisor sees in the pop-up window might be different than these numbers depending on the options installed on the customer's system.

Some statistics are different if the NACD option, CCR/EAR option, or both, are enabled. Some statistics groups also include statistics about IVR (calls handled by ACD-DNs dedicated to an IVR).

Table 12-1
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`10.Total number of calls answered` **TOT CALLS ANSWD** ***Tot Answered*** The number of calls that were answered by agents of the ACD-DN. Calls Answered
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
11.Total number of calls abandoned **TOT CALLS ABAND** ***Tot Abandnd*** The number of calls that were abandoned by the caller while waiting to be answered by an agent in the ACD-DN. This number includes calls that were abandoned while receiving IVR treatment (when the CCR option is enabled). This number also includes calls abandoned for an ACD-DN (in night mode and using a night routing table) if the Meridian 1 switch is running X11 Release 19 or higher. Calls Abandoned
12.Time Overflow In **TOF IN** ***TOF In*** The number of calls that time-overflowed in to the ACD-DN and were answered at the ACD-DN. Num TOF In Calls
13.Time Overflow Out **TOF OUT** ***TOF Out*** The number of calls that time-overflowed out of the ACD-DN and were answered remotely or locally. Num TOF Out Calls
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
14.Calls In Queue **CALLS** **WAIT** ***Calls Wait*** The number of calls to the ACD-DN that are awaiting service in the queue. If the call traffic is low, it also includes calls already presented to the agent. If the call traffic is high, the calls already presented to the agents are not included. However, it does not include ETOF or CCR calls in queue. Calls In Queue
15.Positions Staffed **POSN** **STAFF** ***Staffed*** The number of positions assigned to the queue where an agent is logged on. Positions Staffed
16.Positions Spare **POSN** **SPARE** ***Spare*** The number of positions assigned to the queue as its primary queue and currently not staffed. Positions Spare
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`17.Positions Not Ready` **POSN** **NOT** **READY** ***Not Ready*** The number of positions assigned to the queue that are currently in the Not Ready state. Positions Not Ready
— continued —
`18.Positions Waiting` **POSN** **WAIT** ***Waiting*** The number of positions assigned to the queue that are currently in the wait state. Positions Waiting
`19.Positions on ACD Calls` **POSN** **ACD** **CALLS** ***ACD Call*** The number of positions assigned to the queue that are active on an ACD call. Positions ACD Calls
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`20.Positions on DN Calls` **POSN** **DN** **CALLS** ***DN Call*** The number of positions assigned to the queue that are active on calls other than ACD calls. Position DN Calls
`21.Average answering delay` **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay for the calls in the Calls Answered field. Total Answer Delay / (Calls Answered - Basic TOF Calls)
— continued —
`22.Telephone service level` **SRV** **LVL** **%** ***Service Lvl*** The Telephone Service Level % of calls answered or abandoned within the defined delay objective threshold time. 100 - (100 * (Calls Ans Aft Thres + Calls Abd Aft Thres) / (Calls Answered + Calls Abandoned))
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`23.Virtual Calls Waiting` **VIRT CALLS WAIT** ***Virtual Wait*** The number of calls logically queued to the ACD-DN due to Day/Night Routing or CCR controlled mode, or both. ETOF Virtually Queued + CCR Virtually Queued
`24.Network Overflow In Calls Answered` **NTOF CALLS ANS** ***NTOF Calls*** The number of network calls that were answered at the ACD-DN. This value is only calculated if your system has the NACD option enabled. Num NTOF Calls
— continued —
`25.Calls Overflowed to the network` **NTWK OFFR** ***Ntwk Offer*** The number of calls to the ACD-DN that have been queued to one or more network ACD-DNs. This value is only calculated if your system has the NACD option enabled. Calls Overflow Ntwk
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`26.Calls Abandoned while overflowing to the network` **CALL** **ABD** **NTWK** ***Abd NTOF Cll*** The number of calls to the ACD-DN that were abandoned while being queued to one or more network ACD-DNs. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Abandoned
`27.Calls Overflowed and answered remotely` **CALL** **ANS** **NTWK** ***Ans Remote*** The number of calls to the ACD-DN that were answered by a network ACD-DN. This value is only calculated if your system has the NACD option enabled. Calls Answer Remote
— continued —
`28.Network Overflow In calls waiting` **NTOF** **IN** **CIQ** ***NTOF In CIQ*** The number of calls queued to the ACD-DN from other ACD-DNs in the network. This value is only calculated if your system has the NACD option enabled. Network In Waiting
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`29.Network Overflow Out calls waiting` **NTOF** **OUT** **CIQ** ***NTOF Out CIQ*** The number of calls to the ACD-DN that are queued to ACD-DNs in the network. This value is only calculated if your system has the NACD option enabled. Network Out Waiting
`30.Average Nodal answering delay` **AVG** **DST** **DLY** ***Avg Dst Dly*** The average answering delay for network calls answered by the ACD-DN. This includes only the delay at the ACD-DN but does not include the delay at the network ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Dst Delay / Num NTOF Calls
— continued —
`31.Average Total answering delay` **AVG** **TOT** **DLY** ***Avg Tot Dly*** The average answering delay experienced by network calls answered by the ACD-DN. This includes the delay at the network ACD-DN as well as the delay at the ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Delay / Num NTOF Calls
— continued —

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`32.Service Level on Network Calls` **NTOF** **SRV** **LVL %** ***NTOF Srv Lvl*** The Telephone Service Level % of network calls answered at the ACD-DN within the defined delay objective threshold time for the ACD-DN. The delay considered is only the delay at the ACD-DN and does not include any delay at the network ACD-DN. This value is only calculated if your system has the NACD option enabled. 100 - (NTOF Ans After Thrsh * 100)/ Num NTOF Calls
`33.Average Answer Delay on Network Calls` **AVG** **NTWK** **DLY** ***Avg Ntwk Dly*** The average answering delay experienced by the caller for calls to the ACD-DN that were answered by a network ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Out Delay / Calls Answer Remote
— continued —
`34.Positions On Consult` **POSN** **CONSULT** ***Consult*** The number of agents in a consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call. Positions Consult

Table 12-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`35.Positions Login` **POSN** **LOGIN** ***Position Login*** The number of positions logged on to the ACD-DN as their primary ACD-DN. Positions Login
`36.Positions Not Available` **POSN** **NOT** **AVAIL** ***Position Not Available*** The number of positions that are unavailable to take calls. Agents are unavailable if they are on an ACD-related or DN-related call in another queue they are servicing. They are also unavailable if they are in a consult state, not ready state, or reserved state. Positions Not Available
— end —

CDN statistics

CDN statistics are collected for each Control DN. This statistics group is only available if the CCR/EAR option is enabled.

Data fields (general)

This section provides a list of the data fields for the CDN statistics group. The fields are listed in the order in which they appear in the pop-up window, which can be accessed by pressing [Options] in the *Calculation* field in the Formula Definition feature in the Display Definition feature. The field numbering in this document is for reference purposes only. The menu item numbers that the supervisor sees in the pop-up window might be different from these numbers, depending on the options installed on the customer’s system.

Calls Answered

This field shows the number of calls that were answered by a CDN in controlled mode.

Calls Abandoned

This field shows the number of calls that were abandoned by a CDN in controlled mode.

Num Ans After Thrsh

This field shows the number of calls answered after the delay objective threshold for the CDN.

Num Abd After Thrsh

This field shows the number of calls abandoned after the delay objective threshold for the CDN.

Calls Forced Busy

This field shows the number of CDN calls given the “Force Busy” CCR operation plus the number of calls that were busy because of the call ceiling.

Calls Routed

This field shows the number of CDN calls transferred by IVR after receiving the “Route To” or “Give IVR” treatment by CCR.

Calls Forced to Disc

This field shows the number of CDN calls given the "Force Busy" CCR operation.

Calls to Default DN

This field shows the number of calls directed to the Default ACD-DN for the CDN.

Calls in Queue

This field shows the number of calls queued at the CDN. Incoming calls to a CDN in default mode do not queue at the CDN and, therefore, are not reflected in this count.

Tot Answering Delay

This field shows the total answering delay for calls that were answered by a CDN in controlled mode.

Data fields (Network CDN)

This section describes the data fields that apply to Network CDN calls. If the NACD option is not enabled, these statistics remain at zero.

Ntwk Calls Offered

This field shows the number of calls that were offered to the network.

> *Note:* If a Network CDN call is dequeued from all Routing DNs, it is still pegged in the *Ntwk Calls Offered* field because this field is pegged the moment a call is offered to the network. It is also pegged again to this field if the same network call is requeued to the same routing DN.

Ntwk Calls Abandoned

This field shows the number of calls that were abandoned while being offered to the network.

Ntwk Calls Answered

This field shows the number of calls offered to the network that were answered remotely.

Ntwk Calls In Queue

This field shows the number of calls offered to the network that are still waiting to be answered.

Ntwk Calls Ans Delay

This field shows the total answering delay for calls answered remotely. The delay is the total time the call waited at the source CDN.

Statistics fields

Table 12-2 lists the CDN statistics fields that can be selected when designing columns in the Quadrant Definition feature.

The field numbering in this document is for reference purposes only. The menu item numbers that the supervisor sees in the pop-up window might be different from these numbers, depending on the options installed on the customer's system.

Table 12-2
CDN statistics fields when using Formula Definition within Display Definition

`Menu # and Entry` **Column Heading** ***Graph Heading*** Description Formula
`10.Total number of calls answered` **TOT** **CALLS** **ANSWD** ***Tot Answered*** The number of calls that were answered by a CDN in controlled mode. Calls Answered
`11.Total number of calls abandoned` **TOT** **CALLS** **ABAND** ***Tot Abandnd*** The number of calls that were abandoned by a CDN in controlled mode. Calls Abandoned
— continued —

Table 12-2 (continued)
CDN statistics fields when using Formula Definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
`12.Calls in Queue` **CALLS** **WAIT** ***Calls Wait*** The number of calls queued at the CDN. Incoming calls to a CDN in default mode do not queue at the CDN and, therefore, are not reflected in this count. Calls In Queue
`13.Calls Forced Busy` **FORCE** **BUSY** ***Force Busy*** The number of CDN calls given the “Force Busy” CCR operation plus the number of calls that were busy because of the call ceiling. Calls Forced Busy
`14.Calls Routed` **ROUTE** **CALLS** ***Calls Routed*** The number of CDN calls given the CCR operation of either “Route To” or “Give IVR,” and then were transferred by the IVR application. Calls Routed
— continued —

Table 12-2 (continued)
CDN statistics fields when using Formula Definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
`15.Calls Forced to Disconnect` **FORCE** **DISC** ***Disconnect*** The number of CDN calls given the “Force Disconnect” CCR operation. Calls Forced to Disc
`16.Calls given Default DN treatment` **DFLT** **DN** ***Dflt DN*** The number of calls directed to the Default ACD-DN for the CDN. Calls given Default DN treatment
`17.Average answering delay` **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay for the calls in the Calls Answered field. Total Answer Delay / Calls Answered
— continued —

Table 12-2 (continued)
CDN statistics fields when using Formula Definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
18. Telephone service level **SRV** **LVL** **%** ***Service Lvl*** The Telephone Service Level % of calls answered or abandoned within the defined delay objective threshold time. 100 - (100 * (Calls Ans Aft Thres + Calls Abd Aft Thres) / (Calls Answered + Calls Abandoned))
19. Network calls offered **NTWK** **CALL** **OFFR** ***NtwkCall Ofr*** The number of Network CDN calls that were offered to the network. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Offered
20. Network calls abandoned **NTWK** **CALL** **ABAND** ***NtwkCall Abd*** The number of calls that were abandoned while being offered to the network. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Abandoned
— continued —

Table 12-2 (continued)
CDN statistics fields when using Formula Definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
`21. Network calls answered` **NTWK CALL ANSWD** *NtwkCall Ans* The number of calls offered to the network that were answered. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Answered
`22. Network calls in queue` **NTWK CIQ** *Ntwk CIQ* The number of calls offered to the network that are still waiting to be answered. This value is only calculated if your system has the NACD option enabled. Ntwk Calls In Queue
`23. Average network calls answer delay` **AVG NTWK DLY** *Avg Ntwk Dly* The average answering delay for the calls in the Ntwk Calls Answered field. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Answer Delay / Ntwk Calls Answered
— end —

Page grid

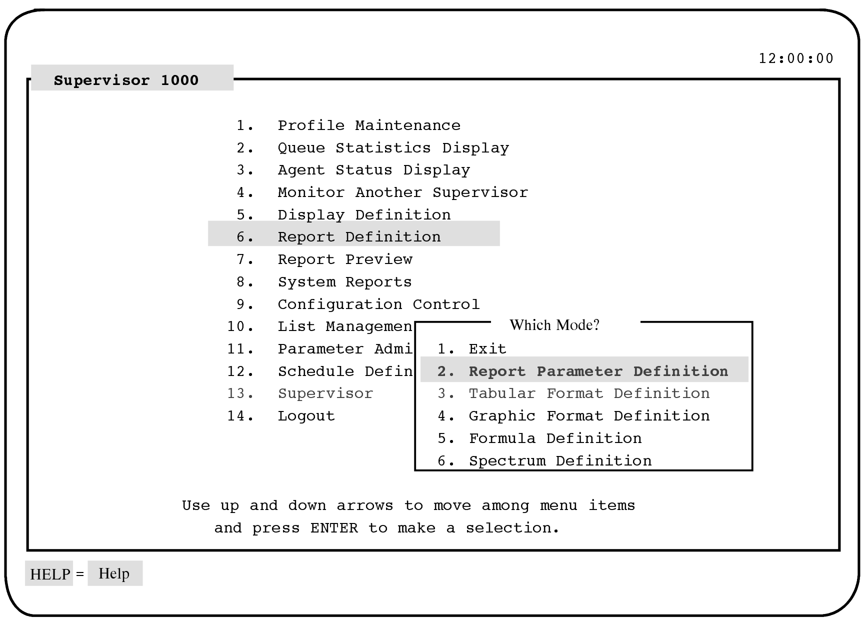
Chapter 13: Report Definition

The Report Definition feature is used to create customized tabular or graphical reports. It is also used to run existing and predefined reports, such as standard management reports.

Accessing this feature

To access this feature, select “*Report Definition*” from the main menu. A submenu appears.

Figure 13-1
Report Definition submenu



Creating a report

Three elements are needed to create customized reports: formula definitions, report formats, and report parameters.

1 Create or select the formula definitions.

Formula definitions are calculations that collect statistics from the system specific to your needs. For example, a formula can be created to retrieve the number of calls abandoned during a particular time period. These formula definitions can be included in customized reports. If you do not want to create or select a formula, this level can be skipped. For details on creating formula definitions, refer to the "Custom Calculator" chapter.

2 Create a tabular or graphical report format.

A report format specifies the type of statistics, columns, and headings to appear in a report. To create a tabular report format, refer to the "Tabular Format Definition" section in this chapter. To create a graphical report format, refer to the "Graphic Format Definition" section in this chapter.

3 Create a report parameter.

A report parameter is used to assign time intervals and key field values to a report format to create a final report. For example, a report format can specify the data fields to be used to collect statistics regarding agent performance. This can then be linked to a report parameter which specifies the time frame and agents to be included in the report.

This separation of the report format from the report parameters allows the same format to be used in different situations. For instance, you might want your list of agents and their non-ACD calls to identify a particular problem from a particular day, or you might use the same report format to analyze the trends over the previous month.

For more information on creating report parameters, refer to the "Report Parameter Definition" section in this chapter.

Note: Refer to the "Getting started" chapter, "Meridian MAX system limits" section, for the Report Definition limits for your system.

Note: Changes have been made to the way reports are printed in Meridian MAX 10. For more information, refer to the "Introducing Meridian MAX" chapter, "Printing in Meridian MAX 10" section.

Formula Definition

Formula definitions are calculations you create to obtain your own statistics from the system. These formula definitions can then be incorporated into your customized reports.

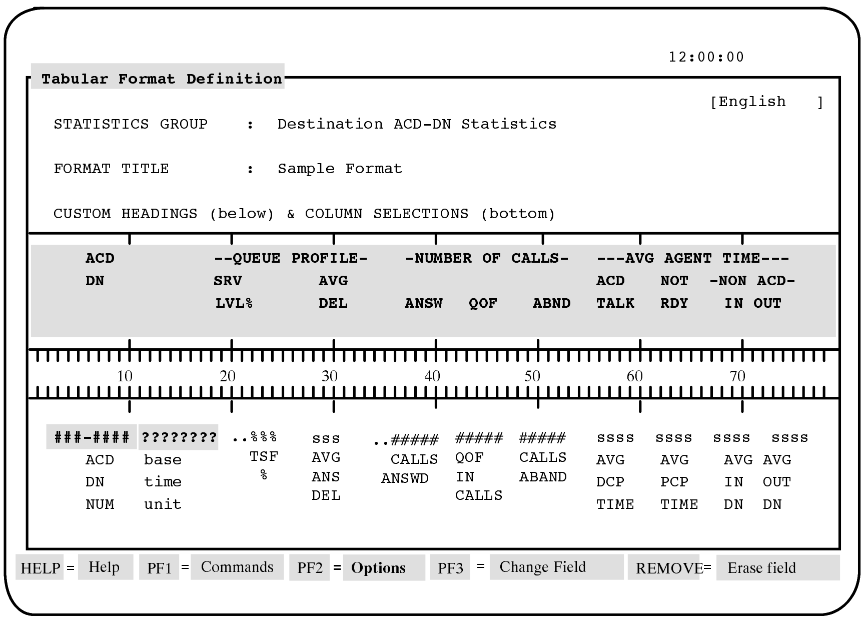
For information on creating and using formula definitions, refer to the “Custom Calculator” chapter.

Tabular Format Definition

A tabular report format specifies the statistics, columns, and headings to appear in a tabular report. You can create new formats or modify existing ones.

Before creating a report format, you should ensure that the Report Control setting is the same between CDNs and their target ACD-DNs, and between ACD-DNs and their overflow and interflow target ACD-DNs.

Figure 13-2
Tabular Format Definition



Follow Procedure 13-1 to create a tabular format definition.

Procedure 13-1
To create a tabular format definition

1 Select *"Report Definition"* from the main menu.
A submenu appears.

2 Select "*Tabular Format Definition*" from the submenu.
The Tabular Format Definition screen appears.

3 In the *Statistics Group* field, enter the statistics group to be used to obtain information for this report format.

4 In the *Format Title* field, enter a name for the report format.

This name should identify the purpose of the format. The name appears in a pop-up window in the Report Parameter Definition feature when linking the format to a report parameter.

5 Follow the procedure in the “Creating report format columns” section for directions on creating columns in a report format.

Creating report format columns

Follow Procedure 13-2 to create columns in a tabular format definition.

Procedure 13-2
To create columns in a tabular format definition

1 Move the cursor to the *Column Selections* field at the bottom of the screen.

2 Press [Change Field].

The first column is highlighted. A pop-up window appears listing the report data fields which can be selected.

These data fields consist of standard data fields corresponding to the statistics group entered in the *Statistics Group* field. It also consists of the customized formula definitions created through the Formula Definition feature. For detailed descriptions of the statistics, refer to the “Report statistics groups” chapter. For information on creating a customized formula, refer to the “Custom Calculator” chapter.

3 Select a key field from the list and press {**RETURN**}.

Each statistics group has one or more key fields used to sort the order in which records are presented in a report. For example, a report regarding agent information could have *Agent ID* as one of its key fields. The key fields are provided in the pop-up window under the “Key Fields” heading.

The name of the field appears in the *Column Selections* field after it is selected from the pop-up window. Above it appears the format of the column and its width. For example, ##### indicates that five numbers can appear in this field. The format is determined by the type of field selected. Refer to Table 13-1 for a list of column formats.

4 Select more key fields if desired.

More than one key field can be used to sort records in a report. It is useful to select *base time unit* as one of the key fields. This allows the records to be sorted by a specific time frame such as daily, weekly, and so on. The words “base time unit” appear after this is selected. The actual time frame is specified in the report parameter.

5 Select the data fields to appear in the report.

6 To increase the space between the fields, move the cursor to a field. Enter the number of spaces to appear between this field and the preceding one. Press [Increase width].

A series of dots appear to indicate the space you selected between the fields. For example, five dots appear if the width is increased by five spaces. Repeat the process between the other fields if necessary.

7 Press [Finished] after all the columns are entered.

8 If you want to create headings for your columns, go to the “Creating column headings” section in this chapter.

When a data field is selected in a column, its format appears above it. In Figure 13-2, the “TSF %” data field has a format of ”%%%.” This value appears in a percentage format with a maximum of three numbers. Table 13-1 provides a list of formats that are associated with the data fields.

Table 13-1
Column formats

Format	Function
aaa	This format represents a string of letters and numbers, usually for a name.
###	This format represents a numeric value with no special formatting (for example, 123).
%%%	This format represents a percentage.
???	This format means the final format depends on the values entered in the Report Parameter Definition. For example, a base time unit could be selected as the name of a shift or a time in hours and minutes.
sss	This format represents a time formatted as seconds.

— continued —

Table 13-1 (continued)
Column formats

mmm	This format represents a time formatted as minutes.
mm:ss	This format represents a time formatted as minutes and seconds.
hhh	This format represents a time formatted in hours.
hh:mm:ss	This format represents a time formatted as hours, minutes, and seconds.
$.$$	This format represents a monetary amount divided by 100.

— end —

Creating column headings

Meridian MAX allows you to create your own column headings for the data fields you selected, or to leave this area blank to accept the system default headings. The default headings are identical to the data field names that appear in the *Column Selections* field. If you enter one column heading, you must enter headings for all the fields. A heading can have a maximum of three lines.

> ***Note:*** Do not assign a heading for a *base time unit* field. Meridian MAX assigns the heading when the format is assigned to a report parameter. For example, it supplies the heading "Interval" if an interval time frame is assigned in the parameter.

Follow Procedure 13-3 to create headings in a tabular quadrant definition.

Procedure 13-3
To create headings in a quadrant definition

1 Move the cursor to the *Column Heading* field.

2 Press [Edit field].

3 Enter the first column heading.

4 Press the spacebar to move the cursor to the location for the next heading.

This should be aligned over the value in the Column Selections field.

5 Enter the next heading.

6 Repeat Steps 4 and 5 until all the headings are entered.

7 Press [End editing] after all the headings are entered.

8 Press [Commands] and save the report format.

The system displays the message: "A new tabular format definition has been created."

For directions on linking the report format to a report parameter, refer to the "Report Parameter Definition" section in this chapter.

With Meridian MAX, you can also print a report showing the data entered in one or more tabular format definitions. For more information on printing these definitions, refer to the "System Reports" chapter.

Function keys

This section describes the function keys available for the Tabular Format Definition.

Help=Help

This function key provides information regarding the Tabular Format Definition and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Report Definition submenu. Any changes, which have not been saved, are ignored.

Clear the form

This command clears information from the screen leaving a blank form.

Read an existing format

This command displays an existing public or personal tabular format on the screen.

Undo changes to format

This command returns a modified tabular format definition to its original state, providing the changes were not saved. The original definition is displayed on the screen.

Save as a new public format

This command saves the information as a new public tabular format definition. A public format is available to anyone on the system, but only system administrators can create, modify, or delete them. Only public reports can be printed at scheduled times through the Schedule Definition feature.

Save as a new personal format

This command saves the information as a new personal tabular format definition. These formats are only available to the person who created them. A supervisor can create up to five personal report formats.

Overwrite an existing format

This command overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

Delete an existing format

This command removes a tabular format definition.

PF1=Select no command

This command removes the Commands popup from the screen.

PF2=Options

This command displays a description or list of valid entries for the field.

PF2=Remove options popup

This command removes the Options popup from the screen.

PF2=Select no option

This command removes the menu options pop-up window from the screen.

PF3=Edit field

This command allows a field to be edited.

PF3=End editing

This command ends the editing process for a field. This field appears while a field is being edited.

PF3=Change field

This command allows a column to be added or modified in the *Column Selections* field. This function key appears while the cursor is in the *Column Selections* field.

PF3=Finished

This command indicates that no more columns are to be added or modified in the *Column Selections* field. This function key appears after [Change field] is pressed while the cursor is in the *Column Selections* field.

F6=Increase width

This command increases the width of a column. Pressing the key alone increases the width of the column by one character position. Typing a number prior to pressing the key increases the width by the number typed. This function key appears after [Change field] is pressed while the cursor is in the *Column Selections* field.

F7=Decrease width

This command decreases the width of a column. Pressing the key alone decreases the width of the column by one character position. Typing a number prior to pressing the key decreases the width by the number typed. This function key appears after [Change field] is pressed while the cursor is in the *Column Selections* field.

F9=Change format

This command appears whenever the current column is a time column. Pressing this key allows an alternate time display format to be selected for this column.

F10=80 column display

This command decreases the maximum number of characters permitted on the format from 132 to 80.

F10=132 column display

This command increases the maximum number of characters permitted on the format from 80 to 132.

Insert Here=Insert

This command inserts a column prior to the location highlighted by the cursor. This function key appears after [Change field] is pressed while the cursor is in the *Column Selections* field. If you edit a right-justified field, this key is invalid.

Delete=Delete column

This command deletes the column highlighted by the cursor. This function key appears after [Change field] is pressed while the cursor is in the *Column Selections* field.

Remove=Erase field

This command removes the contents of a field.

Fields

This section describes the fields for the Tabular Format Definition feature.

Statistics Group

This field is used to enter the type of statistics group to be used with this tabular format.

Meridian MAX receives basic information from the Meridian 1 regarding changes in the status of agents, positions, queues, and trunks. Meridian MAX uses this data to generate meaningful statistics that are useful to supervisors and system administrators.

The statistics generated by Meridian MAX are gathered into groups. Each statistics group has a collection of data fields that are used in the *Column Selections* field.

Selecting the agent statistics group while MQA is enabled on your system causes some agent-related reports to show data only against the primary ACD-DN, while others show it against all ACD-DNs that the agent is servicing.

Language

This field, located at the top right corner of the screen in square brackets, indicates the language in which you are entering information. This field does not appear on unilingual systems. The languages are defined in the Language Options feature.

Format Title

This field provides a unique name to this tabular format. It can be up to 40 characters. This name appears in a popup window in the Report Parameter Definition feature when combining the report format with a report parameter.

Custom Headings

This field is used to assign headings to the columns created in the *Column Selections* field. If you enter a heading for one column, you must enter headings for the remaining columns. If you do not enter headings, the system uses the predefined headings for each data field. The predefined headings might be cryptic at times. For example, if you choose "Number of calls that time overflowed in," the standard heading appears on your report as "TOF IN CALLS."

Column Selections

This field is used to select the report data fields to appear in the columns. These can be customized formula definitions created through the Formula Definition feature or predefined data fields associated with the statistics group. These fields determine the type of statistics to appear on your report.

The first column should have a key field, which can be used to sort the order in which records are presented in a report. Key fields, such as *Agent ID* or *Agent Name,* should also be included in the first column of the tabular reports relating to agent statistics, overflow statistics, or destination statistics. This ensures that a subtotal is provided.

> ***Note:*** If MQA is enabled, some agent-related reports provide data only against the primary ACD-DN while others provide it against all ACD-DNs that the agent is servicing.

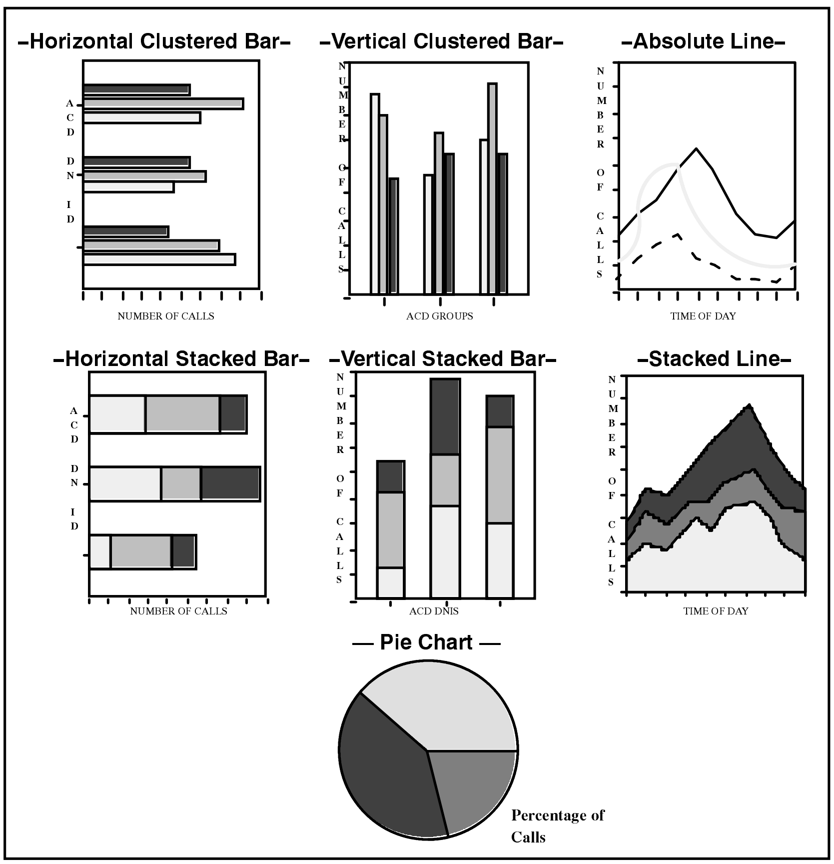
The Formula Definition feature is described in the "Custom Calculator" chapter. The predefined data fields are described in the "Report statistics groups" chapter.

Graphic Format Definition

A graphic report format specifies the statistics and headings to appear in a graphic report. Meridian MAX offers seven graph types, as shown in Figure 13-3.

> ***Note:*** In Meridian MAX 10, graphical historical reports cannot be sent to a video display terminal. Other changes have also been made to the way reports are printed in Meridian MAX 10. For more information, refer to the "Introducing Meridian MAX" chapter, "Printing in Meridian MAX 10" section.

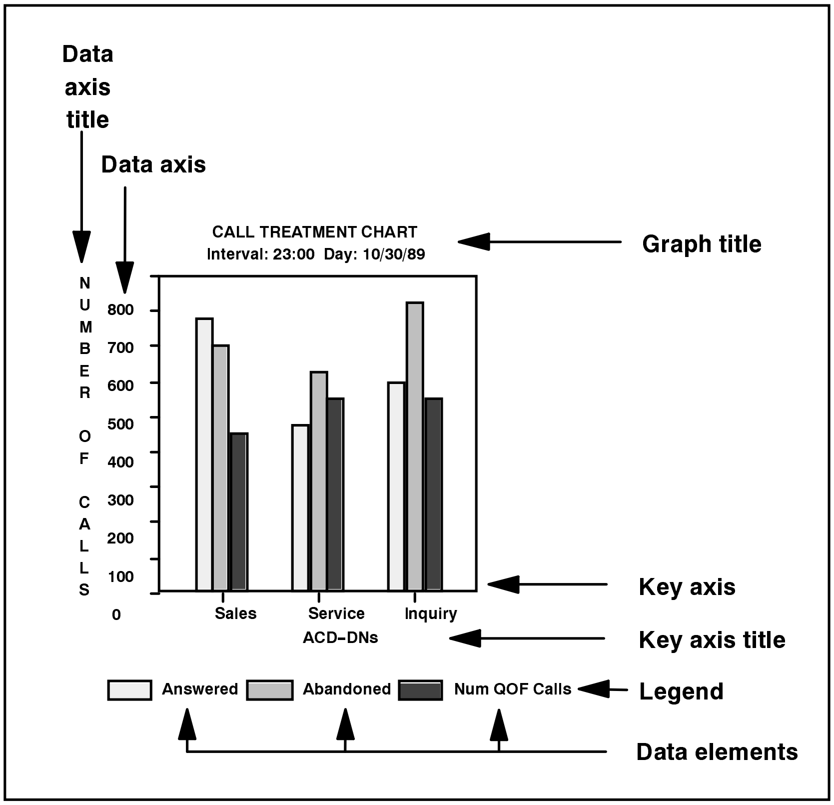
Figure 13-3
Graph types supported by Meridian MAX



Graph terminology

The terms shown in Figure 13-4 apply to most graphic reports and appear on the Graphic Format Definition feature. They are provided here to help you work through the procedures.

Figure 13-4
Graph terminology



Page grid

Figure 13-5
Graphic Format Definition

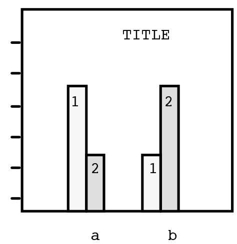
```
                                                     12:00:00
 Graphic Format Definition
                                                                  [English   ]
 STATISTICS GROUP :  Agent Statistics
 TYPE OF CHART    :  Vertical Clustered Bar
 GRAPH TITLE      :  Agent Performance Report
 DATA AXIS TITLE  :  Number of Calls
 KEY AXIS TITLE   :  Agent ID

 AXIS KEY         :  Agent ID
 ("a","b" on diagram)

 LEGEND KEY       :  Base Time Unit
 ("1", "2" on diagram)

 SELECTED DATA ELEMENTS :
 1. Num Answered          2. Non Activity
 3. Num ACD Xfrd          4. In DN calls
 5. Out DN calls          6. DN Calls
 7. Num DN Xferd          8.
 9.                      10.

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Erase field
```



Follow Procedure 13-4 to create a graphic format definition. The procedure for producing a graph is the same for all graph types, except for the pie charts, which do not require a data axis or key axis.

Procedure 13-4
To create a graphic format definition

1 Select *"Report Definition"* from the main menu.

A submenu appears.

2 Select "*Graphic Format Definition"* from the submenu.

The Graphic Format Definition screen appears.

3 In the *Statistics Group* field, enter the statistics group to be used to obtain information for this report format.

4 In the *Type of Chart* field, select the type of graph to be created.

5 In the *Graph Title* field, enter a name for the report format.

This name should identify the purpose of the format. The name appears in a pop-up window when linking it to a report parameter.

6 In the *Data Axis Title* field, enter a name to be used for the axis of the dependent variable.

For vertical bar graphs and line graphs, the data axis is the vertical axis. For horizontal bar graphs, it is the horizontal axis. This field is not offered for pie charts.

7 In the *Key Axis Title* field, enter a name to be used for the axis of the independent variable.

For vertical bar graphs and line graphs, the data axis is the horizontal axis. For horizontal bar graphs, it is the vertical axis. This field is not offered for pie charts.

8 In the *Axis Key* field, select one of the available axis keys from the Options menu.

This key provides the primary breakdown of information along the key axis. For example, if Agent ID is selected, the information appears on the graph by Agent ID. This field does not apply to pie charts.

9 In the *Legend Key* field, select one or more of the fields from the Options menu.

This key provides the secondary breakdown of information along the key axis. A legend key cannot be the same as an axis key. You can also choose data elements as legend keys.

10 In the *Selected Data Elements* field, press [Change field].

A pop-up list window appears listing all of the data fields available for the statistics group that you entered in the Statistics Group field.

11 Select up to 10 data fields from the pop-up window to be plotted on the graph.

12 If you choose an incorrect field, use the right and left arrow keys, [Insert] key, and [Delete selection] key to correct your list.

13 Press [Finished] when you are done.

14 Press [Commands] and save the report format.

The system displays the message: "A new graphic format definition has been created."

For directions on linking the report format to a report parameter, refer to the "Report Parameter Definition" section in this chapter.

With Meridian MAX, you can also print a report showing the data entered in one or more graphic format definitions. For more information on printing these definitions, refer to the "System Reports" chapter.

Function keys

This section describes the function keys available for the Graphic Format Definition.

Help=Help

This function key provides information regarding the Graphic Format Definition and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Report Definition submenu. Any changes that have not been saved are ignored.

Clear the form

This command clears information from the screen leaving a blank form.

Read an existing format

This command displays an existing public or personal graphic format on the screen.

Undo changes to format

This command returns a modified graphic format definition to its original state, providing the changes were not saved. The original definition appears on the screen.

Save as a new public format

This command saves the information as a new public graphic format definition. A public format is available to anyone on the system, but only system administrators can create, modify, or delete them. Only public reports can be printed at scheduled times through the Schedule Definition feature.

Save as a new personal format

This command saves the information as a new personal graphic format definition. Personal formats are only available to the person who created them. Up to five personal report formats can be created by a supervisor.

Overwrite an existing format

This command overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

Delete an existing format

This command removes an existing personal or public graphic format definition. This command is only available to someone in network administrator mode.

PF1=Select no command

This command removes the Commands menu popup from the screen.

PF2=Options

This command displays a description or list of valid entries for the field.

PF2=Remove options popup

This command removes the Options popup from the screen.

PF2=Select no option

This command removes the menu options pop-up window from the screen.

PF3=Edit field

This command allows a field to be edited.

PF3=End editing

This command ends the editing process for a field.

PF3=Change field

This command allows a data element to be added or modified in the *Selected Data Elements* fields. This function key appears while the cursor is in the *Selected Data Elements* fields.

PF3=Finished

This command indicates that no more elements are to be added or modified in the *Selected Data Elements* fields. This function key appears after [Change field] is pressed while the cursor is in the *Selected Data Elements* fields.

Insert Here=Insert

This command inserts a data element prior to the location highlighted by the cursor. This function key appears after [Change field] is pressed while the cursor is in the *Selected Data Elements* fields.

Remove=Erase field

This command removes the contents of a field.

Fields

This section describes the fields for the Graphic Format Definition feature.

Language

This field, located at the top right corner of the screen in square brackets, indicates the language in which you are entering information. This field does not appear on unilingual systems. The languages are defined in the Language Options feature.

Statistics Group

This field provides the type of statistics group to be used with this graphic format.

Meridian MAX receives basic information from the Meridian 1 regarding changes in the status of agents, positions, queues, and trunks. Meridian MAX uses this data to generate meaningful statistics that are useful to supervisors and system administrators.

The statistics generated by Meridian MAX are gathered into groups. Each statistics group has a collection of data fields, which are used in the *Column Selections* field.

Selecting the agent statistics group while MQA is enabled on your system causes some agent-related reports to show data only against the primary ACD-DN, while others show it against all ACD-DNs that the agent is servicing.

Type of Chart

This field provides the type of graph to be produced for this report.

Graph Title

This field provides a name to appear at the top of the graph. In Figure 13-4, the graph title is "*Call Treatment Chart.*" The time frame subtitle ("Interval" ...) is defined in the Report Parameter Definition feature.

Data Axis Title

This field provides a name to the data axis. The data axis contains dependent variables—data that change with variations in the independent variables of the key axis. For vertical bar charts and line graphs, the data axis is the vertical axis. For horizontal bar graphs, it is the horizontal axis. This field does not apply to a pie chart.

This field is optional. However, it is easier to interpret the graph if a name is provided. In Figure 13-4, the data axis title is "*Number of Calls*."

Key Axis Title

This field provides a name for the key axis. The key axis represents the independent variables that remain constant. For vertical bar charts and line graphs, the key axis is the horizontal axis. For horizontal bar charts, it is the vertical axis. Pie charts do not have a key axis.

This field is optional. However, it is easier to interpret the graph if a name is provided. In Figure 13-4, the key axis title is "*ACD-DNs*."

Axis Key

The axis key is the field that provides the primary breakdown of information along the key axis. Press [Options] to select one of the available axis keys. The available keys offered depend, in part, on the statistic group you choose.

The key axis provides the clues for interpreting data on graphs. It shows independent variables that remain constant while the dependent variables of the data axis change. For vertical bar charts and line graphs, the key axis is the horizontal axis. For horizontal bar charts, it is the vertical axis.

This field does not apply to pie charts. An axis key is mandatory for line graphs but optional for bar graphs, although most useful bar graphs do specify an axis key. If an axis key is not selected for a bar graph, the chart has only a single bar.

Meridian MAX displays graphs on several screens if they have more axis key values than can fit on a single screen. Each screen is itself a complete graph, but the axis key values are different for each one.

Legend Key

The legend key is the field or fields that provide the secondary breakdown of information along the key axis. These keys are distinguished on the graph by different colors, types of shading, or types of line.

You have the same options available for defining legend keys as you do for axis keys, but a legend key cannot be the same as an axis key. You can also choose data elements as the legend keys.

Figure 13-4 shows three values for each ACD-DN using the data elements *Calls Answered, Calls Abandoned,* and *Num QOF Calls* as the legend keys.

All graph types must have a legend key. The legend labels the patterns (colors, shading, lines) used in the legend key. Up to seven colors or shades, and up to ten types of patterns are available for your graphs. The colors and patterns available to you depend upon your output device. If more are needed, the original colors or patterns repeat in your legend.

Selected Data Elements

This field contains all the data elements to be plotted on the graph. You can use this field either as an axis key or as a legend key, but not both at the same time.

Up to 10 data elements can be selected per line and bar graph. Pie charts can have a maximum of eight data elements.

When choosing the field to plot on your graph, you should carefully consider the relationships between the elements. The system does not force you to make sensible selections. You can, for instance, plot a value that is measured in seconds on the same graph as a value that is measured in minutes, but the graph will make no sense.

> ***Note:*** If you choose more than one data field, Meridian MAX requires you to use the data elements in an axis key or a legend key.

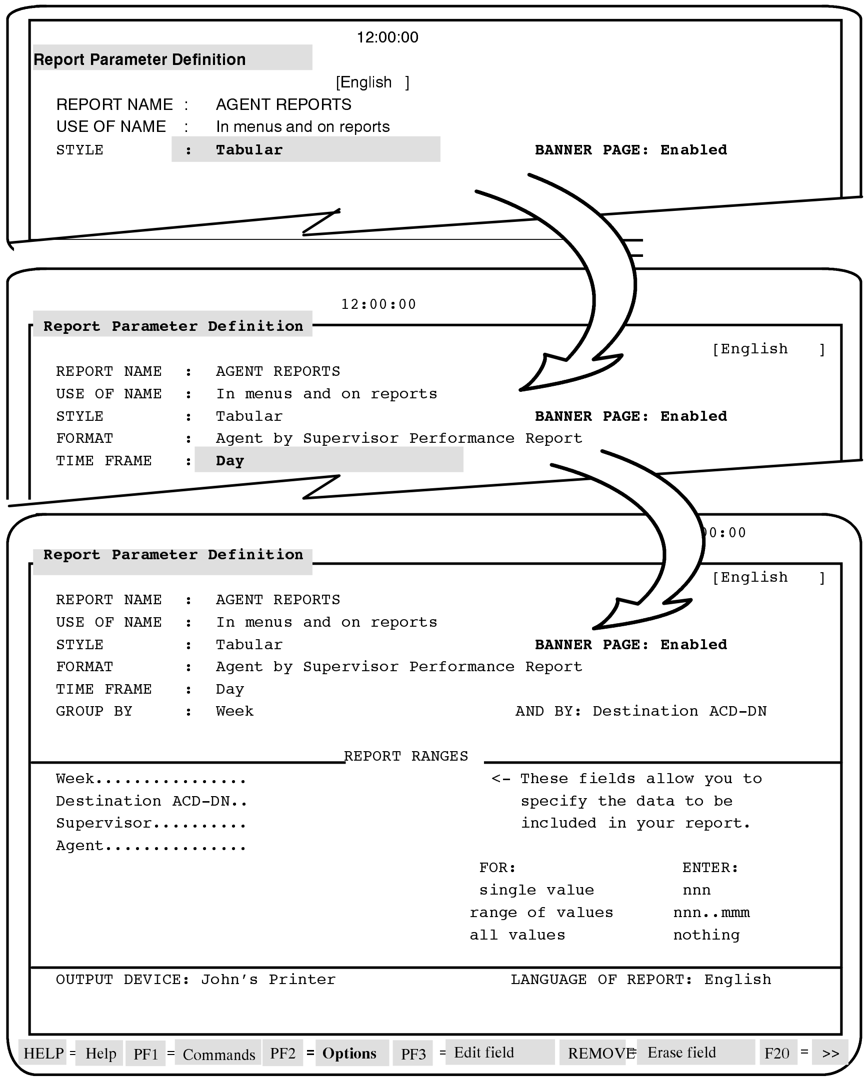
Report Parameter Definition

The Report Parameter Definition feature assigns time intervals and key field parameters to a customized or a predefined report format. These formats can be customized ones created through the Tabular Format Definition or Graphic Format Definition feature. They can also be predefined formats as described in the “Standard Management Reports” chapter or the “Event Log Reports” chapter.

The formats are linked to parameters and printed to create a report on an ad hoc or scheduled basis. For information on printing scheduled reports, refer to the “Schedule Definition” chapter.

> ***Note 1:*** Up to 500 report definitions can be created on the IPEX platform.
>
> ***Note 2:*** With Meridian MAX, you can print a report showing the data entered in one or more report definitions. For more information on printing these definitions, refer to the “System Reports” chapter.

Figure 13-6
Report Parameter Definition



In the Report Parameter Definition feature, the *Format* and *Time Frame* fields do not appear until the *Style* field is completed. Different fields then appear on the screen depending on your entries in the *Format* and other fields in the Report Ranges.

Follow Procedure 13-5 to create a report parameter definition.

Procedure 13-5
To create a report parameter definition

1 Select *"Report Definition"* from the main menu.

A submenu appears.

2 Select "*Report Parameter Definition*" from the submenu.

The Report Parameter Definition screen appears.

3 In the *Report Name* field, assign a name to the report definition.

This name should identify the purpose of the report.

4 In the *Use of Name* field, assign a name to the report definition.

Enter "in menus" if the report name is to appear only in pop-up windows in your system and not on your reports. Enter "in menus and on reports" if it is to appear in the pop-up windows and on your reports.

5 In the *Style* field, specify whether you want to produce a tabular, graphic, or event log report.

For more information on producing event logs, refer to the "Event Log Reports" chapter.

6 In the *Banner Page* field, specify whether a banner page should accompany this report.

For more information on the banner page, refer to the "Standard Management Reports" chapter, "Analyzing the report banner page" section.

7 In the *Format* field, press [Options].

If you are creating a tabular or graphical report, a pop-up window appears listing the available customized and predefined report formats. If an event log report is being produced, the pop-up window displays the available event logs.

8 Select a report format.

Different fields appear on the screen depending on the entries you have already made. These fields specify the parameters to be used in the reports. This procedure, however, cannot cover all the variations in which the remaining fields can appear. Refer to the "Fields" section for descriptions of the fields relating to time, groupings, and report ranges.

9 Complete the fields relating to time, groupings, and report ranges, if applicable.

10 In the *Output Device* field, specify the device to be used to print the report.

To preview a tabular report before printing it, enter "VDT" in this field. To preview a tabular report or graphical report, enter "MTE–Display" in this field (through MTE). Graphical reports cannot be previewed from a VT220 terminal.

11 In the *Language of Report* field, specify the language to be used in the report.

12 After completing the fields, press [Commands].

13 If you wish to print the report now, select *"Print this report."*

Depending on the number of agents and the length of your time interval, the system can take a few minutes to gather the data and produce the report. Printing all interval, all day, and all ACD-DN graphic reports can burden the system and cause delays in printing and other processes.

Reports can only be printed if a default printer is defined in the user's profile or in the Miscellaneous Options feature.

14 Save the report if you want to use it again.

Function keys

This section describes the function keys available for the Report Parameter Definition feature.

Help=Help

This function key provides information regarding the Report Parameter Definition feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Report Definition submenu. Any changes that have not been saved are ignored.

Clear the form

This command clears information from the screen leaving a blank form.

Read an existing report definition

This command displays a list of existing report formats. These can be customized or predefined formats.

Undo changes to report definition

This command returns a modified report definition to its original definition, providing the changes are not saved. The original definition is displayed on the screen.

Save as a new public report definition

This command saves the information as a new public report definition. A public definition is available to anyone on the system, but only system administrators can create, modify, or delete them. Only public reports can be printed at scheduled times through the Schedule Definition feature.

Save as a new personal report definition

This command saves the information as a new personal report definition. Personal formats are only available to the person who created them. Up to five personal report formats can be created by a supervisor.

Overwrite an existing report definition

This command allows the original information to be overwritten with the modifications. This command is used when the original report is no longer required.

Delete an existing report definition

This command deletes an existing personal or public report definition. Once this command is executed, the deleted report definition cannot be retrieved.

Print this report

This command prints the report using the definition currently on display. This is known as an ad hoc print request. The ad hoc print request causes this report definition to become the ad hoc report definition. It remains so until another ad hoc print request is made by the same user, even if the user logs off the system. For information on printing scheduled reports, refer to the "Schedule Definition" chapter.

Note: In Meridian MAX 10, reports can be printed to "Default Printer" only if a "Default Printer" is defined. See the description of the Output Device field in the "Fields" section that follows.

> **ATTENTION**
> Printing all interval, all day, and all ACD-DN graphic reports can burden the system and cause delays in printing and other processes.

Read adhoc report definition

This command displays the report definition used by the last ad hoc print request (see the previous command).

PF1=Select no command

This command removes the Commands pop-up window from the screen.

PF2=Options

This command displays a description or list of valid entries for the field.

PF2=Remove options popup

This command removes the Options pop-up window from the screen.

PF2=Select no option

This command removes the Options pop-up window from the screen.

PF3=Edit field

This command allows a field to be edited.

PF3=End editing

This command ends the editing process for a field.

F8= xxxxx Lists

This command displays the lists, defined in the List Management feature, which can be used in certain fields in the report range. The type of list that is available depends on the particular report and the field being highlighted by the cursor in the report range. For example, if this function key is pressed in the *Source Queue* field of an overflow statistics report, a pop–up window can display available queue lists. In this example, the function key appears on the screen as F8=Queue Lists. In another field, it can appear as F8=ACD-DN Lists. For more information, refer to the “List Management” chapter.

F8= No selection

This command removes the lists menu pop-up window. This key only appears when the lists menu pop-up window is on the screen.

F10=Report preview

This command displays a tabular report on the screen if the *Output Device* field is set to VDT (Video Display Terminal). In Meridian MAX 10, graphical historical reports cannot be sent to the VDT. For more information on previewing a report, refer to the “Report Preview” chapter.

Remove=Erase field

This command removes the contents of a field.

Fields

Language

This field, located at the top right corner of the screen in square brackets, indicates the language in which you are entering information. This field does not appear on unilingual systems. In a multilingual system, report definitions, especially public ones, should be defined in both system languages. Enter the report name, and complete the other report information fields in the first system language. Then, cursor to the *Language* field and select the second language. Enter the report name and other field information in the second system language. Save both report definitions.

Report Name

This field is used to assign a report name of up to 40 characters. This name appears in pop-up windows that list the existing reports. This list appears by selecting the “*Read an existing report definition*” command in the Commands menu. It is also available in the Schedule Definition feature.

Use of Name

This field is used to specify whether your report name appears on the report or only in the pop-up windows that provide a list of existing reports. If you enter “in menus,” the entry in the *Format* field appears as the report name when it is printed.

Style

This field specifies whether the report is to be tabular, graphic, or an event log. After the style is selected, the *Format* and *Time Frame* fields appear.

Banner Page

This field is used to indicate whether a banner page should accompany the report. To include a banner page, this field must be enabled.

The banner page option is initially set in the supervisor's profile. If it is enabled in the supervisor's profile, it also appears enabled when the Report Parameter Definition screen is initially entered or when the "*Clear the form*" option is selected from the Command menu. The banner page option is also enabled on all report definitions when you upgrade to Meridian MAX 8 or higher.

For more information on the banner page, refer to the "Standard Management Reports" chapter, "Analyzing the report banner page" section.

For more information on the supervisor's profile, refer to the "Parameter Administration" chapter, "Supervisor Definition" section.

Format

This field specifies the report format to be linked to the parameters in this report definition. Press [Options] to view a list of available report formats.

The report format can be a predefined one described in the "Creating standard management reports" or "Event Log Reports" chapters. The customized formats, created through the Tabular Format Definition and Graphic Format Definition feature, appear at the bottom of the list under the public or personal format categories.

Time Frame

This field determines whether data on the report is gathered by interval, shift, day, week, month, or period basis. This field does not appear for Event Log Reports, since these reports are only available as daily reports.

> ***Note:*** You cannot generate reports for data you do not have. Data is retained on your system for a limited time. The time limit depends on the time frame of the data and on your system's storage limitations. For instance, interval data is retained for only a matter of days, but daily data is kept for a matter of weeks. The period time frame is based on the availability of daily data. For the precise limitations, consult the *Meridian MAX 10 Installation Guide* (NTP 553-4001-111), "Site preparation" chapter, "Capacities" section. It is up to the user to ensure that the time frame selected is valid given the system's limitations.

Group By/And By

In some time frames, you have control over the way your information is grouped. For example, if you choose "*Interval*" as your time frame, you can choose to group the data by shift and by day. A total line is printed for each shift, and a grand total line is printed for each day. Intervals are set for 30-minute durations. These fields are only available on tabular reports.

Report Ranges

The Report Ranges section allows you to set the scope for your report. The fields available depend upon your entries in the *Format* and *Time Frame* fields. The fields available are

- Interval
- Shift
- Day
- Week
- Month
- Period
- Source Node
- Destination Node
- Source Queue
- Destination ACD-DN
- Control DN
- Agent
- Supervisor
- Route
- Trunk
- DNIS
- Activity Code

You can enter a value, range of values, or a list of values in the fields. (Lists cannot be used on time frame fields such as interval, shift, day, week, month, or period.)

Leaving a field blank indicates to Meridian MAX that all values are to be used. The values for all fields are listed in the Options menu.

When defining the time frame for your report, you can specify your parameters as a specific time, a range of times, all times, the current time, or a time relative to the current time.

For example, if you are defining the parameters for a daily report, you can have it print information for a specific date by entering it in yy/mm/dd or yyyy/mm/dd format. You can specify a range of dates by entering two dates separated by two periods (for example, yy/mm/dd..yy/mm/dd), or you can print the information for all days still on file by leaving the *Day* field blank.

To save time, you can enter only the last two digits of the year. For example, if you enter 97, Meridian MAX interprets this as 1997. Valid entries for the year range from 1970 to 2037. If you enter 01 after the year on the Meridian 1 has been switched to the 21st century, Meridian MAX interprets this as 2001.

However, if you enter 01 while the year on the switch is still in the 20th century, the Meridian MAX interprets this as 1901 and the entry is rejected. The year can also be entered as four digits.

Enter a zero in the *Day* field to print information for the current day. Enter **-1** for one day ago (yesterday), **-2** for two days ago, and so on. You can also use these relative days as part of a range of days. For instance, **–2..–1** prints information for yesterday, and for the day before yesterday.

Negative numbers cannot be used for interval or shift ranges crossing the midnight boundary. If the lower range selection crosses the midnight boundary, the report states "*No data selected for this report.*" For example, if the current time is 01:10, –3..0 cannot be used to specify the interval range from 23:30 yesterday to 01:30 today. Similarly, if the current shift is the first shift of the day, –1..0 cannot be used to specify the shift range from the last shift yesterday to the first shift of today.

If you specify the current day for daily reports (*Time Frame* field is set for *"Day"*), you do not receive any information. To retrieve the current date's data, you must specify an interval time frame.

In Meridian MAX, you can print interval reports that span the midnight boundary. For example, if the *Interval* field is set to 22:00..6:00 and the *Day* field is set to 98/10/27..98/10/29, you produce a report that spans the following intervals:

- 22:00 on 98/10/27 to 06:00 on 98/10/28
- 22:00 on 98/10/28 to 06:00 on 98/10/29
- 22:00 on 98/10/29 to 06:00 on 98/10/30

Output Device

This field is used to direct the report to your screen for previewing or to a selected printer.

Note: In Meridian MAX 10, the "VDT" can only be selected to preview tabular reports on the VDT. To preview graphical reports, you must select "MTE Display" through the MTE. Tabular reports can also be previewed through the MTE Display option. For more information, refer to the "Introducing Meridian MAX" chapter, "Printing in Meridian MAX 10" section.

If you choose the “*Default Printer*” option for this field, the report is sent to the system default printer when the report is scheduled or to the supervisor default printer when generated on an ad hoc basis. If a supervisor default printer is not defined in the profile, the ad hoc reports go to the system default printer.

If you read in a report definition with the output device configured as data stream but you do not have the privileges to use this device, the Output Device is changed to the “Default Printer.”

If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to your supervisor default printer.

If printers are added, deleted, or modified after the report definition is displayed on the screen, and the output device is a printer other than the VDT or default printer, a message appears when you reenter the *Output Device* field that indicates a printer change occurred.

Press [Options] to display a list of available printers. If the original printer has been deleted, the output device changes to “Default Printer.”

ATTENTION

Before unplugging a printer, you must first switch it to offline and turn the power off. If these steps are not taken in this order, print jobs sent to this printer are not queued. To restart the printer, plug it in, turn the power on, and set it to online.

Language of Report

This field determines the language used when the report is printed. This language can differ from the one specified in the *Language* field, shown in square brackets at the top right corner of the screen. Neither of these fields appear on a unilingual system.

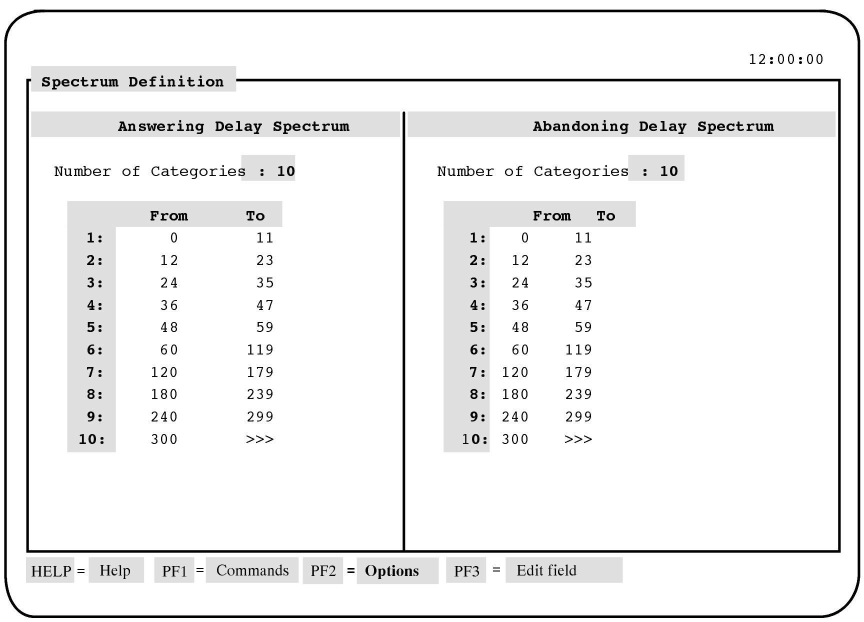
Spectrum Definition

The Spectrum Definition feature allows you to define categories to use in your reports to show the delay experienced by incoming calls that were answered and abandoned. Up to 10 categories can be defined for the spectrum showing the delay experienced by calls answered. Another 10 categories can be defined to indicate the delay experienced by calls abandoned. This feature is only available to system administrators.

Since the data is compressed and stored as percentages in the reports, it might not always be 100 percent accurate. The data is primarily meant to indicate trends in service levels.

These spectrums are used in the following standard management reports: ACD-DN Delay Before Answering Report, ACD-DN Delay Before Abandoning Report, CDN Delay Before Answering Report, and CDN Delay Before Abandoning Report. The individual categories are also available for custom reporting in the ACD-DN and CDN statistics groups. The spectrum range set in this feature is used by all of these reports.

Figure 13-7
Spectrum Definition



Follow Procedure 13-6 to create a spectrum definition.

Procedure 13-6
To create a spectrum definition

1 Select *“Report Definition”* from the main menu.

A submenu appears.

2 Select “*Spectrum Definition*” from the submenu.

The Spectrum Definition screen appears.

3 In the *Number of Categories* fields, enter the number of categories to be included in each spectrum.

Up to 10 categories can be defined.

4 In the *From* fields, specify the lower boundaries of each category.

The lower boundary in the first category is preset at 0 and cannot be changed. The system automatically sets the value in the *To* fields to one second less than the start time of the following category.

5 Press [Commands] and save the changes.

Function keys

Help=Help

This command provides information regarding a feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Report Definition submenu. Any changes that have not been saved are ignored.

Clear the form

This command clears the information from the screen.

Read the saved spectrums

This command displays the spectrums as they were when last saved.

Save changes

This command saves the changed spectrums currently on display. The previous information is replaced by the changed information.

PF1=Select no command

This command removes the Commands popup from the screen.

PF2=Options

This command displays a description or list of valid entries for the field.

PF2=Remove options popup

This command removes the Options popup from the screen.

PF2=Select no option

This command removes the menu options pop-up window from the screen.

PF3=Edit field

This command allows a field to be edited.

PF3=End editing

This command ends the editing process for a field.

Insert Here=Insert

This command allows a character to be entered into a field. This function key appears after [Edit field] is pressed.

Fields

Answering delay spectrum

This section assists in determining when incoming calls are answered.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take.

The answering delay is the amount of time that passes between the time the call arrives at the ACD-DN queue and the time the same call is answered by an agent. The answering delay spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls answered during the period of time of each category.

When a call is answered, the answering delay (measured in seconds) is compared to each category's period of time. When the system finds the category whose span of time includes the answering delay for the call, the system increments that category's count by one.

Abandoning delay spectrum

This section assists in determining when incoming calls are abandoned.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take. The abandoning delay is the amount of time that passes between the time the call arrives at the ACD-DN queue and the time the same call is abandoned by the caller. The abandoning delay spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls that were abandoned during the period of time of each category. When a call is abandoned, the abandoning delay (measured in seconds) is compared to each category’s period of time. When the system finds the category whose span of time includes the abandoning delay for the call, the system increments that category’s count by one.

If enabled, the Combined Call Abandon Reporting (CCAR) feature also collects data on day and night calls abandoned and pegs it into the appropriate category.

Number of Categories

This field controls the number of categories within the answering delay spectrum and the abandoning delay spectrum. The more categories that are defined, the more detailed the reports can be. Up to 10 categories can be defined.

From

This field controls the start time for each defined category. The start time for the first category is predefined as 0, and cannot be changed. The start time of each category cannot be less than the start time of the preceding category.

The first category always starts with the time the call arrived (for example, 0 seconds). The second category can start with a time between two seconds and 600 seconds, after the call arrived.

To enter a start time within the range of two to 60 seconds (inclusive), the start time must be evenly divisible by two (for example, two, four, or six). To enter a start time within the range of 60 to 300 seconds (inclusive), the start time must be evenly divisible by 10 (for example, 60, 70, or 80.)

To enter a start time that is greater than 300 seconds, the start time must be evenly divisible by 60 (for example, 300, 360, or 420). A start time greater than 600 seconds cannot be entered.

To

This field sets the end time of a category. This field cannot be directly controlled by the user. The system automatically sets the value for this field to one second less than the start time of the following category. This prevents gaps of time from appearing in the spectrum. There is no end time for the last category in the spectrum.

Page grid

Chapter 14: List Management

The List Management feature allows you to define lists of nonconsecutive or consecutive ACD-DNs, CDNs, nodes, positions, trunks, routes, agents, DNIS, activity codes, supervisors, or queues.

The ACD-DN, CDN, position, queue, and trunk lists can be used in the Configuration Control feature to view or change groups of elements collectively. All the lists (except position lists) can also be used in the report range section of the Report Parameter Definition feature. The type of list that is available depends on the report and the fields for the report ranges.

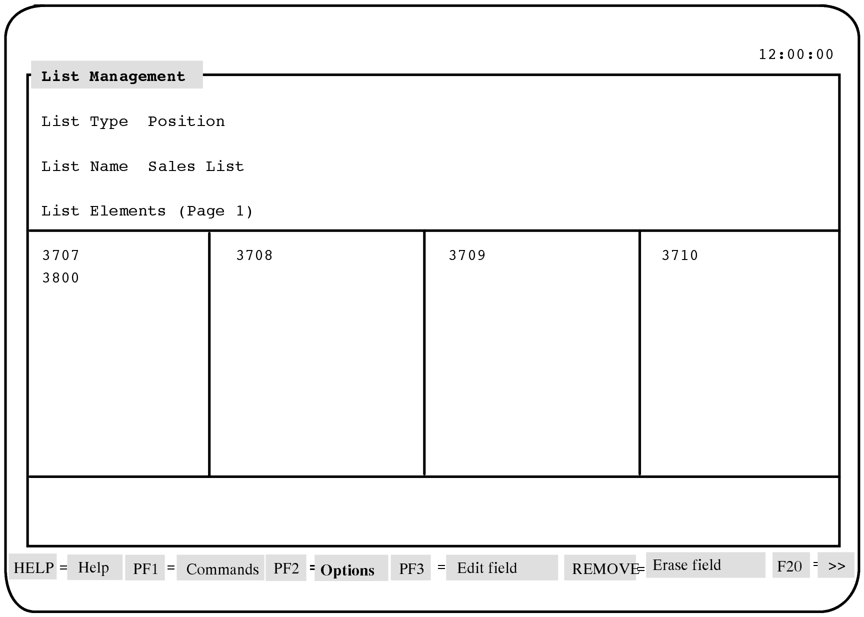
Up to 250 lists can be defined. This maximum represents the total for all lists across all list types. For example, 100 ACD-DN lists, 100 trunk lists, and 50 position lists can be defined.

You can create, modify, print, or delete lists if you are a supervisor with system administration capabilities. Otherwise, you can only read in the lists.

Accessing this feature

To access this feature, select *"List Management"* from the main menu or "*Create or Modify Lists*" from the Configuration Control submenu (described in the "Configuration Control" chapter). Only one supervisor at a time can access the List Management feature.

Figure 14-1
List Management



Creating a list

Follow Procedure 14-1 to create a list.

Procedure 14-1
To create a list

1 Select *"List Management"* from the main menu or "*Create or Modify Lists*" from the Configuration Control submenu.

The List Management screen appears.

2 In the *List Type* field, press [Options] and select the type of elements to be contained in the list.

For example, select *"ACD-DN"* if the list is to consist of ACD-DNs.

3 In the *List Name* field, assign a name to the list.

This name appears in pop-up windows in fields where lists can be used in the Configuration Control and Report Parameter Definition feature.

After the list type is entered, the List Elements field appears.

4 In the *List Elements* field, enter the elements to be included in this list.

Each list can have a maximum of 200 elements. Elements have their own format requirements. These formats are shown in Table 14-2.

5 Use the [Insert Element] or [Delete Element] keys to insert or delete elements from the list, if necessary.

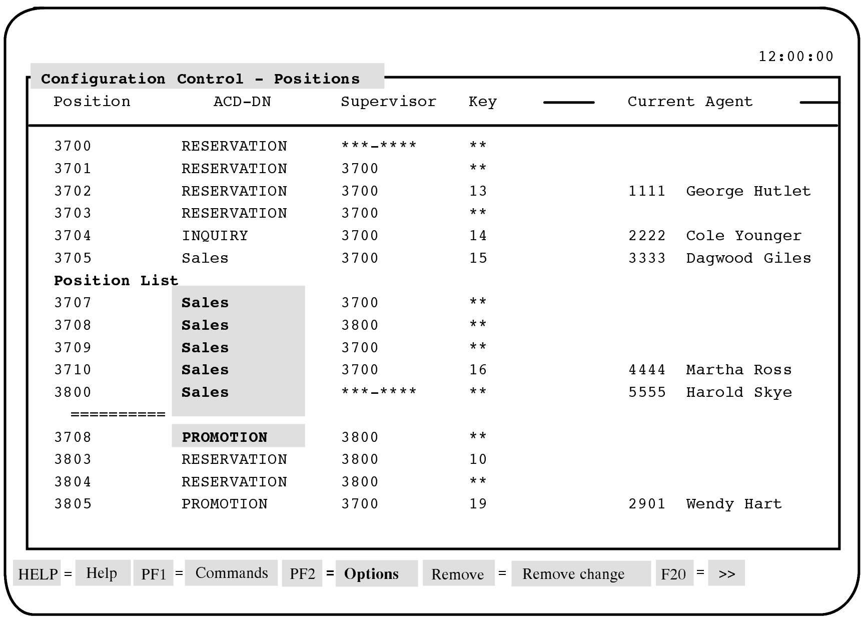
6 When finished, press [Commands] and select "*Save as a new list definition.*"

A message appears stating, "A new list definition has been created."

Note: You can print a report showing the data entered in one or more list definitions. For more information on printing these definitions, refer to the "System Reports" chapter.

Using a list in Configuration Control

Figure 14-2
Configuration Control positions list



Page grid

Follow Procedure 14-2 to use a list in a Configuration Control feature.

Procedure 14-2
To use a list in a Configuration Control feature

1 After creating a list, go to a Configuration Control screen.

2 Move the cursor to the field in the Configuration Control screen where you want to place the list.

If a list exists for the field highlighted by the cursor, the corresponding function key appears on the screen.

For example, if a position list exists, [Position Lists] appears as a function key when the cursor is placed on the *Position* field in the Configuration Control – Positions screen.

3 Press the list function key.

A pop-up window appears showing the available lists.

4 Select your list from the window.

The defined list of items appears with the current parameters. The name of the list appears at the beginning of the list, and a string of equal signs ("========") appears at the end.

5 To make an identical change to all the entries in the list, enter the new parameter in the appropriate field next to the list name.

In Figure 14-2, the list called "Position List" has been entered on the screen. Each of the agents have also been reassigned to the ACD-DN called Sales.

6 If, after entering a list name, you want to make individual changes to the members of the list, you must move the cursor to the end-of-list marker and press [Expand list].

This unbundles the list. The end-of-list marker and list name heading disappear. Each element in the list can now be accessed individually as if you had entered them manually. You cannot, however, make any more global changes or regroup the members back into the list.

7 If, after entering a list name, you want to remove a member from the list, move the cursor to that member and press [Delete entry].

The member disappears. Deleting a member from a list causes the list to automatically unbundle. If you want to make global changes to all but a few members of the list, make sure to define those changes to the entire list before you remove those members.

Since global changes are entered differently from those you enter individually, it is possible to define two different changes for one item. In Figure 14-2, Agent 3708 has been reassigned to “Sales” as part of the global change to the “Position List,” but it has also been reassigned in one of the lines in the “Promotion” category. Meridian MAX resolves this conflict by considering the later change (that is, the change farther down on the screen) as the one to apply to the configuration. This decision is usually made when the changes are executed.

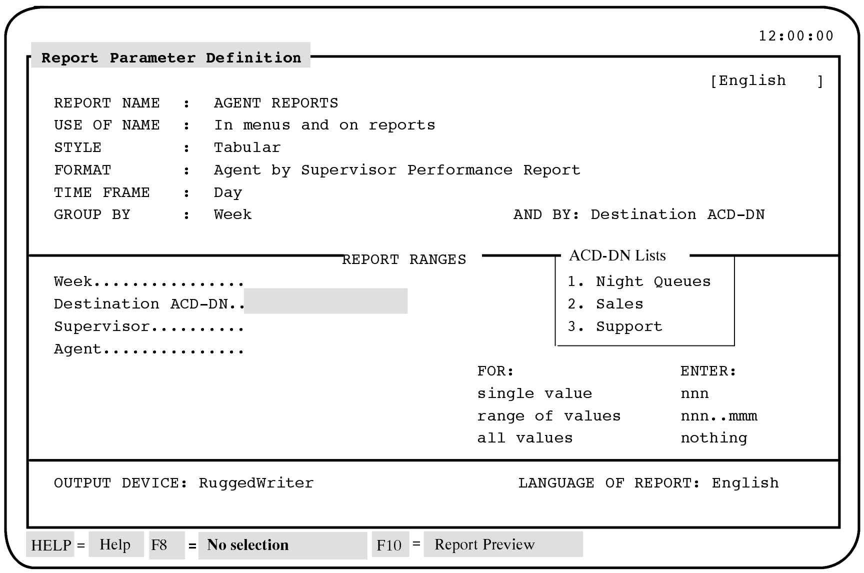
However, if you unbundle the position list, the conflict is resolved immediately and displayed. This feature allows you to enter global changes to a list of items and follow those changes with individual changes you want to make.

> ***Note:*** If you are viewing a screen in the Configuration Control option at the same time that another supervisor is creating a new list, you cannot access that new list unless you exit from the Configuration Control screen and reenter it.

Using a list in a report

All the lists (except position lists) can be used in the report range section of the Report Parameter Definition feature. The type of list that is available depends on the report and the fields for the report ranges.

Figure 14-3
Report Parameter Definition – ACD-DN List



Follow Procedure 14-3 to use a list in a report.

Procedure 14-3
To use a list in a report

1 After creating a list, go to the Report Parameter Definition screen.

2 Move the cursor to the field where you want to place the list.

If a list exists for the field highlighted by the cursor, the corresponding function key appears on the screen.

The name of the function key changes, depending on which list is available in a field. For example, the function key appears as [ACD-DN Lists] if the cursor is on the *Destination ACD-DN* field, and [Agents Lists] on the *Agent* field. Table 14-1 shows the type of list that is available for different fields in the Report Parameter Definition feature.

3 Press the list function key.

A pop-up window appears showing the available lists, as shown in Figure 14-3.

4 Select your list from the window.

The list name appears in the field.

The list elements associated with this list cannot be shown individually in this field. To view the individual elements, you must view the list through the List Management feature.

Table 14-1
List types available for Report Parameter Definition fields

Report Parameter Definition fields	List Type
Destination ACD-DN	ACD-DN Lists
Control DN	CDN Lists
Source Queue	Queue Lists
Route	Route Lists
Trunk	Trunk Lists
Agent	Agent Lists
DNIS	DNIS Lists
Activity Code	Activity Lists
Supervisor	Supervisors Lists
Destination Node	Node Lists
Source Node	Node Lists

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the main menu. Any changes made but not saved are ignored.

Clear the form

This command clears all information from the screen.

Read an existing list definition

This command allows an existing list to be selected for modification or review.

Undo changes to list definition

This command returns a revised list definition to its original definition, providing the changes were not saved. The original list appears on the screen.

Save as a new list definition

This command saves the information currently on display as a new list definition. The new list must have a unique list name.

Overwrite an existing list definition

This command replaces the original information with any revisions. This command is used when the original list is no longer required.

Delete an existing list definition

This command removes a list from the system.

Print this list definition

This command prints the list definition and corresponding list elements currently on display. In Meridian MAX 10, data can only be printed if a default printer is defined in the user's profile or the Miscellaneous Option feature. If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to your supervisor default printer.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key provides a description or list of valid entries for the field.

PF2=Select no option

This function key removes the Options popup from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required in the field.

F6=Insert Element

This function key inserts an element between two existing ones. For example, the supervisor might want to have the list of ACD-DNs in ascending numerical sequence. The new element is inserted into the space occupied by the selection bar. All subsequent elements are shifted down one spot on the list. This function key cannot be used if the list is full. The list can contain a maximum of 200 elements.

F7=Delete Element

This function key removes a single element from the list.

Insert Here=Insert

This function key inserts characters in the middle or beginning of the field. This can be toggled with the [Insert Here=Overwrite] key.

Insert Here=Overwrite

This function key overwrites characters in the middle or beginning of the field. This can be toggled with the [Insert Here=Insert] key.

Remove=Erase field

This function key removes the contents of a field.

Fields

List Type

This field specifies the type of elements to be included in the list. The options are

- ACD-DN, position, and truck
- Control DN
  This is only available if the CCR option is enabled.
- queue
  This can include ACD-DN or Control DN elements.
- agent and supervisor
- route, DNIS, and activity
- node
  This is only available if the NACD option is enabled.

List Name

This field assigns a name to the list. This name, which can be up to 16 alphanumeric characters, appears in the pop-up menus on fields where lists can be used in the Configuration Control or Report Parameter Definition features. You must be a system administrator to save a new list definition, overwrite an existing list definition, or delete an existing one.

> ***Note:*** Although the list name can consist of up to 16 alphanumeric characters, only eight characters appear in list names used in the Configuration Control feature. List names should also not be the same as the names assigned to existing ACD–DN definitions.

List Elements

This field specifies the elements to be included in the list. Elements are the individual items that make up the list. Each list can contain a maximum of 200 elements.

The *List Elements* field appears after an entry is made in the *List Type* field. A completed screen is shown in Figure 14-1.

Elements have their own format requirements, which can be viewed by pressing [Options]. Table 14-2 shows the format requirements for each list type.

Table 14-2
Format of list elements

List type	Format requirements
ACD-DN	This list contains any ACD-DN whether it is a name or number. Input of DN names is case–sensitive. Input of the DN numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Control DN	This list contains any CDN whether it is a name or number. Input of DN names is case–sensitive. Input of the DN numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Queue	This list contains any ACD-DN or CDN whether it is a name or number. Input of names is case–sensitive. Input of numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Position	This list contains one– to seven–digit position IDs in either numeric or cellular format. For example, ####### or ###-####.
Trunk	If the trunk list is to be used in Configuration Control, the format should be “rrr-mmm”, where “rrr” is a route number between 0 and 511, and “mmm” is a member number between 1 and 126. If you want to use trunk lists in reports, you should enter a trunk number in the format “mmm”, where “mmm” is a number between 0 and 127. A trunk list can contain both formats. However, the “rrr-mmm” formats are not recognized in the Report Definition feature. The “mmm” format appears as “0-mmm” in Configuration Control. For example, a trunk entered as “123” appears as “0-123.” If an element is created as “0-mmm”, it appears as “mmm” when the list is retrieved in the List Management feature at a later time. However, it still appears as “0-mmm” when it is used in Configuration Control.

— continued —

Table 14-2 (continued)
Format of list elements

List type	Format requirements
Agent	This list contains one- to four-digit agent IDs.
Supervisor	This list contains one- to seven-digit supervisor IDs in either a numeric or cellular format.
Route	This list contains route numbers between 0 and 511. You can also enter 9999.
DNIS	This list contains one- to nine-digit DNIS IDs.
Activity	This list contains one- to four-digit activity codes.
Node	This list contains three-digit node numbers.

— end —

Page grid

Chapter 15: Report statistics groups

The Meridian MAX generates report statistics, which can be used in the Report Definition feature to create customized reports.

This chapter provides tables describing the data fields and statistic fields for the 10 report statistic groups. These groups include

- Destination ACD-DN statistics — Table 15-1
- Overflow Statistics — Table 15-2
- Agent Statistics — Table 15-3
- Route Statistics — Table 15-4
- Trunk Statistics — Table 15-5
- DNIS Statistics — Table 15-6
- Activity Code Statistics — Table 15-7
- RAN Route Statistics — Table 15-8
- CDN Statistics — Table 15-9
- CDN Call Answer Breakdown Statistics — Table 15-10

Understanding data fields and statistic fields

Data fields consist of one or more formulas used to create a statistic field. The statistics fields are used to create columns in a report in the Display Definition feature. The key statistic fields in each group are indicated by an asterisk (*) to the left of the field.

You can use the standard statistic fields described in this chapter or create your own using the Formula Definition feature and Report Definition feature. For more information, refer to the “Custom Calculator” chapter and the “Report Definition” chapter.

The statistic fields are listed in each table in the order in which they appear in the popup window, which is accessed by pressing [Options] in the *Column Selections* field in the Tabular Format Definition feature and in the *Selected Data Elements* field in the Graphic Format Definition feature.

The field numbering in the tables is for reference purposes only. The menu item numbers that the supervisor sees in the pop–up window might be different than the numbers in the tables depending on the options installed on your system.

Some statistics are different if the NACD or CCR/EAR option, or both, are enabled. Some statistics groups also include statistics about IVR (calls handled by ACD-DNs dedicated to an IVR). These statistics are included in the tables.

> ***Note:*** Some of the fields in these tables might not be available to you. Field availability depends on the specific release of the Meridian 1 software you are using, as well as on the features configured on the Meridian 1. Some statistics groups might not be available depending on purchasable options. If the Meridian MAX system is connected to a NAC, statistics information is also sent to the NAC.

MQA and report statistics groups

MQA impacts the way certain statistics are pegged in the historical reports. There are three types of statistics: primary queue, all queues, and in-use queue.

Primary queue statistics are pegged for agents who have logged on to an ACD-DN as their primary queue. This includes only the “Login Time” statistic. Even though an agent is servicing multiple queues, the Login Time is pegged in to the primary queue.

All queue statistics are pegged for all the queues the agents are servicing. This includes only the “Staffed Time” statistic. The Staffed Time is a useful statistic from an ACD-DN’s perspective but not from an agent’s perspective.

In-use queue statistics are pegged in an ACD-DN when it is the queue the agent is currently servicing. Some of these statistics are useful from an ACD-DN's perspective (for example, ACD-related call statistics), and others are useful from an agent's perspective (for example, DN-related call statistics).

Collecting calls abandoned

An ACD-DN is in night mode when no agents are logged on to the queue or a supervisor activates the night service key on the telephone. Different call treatments can be used when a call enters a queue in night mode.

- The call can be interflowed to a night number if the number has been defined in the Configuration Control — Night Service screen. For more information, refer to the "Configuration Control" chapter.
- The call can be virtually queued to the ACD-DNs defined in the Configuration Control — Night Tables screen. This option is only available if the NACD option is enabled. For more information, refer to the "Using Network Automatic Call Distribution" chapter.

Either a night number or a night routing table can be defined for an ACD-DN, not both. Only ACD-DNs are allowed to enter night mode. CDNs do not have a night mode.

Meridian MAX offers two options to generate reports on calls abandoned in night mode. These are the Night Call Abandon Count Reporting option and the Combined Call Abandon Reporting option.

Night Call Abandon Count Reporting

The Night Call Abandon Count Reporting option allows Meridian MAX to peg all calls abandoned in night mode in to a new data field called Night Calls Abandoned. The pegging is available only if you have X11 Release 19 or higher.

The Night Calls Abandoned data field is available with the following statistics groups: Destination ACD-DN, Overflow, Route, Trunk, and DNIS. The Night Call Abandon data can be obtained by using this field when generating reports from these statistic groups.

Combined Call Abandon Reporting

The Combined Call Abandon Reporting option allows Meridian MAX to collect data on all calls abandoned in day and night modes. This data is stored in the calls abandoned fields in the Destination ACD-DN and Overflow statistics groups. To access this option, you must be equipped with X11 Release 19 or higher.

In the daily, weekly, and monthly reports, no distinction is made between calls abandoned during day mode and those abandoned in night mode. If this option is not enabled, only those calls abandoned during business hours are shown in the reports. If this option is enabled, the calls abandoned during business hours can be obtained by generating reports with the Calls Abandoned data element and Night Calls Abandoned data element, and subtracting the two totals.

This option was called Night Call Abandon Reporting in Meridian MAX 6. It must be enabled in the maintenance and administration program. For more information on enabling or disabling this option, refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), “Maintenance and administration programs: system shutdown” chapter, “View/Modify Meridian MAX Option” section.

Destination ACD-DN statistics

The statistics collected for each ACD–DN view the ACD–DN from the perspective of a destination ACD–DN.

These statistics, which are collected for each ACD-DN, view the ACD-DN from the perspective of a destination ACD-DN.

MQA and the Destination ACD-DN statistics group

MQA impacts the way certain statistics are pegged in the historical reports. The “Login Time” statistic field is pegged for agents who have logged on to the destination ACD-DN as their primary queue. The “Staffed Time” statistic field is totaled against all agents who are servicing the destination ACD-DN. All other statistics are pegged in the destination ACD-DN when the agent’s in-use queue is this ACD-DN.

Network CDN calls

In Meridian MAX, data can be collected in displays and reports on a new type of CDN call traveling across the network—the Network CDN call.

At the destination (receiving) Meridian 1, the Meridian MAX shows the originating queue if the Meridian 1 has X11 Release 22 or higher. (The queue is the originating CDN of the call.) The Routing DN of the call is shown if the Meridian 1 has X11 Release 21 or lower.

For more information on Network CDN calls, refer to the “Using Network Automatic Call Distribution” chapter, “Network CDN calls” section.

Destination ACD-DN data fields

This section provides a list of the data fields available in the Destination ACD-DN statistics group. The data fields are accessed through the pop-up window, that appears by pressing [Change field] in the *Calculation* field in the Formula Definition feature in the Report Definition feature.

Calls Answered

This field shows the number of calls answered by agents of this ACD-DN, including calls that local or network time overflowed or queue-count overflowed in to this ACD-DN. This number also includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request.

Calls Abandoned

This field shows the number of calls that were abandoned by callers while waiting to be answered by agents in this ACD-DN. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number also includes calls abandoned waiting for IVR play when the CCR is enabled.

Basic TOF Calls

This field shows the number of calls time overflowed as a result of another queue's TOFT answered by agents of this queue. It does not include time overflow calls as a result of NACD Day/Night tables. This field is available only for NACD since basic time overflow differs from local time overflow in this case.

Num LTOF Calls

This field shows the number of local time overflowed calls answered by agents of this ACD-DN.

Num QOF Calls

This field shows the number of calls that reached this ACD-DN through queue-count overflow and were answered or abandoned in this queue. The calls were not recalled to the source queue due to time overflow.

DN Calls In

This field shows the number of DN calls answered by agents of this ACD-DN.

DN Calls Out

This field shows the number of DN calls originated by agents of this ACD-DN.

Num Ans After Thrsh

For non-network systems, this is the number of answered calls, excluding those that time overflowed in to this ACD-DN, which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN.

This number also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

For systems with enhanced and network time overflow, this number of answered calls includes enhanced and network time overflowed calls answered by this ACD-DN, that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num Abd After Thrsh

This field shows the number of abandoned calls that had a delay greater than or equal to the delay objective threshold value for the destination ACD-DN. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled, and the Meridian 1 switch is running with X11 Release 19 or higher. It also includes calls abandoned after the CCR application issued a “Give IVR” request.

Total Answer Delay

This field shows the total delay experienced by all answered calls, excluding calls that network or local time overflowed in to this ACD-DN. This value also includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. The delay is the time since the “Queue To” or “Give IVR” command is issued by CCR.

Total Abandon Delay

This field shows the total delay of all abandoned calls, including calls abandoned after the CCR application issued a “Give IVR” request. This number also includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled, and the Meridian 1 switch is running with X11 Release 19 or higher.

Max Answer Delay

This field shows the longest delay experienced by all answered calls, excluding calls that local, enhanced, or network time overflowed in to this ACD-DN. However, it includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. The delay is the time since the “Queue To” or “Give IVR” command is issued by CCR.

Max Abandon Delay
This field shows the longest delay of all abandoned calls, including calls abandoned after the CCR application issued the “Give IVR” request. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher.

ACD Talk Time
This field shows the total time spent by all agents of this ACD-DN on an ACD, NACD, or CCR/EAR call, including the time an ACD call is on hold.

Not Ready Time
This field shows the total time spent by all agents of this ACD-DN in post call processing. This time includes all time that an agent had the Not Ready key active, and no ACD or DN call was active.

Incoming DN Time
This field shows the total time spent by all agents of this ACD-DN handling incoming DN calls.

Outgoing DN Time
This field shows the total time spent by all agents of this ACD-DN handling outgoing DN calls.

Wait Time
This field shows the total time all agents of this ACD-DN spent waiting for a call while in a wait or reserve state. This does not include time spent on any call nor time spent in the not ready or consult state.

Hold Time
This field shows the total time all agents of this ACD-DN had ACD calls on hold.

Busy Time
This field shows the total time spent by all agents in handling ACD, CCR/EAR, or DN calls, and in performing related post-call processing. This time includes consult time but not waiting time.

Staffed Time

This field shows the total time spent by all agents in staffing this ACD-DN. Staffed time for an individual agent is accumulated from the time an agent logs in to the time the agent logs off.

Num Interflow Calls

This field shows the number of calls that entered the system through the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN.

Num Received 1st RAN

This field shows the number of calls where the first recorded announcement was played.

Num Received 2nd RAN

This field shows the number of calls where the second recorded announcement was played.

Ans Category n

This field shows the number of calls answered, excluding time overflowed calls, but including those ACD calls that network and enhanced time overflowed (NACD calls), and CCR/EAR calls that experienced a delay within the "nth" answering delay category, as defined in Spectrum Definition. The "n" is a number in the range 1...10. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report.

Abd Category n

This field shows the number of ACD calls abandoned, ACD calls time overflowed, and network or enhanced time overflowed (NACD calls) from this ACD-DN that experienced a delay within the "nth" abandoning delay category, as defined in Spectrum Definition. The "n" is a number in the range 1 and 10. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19.

Active Time

This field shows the length of time that at least one agent was logged on to the ACD-DN.

Total LTOF Delay

This field shows the total answering delay of all calls answered by the ACD-DN that reached this queue by local time overflowing. This value includes basic time overflow delay for all MAX systems, and enhanced time overflow delay for MAX systems with NAC connectivity.

Max LTOF Delay

This field shows the maximum answering delay of all calls that local time overflowed in to this ACD-DN.

Walkaway Time

This field shows the total time spent by all agents of this ACD-DN in the walkaway state.

Num Walkaway Periods

This field shows the number of times agents of this ACD-DN walkaway.

Non Activity Calls

This field shows the number of calls answered by agents of this ACD-DN for which no activity code was entered. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

DN Calls Transferred

This field shows the number of DN calls transferred by agents of this ACD-DN.

ACD Calls XFerd

This field shows the number of ACD calls transferred by agents of this ACD-DN.

Num Short Calls

This field shows the number of calls answered by agents of this ACD-DN that had a Direct Call Processing duration less than the "short call" threshold defined for this ACD-DN. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Num NTOF Calls

This field shows the number of network time overflowed calls answered by agents of this ACD-DN.

NTOF Ans After Thrsh

This field shows the number of network time overflow answered calls which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. The delay is the time spent in the logical time overflow queue.

Tot NTOF Src Delay

This field shows the total delay experienced at the originating node for all network answered calls answered at the destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

For a Network CDN call, the originating queue is the originating CDN at the source Meridian 1.

Tot NTOF Dst Delay

This field shows the total delay experienced at the destination ACD-DN for all network answered calls. It is the time spent waiting in the logical network queue before being answered by the destination ACD-DN.

Max NTOF Delay

This field shows the maximum answering delay of network timed overflowed calls for this ACD-DN. It includes both the time spent in the originating queue and in the logical timed overflow queue.

ETOF Ans After Thrsh

This field shows the number of enhanced time overflow answered calls that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. For enhanced time overflow in calls, the delay is the time spent in the logical time overflow queue. This data field is only available if NACD is enabled.

Tot ETOF Src Delay

This field shows the total delay experienced at the originating node for all enhanced time overflow calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Tot ETOF Dst Delay

This field shows the total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Calls Interflwd Busy

This field shows the number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) option.

IVR Calls Accepted

This field shows the number of calls virtually queued to the ACD-DN as the result of a “Give IVR” request by the CCR application. This count differs from the normal calls accepted in that it includes all calls virtually queued, not just those calls that were answered or abandoned.

IVR Calls Answered

This field shows the number of “Give IVR” calls answered at the ACD-DN.

IVR Max Answer Del

This field shows the maximum delay experienced by “Give IVR” calls that were answered at the ACD-DN.

Total IVR Ans Del

This field shows the total delay experienced by “Give IVR” calls that were answered at the ACD-DN.

IVR Ans After Thres

This field shows the number of “Give IVR” calls that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN.

IVR Calls Abandoned

This field shows the number of “Give IVR” calls abandoned by the caller before IVR treatment was given.

IVR Max Abandon Del

This field shows the maximum delay experienced by “Give IVR” calls that were abandoned at the ACD-DN.

Total IVR Abd Del
This field shows the total delay experienced by “Give IVR” calls that were abandoned at the ACD-DN.

IVR Abd After Thres
This field shows the number of abandoned “Give IVR” calls that experienced a delay greater or equal to the delay objective threshold value for the destination ACD-DN.

Night Calls Abandnd
This field shows the number of calls that were abandoned by the callers while waiting to be answered by agents in this ACD-DN when the ACD-DN is in night mode. This number is set to zero if the Meridian 1 switch is running with X11 Release 18 or lower. This number also includes calls abandoned after the CCR application issued a “Give IVR” request. Calls that are time overflowed *into* this ACD-DN do not count towards this value.

Login Time
This field shows the total time all agents were logged on to this ACD-DN as their primary ACD-DN.

Consult Time
This field shows the amount of time all primary agents spent in the consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call.

Calls RTQ
This field shows the number of calls that were returned to this ACD–DN after being presented to an agent but not answered within a specified time frame. The time threshold for the ACD–DN is set through the Return to Queue Timer (RTQT) prompt in overlay 23 on the Meridian 1 (X11 Release 23 Symposium or higher. If the Meridian MAX is connected to a Meridian 1 running X11 Release 23A or lower, the Calls RTQ field is not pegged and the value in the raw field appears as zero).

Destination ACD-DN statistics fields

Table 15-1 lists the fields in the destination ACD-DN statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-1
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Destination ACD-DN number` **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
`* Destination ACD-DN name` **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`* Base time unit`

base
time
unit

Base Time Unit

On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.

`10. Average number of agents staffing queue`

AVG
AGT

Avg Agents

This value represents the average number of agents servicing this ACD-DN queue during the time the ACD-DN had at least one agent assigned to it. If the ACD-DN had no agents assigned to it, this value is zero.

Staffed Time / Active Time

`11. Telephone service level`

SRV
LVL
%

Service Lvl

The Telephone Service Level represents the percentage of calls, answered or abandoned, or both, within the delay objective threshold time. This formula produces meaningful results when comparing ACD-DNs that use the same delay objective threshold. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

[(Calls Answered + Calls Abandoned) − (Num Ans After Thrsh + Num Abd After Thrsh)] × 100 / (Calls Answered + Calls Abandoned)

— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`12. Number of calls accepted` **CALLS ACCPT** ***Num Accepted*** The number of calls that entered the queue. This number does not include calls that were local or network time overflowed in to this ACD-DN. For non-network calls, omit the part of the formula which reads: Num NTOF Calls. This includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Calls Answered + Calls Abandoned − Num LTOF Calls − Num NTOF Calls
`13. Total number of calls answered` **TOT CALLS ANSWD** ***Tot Answered*** The number of calls answered by agents assigned to this ACD-DN, including calls that were local or network time overflowed, or queue-count overflowed in to the ACD-DN. This also includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`14. Total number of calls abandoned` **TOTAL** **CALLS** **ABND** ***Tot Abandnd*** This is the total number of calls to this ACD-DN that were abandoned by the callers before the calls could be answered. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number also includes calls abandoned after the CCR application issued a “Give IVR” request. Calls that are time overflowed *in to* this ACD-DN do not count towards this value. Calls Abandoned
`15. Number of non-activity code calls` **NON** **ACCNT** **CALLS** ***Non Activity*** The number of calls answered by this ACD-DN for which no activity code was entered. This includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Non Activity Calls
`16. Number of IVR calls accepted` **IVR** **CALLS** **ACCPT** ***IVR Accepted*** The number of calls that enter the queue as a result of the CCR application “Give IVR” request. IVR Accepted
— continued —

Table 15-1 (continued) **Destination ACD-DN statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`17. Number of ACD calls transferred` **ACD** **CALLS** **XFERD** ***ACD Xfered*** The number of ACD calls transferred from this ACD-DN by the agents. ACD Calls Transferred
`18. Total number of calls that time overflowed in` **TAL** **TOF** **CALLS** ***Tot TOF Clls*** The number of calls that were time overflowed (local and network) in to this destination ACD-DN and were answered by an agent. Num LTOF Calls + Num NTOF Calls
`19. Number of calls that queue count overflowed in` **QOF** **CALLS** ***Num QOF Clls*** The number of calls that queue-count overflowed in to this destination ACD-DN and were answered or abandoned in this queue. Num QOF Calls
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`20. Number of incoming DN calls` **IN** **DN** **CALLS** ***In DN Calls*** The number of incoming DN calls answered by this ACD-DN's agents. DN Calls In
`21. Number of outgoing DN calls` **OUT** **DN** **CALLS** ***Out DN Calls*** The number of outgoing DN calls made by this ACD-DN's agents. DN Calls Out
`22. Number of DN calls` **TOTAL** **DN** **CALLS** ***DN Calls*** The total number of incoming and outgoing DN calls. DN Calls In + DN Calls Out
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`23. Number of DN calls transferred` **DN CALLS XFERD** ***DN Xfered*** The number of DN calls transferred by agents of this ACD-DN. DN Calls Transferred
`24. Number of calls that received 1st RAN` **1ST DEL RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
`25. Number of calls that received 2nd RAN` **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`26. Number of calls that received both RANs` **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. For calls that received both first and second RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
`27. Number of short calls` **SHORT** **CALLS** ***Short Calls*** The number of calls answered by agents of this ACD-DN that had an ACD Talk Time less than the “Short Call” threshold defined for this ACD-DN. This includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Num Short Calls
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`28. Average answering delay` **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay (also known as the Average Speed of Answer [ASA]) is the average duration a caller waited before the call was answered by an agent at this ACD-DN. In the case of network and enhanced time overflowed calls, the delay time begins when the call is logically queued. This also includes the delay since the “Queue To” or “Give IVR” request was issued by the CCR application. ***Note:*** The Basic TOF Calls field appears for NACD MAX only. For non-NACD MAX, the Basic TOF Calls is Num TOF Calls. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) / (Calls Answered – Basic TOF Calls)
`29. Average abandoning delay` **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration a caller to this ACD-DN spent waiting before abandoning the call. This number excludes calls abandoned when the ACD-DN is in night service. An ACD-DN is in Night Service when all agents are logged off. Total Abandon Delay ÷ Calls Abandoned
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`30. Average local time overflow delay` **AVG** **LTOF** **DEL** ***Avg LTOF Del*** This represents the average amount of time a caller whose call was local time overflowed to this ACD-DN had to wait for an answer. This average delay includes the time spent waiting in the original ACD-DN queue, as well as the time spent in this destination ACD-DN's queue. Total LTOF Delay / Num LTOF Calls
`31. Maximum answering delay` **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum delay a caller experienced before the call was answered by this ACD-DN. This also includes the delay since the "Queue To" or "Give IVR" request was issued by the CCR application. ***Note:*** The MAX formula selects the largest of the three fields represented in the formula below. MAX (Max Answer Delay, Max LTOF Delay, Max NTOF Delay)
`32. Maximum abandoning delay` **MAX** **ABD** **DEL** ***Max Abd Del*** This represents the maximum delay a caller experienced before abandoning the call to this ACD-DN. This number excludes calls abandoned for an ACD-DN in night service if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with X11 Release 18 or lower. Max Abandon Delay
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`33. Maximum local time overflow delay` **MAX LTOF DEL** ***Max LTOF Del*** This represents the maximum amount of time a caller, whose call was local time overflowed in to this ACD-DN, waited before the call was answered. This includes the time spent waiting in the original ACD-DN's queue. For enhanced overflow calls, this statistic includes both the time waited at the originating queue and the time logically queued at the destination. Max LTOF Delay
`34. Average ACD talk time` **AVG ACD TALK TIME** ***Avg ACD Talk*** This is the average duration per call that the agents of this ACD-DN spent with their callers from the time the call was answered until the call was released. This also includes the time the caller spent on hold. ACD Talk Time / Calls Answered
`35. Average post call processing time` **AVG NOT RDY TIME** ***Avg Not Rdy*** This is the average duration per call that the agents of this ACD-DN spent in the Not Ready state. Not Ready Time / Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`36. Average incoming DN call time` **AVG** **IN** **DN** **TIME** ***Avg In DN*** This is the average duration per call that the agents of this ACD-DN spent on incoming DN calls from the time it was answered until it was released. Incoming DN Time / DN Calls In
`37. Average outgoing DN call time` **AVG** **OUT** **DN** **TIME** ***Avg Out DN*** This is the average duration per call that the agents of this ACD-DN spent on outgoing DN calls from the time it was answered until it was released. Outgoing DN Time / DN Calls Out
`38. Average DN call time` **AVG** **DN** **TIME** ***Avg DN Time*** This is the average duration per call that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls. (Incoming DN Time + Outgoing DN Time) / (DN Calls In + DN Calls Out)
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
39. Average time spent waiting for calls **AVG** **WAIT** **TIME** ***Avg Wait*** This is the average duration per call that the agents for this ACD-DN waited for their next call. With MQA, this statistic is not as meaningful from an ACD-DN's perspective because the next ACD call for an agent could appear in another ACD-DN. Wait Time / Calls Answered
40. Average time spent working **AVG** **WORK** **TIME** ***Avg Work*** This is the average duration per call that the agents for this ACD-DN spent with their callers plus the time spent in the Not Ready state. (ACD Talk Time + Not Ready Time) / Calls Answered
41. Average time spent on hold **AVG** **HOLD** **TIME** ***Avg Hold*** This is the average duration that a caller to this ACD-DN spent on hold after the call was answered and before the call was released. Hold Time / Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`42. Average walkaway time` **AVG WALK TIME** ***Avg Walk*** This is the average duration of the walkaway periods experienced by the agents of this ACD-DN. Walk-away Time / Num Walk-away Periods
`43. Total ACD talk time` **TOTAL ACD TALK TIME** ***ACD Talk Tme*** This represents the total duration for all calls to this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. ACD Talk Time
`44. Total not ready time` **TOTAL NOT READY TIME** ***Not Rdy Time*** This represents the total duration of time that all agents of this ACD-DN spent in the Not Ready state. Not Ready Time
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`45. Total incoming DN call time` **TOTAL DN IN TIME** ***In DN Time*** This represents the total duration for all incoming DN calls to this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. Incoming DN Time
`46. Total outgoing DN call time` **TOTAL DN OUT TIME** ***Out DN Time*** This represents the total duration for all outgoing DN calls from this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. Outgoing DN Time
`47. Total DN call time` **TOTAL DN TIME** ***DN Time*** This is the total duration of all calls that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls. Incoming DN Time + Outgoing DN Time
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`48. Total time spent waiting` **TOTAL WAIT TIME** ***Wait Time*** This is the total duration experienced by all agents of this ACD-DN while waiting for their next call. Wait Time
`49. Total time spent working` **TOTAL WORK TIME** ***Work Time*** This represents the total duration for all ACD calls to this ACD-DN. This elapsed time starts when each ACD call was answered and ends when each ACD call was released, including the time each ACD call spent on hold and the time spent in the Not Ready state. ACD Talk Time + Not Ready Time
`50. Total time spent holding` **TOTAL HOLD TIME** ***Hold Time*** This is the total duration experienced by all callers to this ACD-DN while on hold during their calls. Hold Time
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`51. Total walkaway time` **TOTAL** **WALK** **TIME** ***Walk Time*** This is the total duration experienced by all agents of this ACD-DN during their walkaway periods. Walkaway Time
`52. Total time agents were busy` **TOTAL** **BUSY** **TIME** ***Busy Time*** This represents the total duration for all calls (ACD and DN) to this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spends on hold and in the Not Ready or Consult state. Busy Time
`53. Total staffed time of agent` **TOTAL** **STAFF** **TIME** ***Staffed Time*** This is the total duration that all agents of this ACD-DN were servicing this ACD-DN. Staffed Time
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`54. Percentage of staffed time in DN calls` **DN** **STAF** **%** ***DN/ Staff %*** This is the percentage of staffed time spent on incoming DN calls and outgoing DN calls. This percentage is calculated for all agents assigned to this ACD-DN. [(Incoming DN Time + Outgoing DN Time) × 100] / Staffed Time
`55. Percentage of staffed time worked` **WORK** **STAF** **%** ***Work/Staff %*** This is the percentage of staffed time spent on ACD calls. This percentage is calculated for all agents assigned to this ACD-DN, and includes the time spent on the phone as well as the time spent in the Not Ready state. [(ACD Talk Time + Not Ready Time) × 100] / Staffed Time
`56. Percentage of staffed time busy` **BUSY** **STAF** **%** ***Busy/Staff %*** This is the percentage of staffed time spent on all calls (ACD and DN). This percentage is calculated for all agents assigned to this ACD-DN, and includes the time spent on the phone as well as the time spent in the Not Ready or Consult state. (Busy Time × 100) / Staffed Time
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
57. Percentage of calls that time overflowed in **TOT** **TOF** **%** ***Tot TOF %*** This represents the percentage of all calls answered that were time overflowed (local and network) in to this ACD-DN. [(Num LTOF Calls+ Num NTOF Calls) × 100 / Calls Answered]
58. Percentage of calls that queue count overflowed in **QOF** **%** ***QOF %*** This represents the percentage of all calls received that were queue-count overflowed in to this ACD-DN, regardless of whether the calls were answered or abandoned. (Num QOF Calls × 100) / (Calls Answered + Calls Abandoned)
59. Number of calls interflowed to busy **BUSY** ***Interflow Busy*** The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature. Calls Interflwd Busy
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`60. Percentage answered in category 1` **ANSW** **%** **CAT1** ***Pcnt Answ 1*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 1 × 100) / Calls Answered
`61. Percentage answered in category 2` **ANSW** **%** **CAT2** ***Pcnt Answ 2*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 2 × 100) / Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`62. Percentage answered in category 3` **ANSW** **%** **CAT3** ***Pcnt Answ 3*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls answered for the time period specified in the report. (Ans Category 3 × 100) / Calls Answered
`63. Percentage answered in category 4` **ANSW** **%** **CAT4** ***Pcnt Answ 4*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls answered for the time period specified in the report. (Ans Category 4 × 100) / Calls Answered
— continued —

Table 15-1 (continued) Destination ACD-DN statistics fields
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`64. Percentage answered in category 5` **ANSW** **%** **CAT5** ***Pcnt Answ 5*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 5 × 100) / Calls Answered
`65. Percentage answered in category 6` **ANSW** **%** **CAT6** ***Pcnt Answ 6*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 6 × 100) / Calls Answered
— continued —

Table 15-1 (continued) **Destination ACD-DN statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`66. Percentage answered in category 7` **ANSW** **%** **CAT7** ***Pcnt Answ 7*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the “Queue To” or “Give IVR” request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category’s time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 7 × 100) / Calls Answered
`67. Percentage answered in category 8` **ANSW** **%** **CAT8** ***Pcnt Answ 8*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the “Queue To” or “Give IVR” request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category’s time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 8 × 100) / Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`68. Percentage answered in category 9` **ANSW** **%** **CAT9** ***Pcnt Answ 9*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the “Queue To” or “Give IVR” request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category’s time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 9 × 100) / Calls Answered
`69. Percentage answered in category 10` **ANSW** **%** **CT10** ***Pcnt Answ 10*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed in to this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls that entered this ACD-DN through a CDN, but only delay since the “Queue To” or “Give IVR” request was issued by CCR. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category’s time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. (Ans Category 10 × 100) / Calls Answered
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`70. Percentage abandoned in category 1`

ABND
%
CAT1

Pcnt Abnd 1

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #1. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

(Abd Category 1 × 100) / Calls Abandoned

`71. Percentage abandoned in category 2`

ABND
%
CAT2

Pcnt Abnd 2

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #2. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

(Abd Category 2 × 100) / Calls Abandoned

— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
72. Percentage abandoned in category 3 **ABND** **%** **CAT3** ***Pcnt Abnd 3*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #3. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 3 × 100) / Calls Abandoned
73. Percentage abandoned in category 4 **ABND** **%** **CAT4** ***Pcnt Abnd 4*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #4. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 4 × 100) / Calls Abandoned
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`74. Percentage abandoned in category 5` **ABND** **%** **CAT5** ***Pcnt Abnd 5*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #5. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 5 × 100) / Calls Abandoned
`75. Percentage abandoned in category 6` **ABND** **%** **CAT6** ***Pcnt Abnd 6*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #6. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 6 × 100) / Calls Abandoned
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`76. Percentage abandoned in category 7` **ABND** **%** **CAT7** ***Pcnt Abnd 7*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #7. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 7 × 100) / Calls Abandoned
`77. Percentage abandoned in category 8` **ABND** **%** **CAT8** ***Pcnt Abnd 8*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #8. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. (Abd Category 8 × 100) / Calls Abandoned
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`78. Percentage abandoned in category 9`

ABND
%
CAT9

Pcnt Abnd 9

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #9. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

(Abd Category 9 × 100) / Calls Abandoned

`79. Percentage abandoned in category 10`

ABND
%
CAT10

Pcnt Abnd 10

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by the Abandoning Delay Spectrum category #10. This percentage includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This percentage of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed in to this ACD-DN do not count towards the percentage. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

(Abd Category 10 × 100) / Calls Abandoned

— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`80. Number answered in category 1` **NUM** **ANSW** **CAT1** *Num Answ 1* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 1
`81. Number answered in category 2` **NUM** **ANSW** **CAT2** *Num Answ 2* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 2
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
82. Number answered in category 3 **NUM** **ANSW** **CAT3** *Num Answ 3* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 3
83. Number answered in category 4 **NUM** **ANSW** **CAT4** *Num Answ 4* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 4
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`84. Number answered in category 5` **NUM** **ANSW** **CAT5** ***Num Answ 5*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 5
`85. Number answered in category 6` **NUM** **ANSW** **CAT6** ***Num Answ 6*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 6
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`86. Number answered in category 7` **NUM** **ANSW** **CAT7** *Num Answ 7* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 7
`87. Number answered in category 8` **NUM** **ANSW** **CAT8** *Num Answ 8* This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 8
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`88. Number answered in category 9` **NUM** **ANSW** **CAT9** ***Num Answ 9*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 9
`89. Number answered in category 10` **NUM** **ANSW** **CT10** ***Num Answ 10*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed in to this ACD-DN do not count towards this value. Bins also contain calls that entered this ACD-DN through a CDN. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 10
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`90. Number abandoned in category 1` **NUM** **ABND** **CAT1** ***Num Abnd 1*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #1. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *in to* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 1
`91. Number abandoned in category 2` **NUM** **ABND** **CAT2** ***Num Abnd 2*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #2. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *in to* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 2
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`92. Number abandoned in category 3` **NUM** **ABND** **CAT3** ***Num Abnd 3*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #3. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *in to* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls abandoned for the time period specified in the report. Abd Category 3
`93. Number abandoned in category 4` **NUM** **ABND** **CAT4** ***Num Abnd 4*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #4. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *in to* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls abandoned for the time period specified in the report. Abd Category 4
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
94. Number abandoned in category 5 **NUM ABND CAT5** ***Num Abnd 5*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #5. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 5
95. Number abandoned in category 6 **NUM ABND CAT6** ***Num Abnd 6*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #6. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 6
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`96. Number abandoned in category 7` **NUM** **ABND** **CAT7** *Num Abnd 7* This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #7. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 7
`97. Number abandoned in category 8` **NUM** **ABND** **CAT8** *Num Abnd 8* This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #8. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 8
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
98. Number abandoned in category 9 **NUM** **ABND** **CAT9** ***Num Abnd 9*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #9. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 9
99. Number abandoned in category 10 **NUM** **ABND** **CAT10** ***Num Abnd 10*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by the Abandoning Delay Spectrum category #10. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 10
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`100. Avg delay for ntwk time ovfld calls at the dest'n DN`

AVG
NTOF
DDEL

Av NTOF DDel

This represents the average duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This does not include the time spent waiting in any queue prior to being logically queued to this one.

Tot NTOF Dst Delay / Num NTOF Calls

`101. Avg delay for network time overflowed calls`

AVG
NTOF
DEL

Avg NTOF Del

This represents the average duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one.

(Tot NTOF Src Delay + Tot NTOF Dst Delay) / Num NTOF Calls

`102. Avg delay for enhanced time overflowed calls`

AVG
ETOF
DEL

Avg ETOF Del

This represents the average duration experienced by a caller who was enhanced time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one. Basic TOF Calls field appears for **NACD MAX** only.

(Tot ETOF Src Delay + Tot ETOF Dst Delay) / (Num LTOF Calls – Basic TOF Calls)

— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`103. Maximum delay for network time overflowed calls`

MAX
NTOF
DEL

Max NTOF Del

This represents the maximum duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This includes both the time spent waiting at the originating queue and the time locally queued at the destination.

Max NTOF Delay

`104. Number of incoming local time overflowed calls`

LTOF
CALLS

LTOF Calls

This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN. This formula is valid only if the NACD option is enabled.

Num LTOF Calls

— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`105. Number of incoming network time overflowed calls` **NTOF** **CALLS** ***NTOF Calls*** This represents the total number of network time overflowed calls that were answered by agents of this ACD-DN. Num NTOF Calls
`106. Pct of calls answrd that were basic time ovfld-in` **BTOF** **%** ***% BTOF Calls*** This represents the percentage of all calls that were local time overflowed in to this ACD-DN and subsequently answered by the agents of this ACD-DN. This formula is valid only if the NACD option is enabled. BTOF is referred to as TOF if the NACD option is disabled. (Basic TOF Calls × 100) / Calls Answered
`107. Pct of calls answrd that were ntwk time ovfld-in` **NTOF** **%** ***% NTOF Calls*** This represents the percentage of all calls that were network time overflowed in to this ACD-DN and subsequently answered by the agents of this ACD-DN. (Num NTOF Calls / Calls Answered) × 100
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`108. Total number of calls abandoned in Night Mode` **TOTAL** **NIGHT** **ABND** ***Tot Night Ab*** This is the total number of calls that were abandoned by the callers while waiting to be answered by agents in this ACD-DN when the ACD-DN is in night mode. This number is set to zero if the Meridian 1 switch is running with X11 Release 18 or lower. This number also includes calls abandoned after the CCR application issued a “Give IVR” request. Calls that are time overflowed *into* this ACD-DN do not count towards this value. Night Calls Abandnd
`109. Total login time` **TOTAL** **LOGIN** **TIME** ***Login Time*** This is the total time that the agents were logged on to this ACD-DN as their primary ACD-DN. (Num NTOF Calls × 100) ÷ Calls Answered Login TIme
— continued —

Table 15-1 (continued)
Destination ACD-DN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`110. Total consult time` **TOTAL CON- SULT TIME** ***Consult Time*** This is the total time that all primary agents of this ACD-DN spent in the consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call. Consult tIme
`111. Number of calls returned to queue` **CALLS RTQ** ***Calls RTQ*** The number of calls that were returned to this ACD–DN after being presented to an agent but not answered within a specified time frame. The time threshold for the ACD–DN is set through the Return to Queue Timer (RTQT) prompt in overlay 23 on the Meridian 1 (X11 Release 23 Symposium or higher). If the Meridian MAX is connected to a Meridian 1 running X11 Release 23A or lower, the Calls RTQ field is not pegged and the value in the raw field appears as zero. Calls RTQ
— end —

Overflow statistics

Overflow statistics are accumulated for each source and destination ACD-DN combination. The statistics in this group are used to view source queue performance, destination queue performance, or overflow patterns.

Network CDN calls

Data can be collected in displays and reports on a type of CDN call traveling across the network—the Network CDN call.

At the destination (receiving) Meridian 1, the Meridian MAX shows the originating queue if the Meridian 1 has X11 Release 22 or higher. (The queue is the originating CDN of the call.) The Routing DN of the call is shown if the Meridian 1 has X11 Release 21 or lower.

For more information on Network CDN calls, refer to the “Using Network Automatic Call Distribution” chapter, “Network CDN calls” section.

Overflow data fields

This section indicates the data fields available in the overflow statistics group when using the Formula Definition feature.

In the field descriptions, “My_Node” refers to the value of the node for which the overflow table is kept. For example, if a call is network time overflowed IN, the destination node for that call is My_Node.

With certain fields, the point of view (from the source or the destination node/DN) is important. If a field has a point of view, the field is only meaningful for records where that node is My_Node. This condition applies to NTOF fields only and is indicated in the descriptions below. Similar to the destination ACD-DN statistics, data records, where the source and destination ACD-DNs are equal, are affected by CCR/EAR calls.

Calls Answered

This field shows the number of calls that were answered by each source/destination ACD-DN combination. This number includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Note that calls that do not overflow accumulate in a data record where the source and destination ACD-DNs are the same. Calls that do overflow accumulate in the data record for the particular source/destination ACD-DN combination.

Calls Abandoned

This field shows the number of calls abandoned by each source/destination ACD-DN combination. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This field also includes local and network overflowed calls, as well as IVR calls when the CCR option is enabled.

Src Ans After Thrsh

This field shows the number of answered calls, including those that time overflow or enhanced time overflow, that experienced an answering delay greater than or equal to the delay objective threshold value for the source ACD-DN.

The answering delay used is the total delay, not just the delay at the source before being logically queued to the destination. This value includes IVR calls when the CCR option is enabled.

This field excludes calls that network time overflow in, since you cannot look up the delay objective threshold of the source ACD-DN when the call is on another node. This field is zero for records where the source node is not My_Node. Also excluded are calls that network time overflow out, due to the field's current usage in the SRC SRV LVL % formula.

Src Abd After Thrsh

This field shows the number of abandoned calls that had a delay greater than or equal to the delay objective threshold value for the source ACD-DN. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number also includes IVR calls when the CCR option is enabled.

Dst Ans After Thrsh

This field shows the number of answered calls, including those that enhanced and network time overflowed. These calls experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. This number also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. However, it does not include calls that basic time overflowed.

The delay used is the delay at the destination only, meaning the time the call spent logically queued at the destination.

For nodal MAX, this value includes calls that enhanced or network time overflowed in to the destination queue. Only basic calls are excluded because there is no delay at the destination with BTOF calls.

> ***Note:*** This field is zero for records where the destination node is not My_Node.

Dst Abd After Thrsh

This field shows the number of abandoned calls that had a delay greater than or equal to the delay objective threshold value for the destination ACD-DN. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting feature is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This number includes IVR calls when the CCR option is enabled.

Total Answer Delay

This field shows the total delay experienced by all answered calls excluding local and network time overflowed calls. This value includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. The delay is the time since the “Queue To” or “Give IVR” command is issued by CCR.

Total Abandon Delay

This field shows the total delay of all abandoned calls. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting feature is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This value also includes IVR calls when the CCR option is enabled.

Max Answer Delay

This field shows the longest delay experienced by all answered calls, excluding local and network time overflowed calls. This time also includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. The delay is the time since the “Queue To” or “Give IVR” command is issued by CCR.

Max Abandon Delay
This field shows the longest delay of all abandoned calls. This number includes calls abandoned for an ACD-DN in night mode if the Combined Call Abandon Reporting feature is enabled and the Meridian 1 switch is running with X11 Release 19 or higher. This value also includes IVR calls when the CCR option is enabled.

Max LTOF Delay
This field shows the maximum answering delay of all local time overflowed calls.

Num QOF Calls
This field shows the number of calls (answered or abandoned) that queue-count overflowed in. This field is always zero in data records where the source and destination ACD-DN are equal.

Basic TOF Calls
This field shows the number of calls time overflowed as a result of another queue's TOFT that were answered by agents of this queue. It does not include time overflow calls as a result of NACD Day/Night tables.

> ***Note:*** This field is available only for NACD since Basic Time Overflow differs from Local Time Overflow in this case.

Num LTOF Calls
This field shows the number of answered calls that local time overflowed in. This field is always zero in data records where the source and destination ACD-DN are the same.

Num Interflow Calls
This field shows the number of calls that entered the system through the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN.

Num Received 1st RAN
This field shows the number of calls where the first recorded announcement was played.

Num Received 2nd RAN
This field shows the number of calls where the second recorded announcement was played.

Total LTOF Delay

This field shows the total answering delay of all local time overflowed calls including the time the call spent waiting before becoming eligible for time overflowing. For enhanced time overflow, the delay includes the entire delay.

Num NTOF Out Calls

This field shows the number of calls that network time overflowed out of this source node (calls that left this node). This field is zero for records where the destination node is My_Node.

Num NTOF In Calls

This field shows the number of network time overflowed calls answered by agents of this ACD-DN on this destination node (calls that came in to this node). This field is zero for records where the source node is My_Node.

NTOF Ans After Thrsh

This field shows the number of network time overflow answered calls that experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. For network time overflow in calls, the delay is the time spent in the logical time overflow queue. This field is always zero in data records where the source and destination nodes are equal.

Tot NTOF Src Delay

This field shows the total delay experienced at the originating node for all network time overflow calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN. This field is zero for records where the source node is My_Node. To get the data from the source point of view, the Tot NTOF Out Delay field should be used. For a Network CDN call, the originating queue is the originating CDN at the source Meridian 1.

Tot NTOF Dst Delay

This field shows the total delay experienced at the destination node for all network time overflowed calls answered at this destination ACD-DN. It is the time spent waiting at the destination queue before being answered by the destination ACD-DN. This field is zero for records where the source node is My_Node.

Tot NTOF Out Delay

This field shows the total delay experienced by calls that network time overflowed out of this node and were answered by agents of the destination ACD-DN. For a Routing DN, the delay is the total time the call waited at the source CDN.

This field is zero for records where the destination node is My_Node.

Max NTOF Delay

This field shows the maximum answering delay of network time overflowed calls for this source/destination ACD-DN combination. It includes both the time spent waiting at the originating queue and the time logically queued at the destination. This field can be used from either the destination's or the source's point of view.

ETOF Ans After Thrsh

This field shows the number of enhanced time overflow answered calls which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. For local enhanced time overflow in calls, the delay is the time spent in the logical time overflow queue.

Tot ETOF Src Delay

This field shows the total delay experienced at the originating node for all enhanced time overflow answered calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Tot ETOF Dst Delay

This field shows the total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Calls Intrflwd Busy

This field shows the number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) option.

Night Calls Abandnd

This field shows the number of calls abandoned by each source/destination ACD-DN combination when the destination ACD-DN is in night mode. Calls that do not overflow accumulate in a data record where the source and destination ACD-DNs are the same. Calls that do overflow accumulate in the data record for the particular source/destination ACD-DN combination. This number is set to zero if the Meridian 1 switch is running X11 Release 18 or lower. This number also includes calls abandoned waiting for IVR play when the CCR option is enabled.

Overflow statistics fields

Table 15-2 lists the fields in the overflow statistics group which can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-2
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Source Node Identifier` **SRC** **NODE** **ID** ***Src Node ID*** The source node ID number (available with Network ACD Option enabled).
`* Source ACD-DN number` **SOURCE** **ACD-DN** **NUMBER** ***Src ACD-DN ID*** The source ACD-DN number.
`* Source ACD-DN name` **SOURCE** **ACD-DN** **NAME** ***Src ACD-DN Name*** The name assigned to the source ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
— continued —

Table 15-2 (continued) **Overflow statistics fields**
Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Destination Node Identifier` **DEST** **NODE** **ID** ***Dst Node ID*** The destination node ID number (available with Network ACD Option enabled).
`* Destination ACD-DN number` **DEST** **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
`* Destination ACD-DN name` **DEST** **ACD-DN** **NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Base time unit` **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.
`10. Average delay from source` **AVG** **SRC** **DEL** ***Avg Src Delay*** This represents the average duration experienced by callers to the source ACD-DN, including the time spent waiting in the queue before being time overflowed to a destination ACD-DN. All of these callers were answered. **Note:** The NTOF fields appear for **NACD MAX** only. (Total LTOF Delay + Total Answer Delay + Tot NTOF Src Delay + Tot NTOF Dst Delay + Tot NTOF Out Delay) / (Calls Answered + Num NTOF Out Calls)
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`11. Average delay from destination` **AVG** **DST** **DEL** ***Avg Dst Del*** This represents the average duration experienced by callers to the destination ACD-DN, not including the time spent waiting in the queue before being locally time overflowed to another ACD-DN. All of these callers were answered. Calls that are network time overflowed and enhanced time overflowed are included. ***Note:*** The Tot NTOF Dst Delay, Tot ETOF Dst Delay, and Basic TOF Calls fields appear for **NACD MAX** only. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) / (Calls Answered –Basic TOF Calls)
`12. Telephone service level of source ACD-DN` **SRC** **SRV** **LVL** **%** ***Src Srv Lvl*** This represents the percentage of calls originated at the source ACD-DN that were answered or abandoned, or both, within the delay objective threshold for the source ACD-DN. This formula produces meaningful results when comparing ACD-DNs which use the same threshold. ([(Calls Answered + Calls Abandoned) − (Src Ans After Thrsh + Src Abd After Thrsh)] × 100) / (Calls Answered + Calls Abandoned)
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`13. Telephone service level of destination ACD-DN` **DST** **SRV** **LVL** **%** ***Dst Srv Lvl*** This represents the percentage of calls, answered or abandoned at the destination ACD-DN (after a call is logically queued from the source ACD-DN), within the delay objective threshold. This formula produces meaningful results when comparing ACD-DNs which use the same threshold. This includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. ([(Calls Answered + Calls Abandoned) − (Dst Ans After Thrsh + Dst Abd After Thrsh)] × 100) / (Calls Answered + Calls Abandoned)
`14. Number of calls accepted` **CALLS** **ACCPT** ***Num Accepted*** The total number of calls that were received by this ACD-DN, regardless of whether they were answered or abandoned. Calls Answered + Calls Abandoned
`15. Total number of calls answered` **TOT** **CALLS** **ANSWD** ***Tot Answered*** This represents the total number of calls answered by agents of this ACD-DN. This also includes calls answered as a result of the CCR application “Queue To” or “Give IVR” request. Calls Answered + Num NTOF Out Calls
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`16. Number of calls abandoned` **CALLS ABAND** ***Num Abandnd*** This represents the total number of calls abandoned before they could be answered by agents of this ACD-DN. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running X11 Release 19 or higher. This also includes IVR calls when the CCR option is enabled. Calls Abandoned
`17. Total number of calls that time overflowed` **TOTAL TOF CALLS** ***Tot TOF Call*** This is the total number of local time overflowed calls and the total of network time overflowed calls answered by this ACD-DN. Num LTOF Calls + Num NTOF In Calls
`18. Number of calls that queue count overflowed` **QOF CALLS** ***Num QOF*** This represents the number of calls received by this ACD-DN as a result of queue-count overflow and local interflow. Num QOF Calls
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`19. Number of calls that interflowed out` **INTER** **FLOW** ***Interflowed*** The number of calls that entered the system through the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN. Num Interflow Calls
`20. Number of calls that received 1st RAN` **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
`21. Number of calls that received 2nd RAN` **2ND** **DEL** **RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`22. Number of calls that received both RANs` **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. For calls that received both first and second RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
`23. Number of calls that interflowed to busy` **BUSY** ***Intflow Busy*** The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature. Calls Intrflwd Busy
`24. Maximum Answering Delay` **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum duration a caller had to wait before the call was answered by an agent at this ACD-DN. This also includes the delay since the “Queue To” or “Give IVR” request was issued by the CCR application. ***Note:*** The MAX formula selects the largest of the three fields represented in the formula below. MAX (Max Answer Delay, Max LTOF Delay, Max NTOF Delay)
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`25. Maximum Abandoning Delay`

MAX
ABD
DEL

Max Abd Del

This represents the maximum duration a caller waited before abandoning the call to this ACD-DN. This number includes calls abandoned for an ACD-DN (in night mode) if the Combined Call Abandon Reporting option is enabled and the Meridian 1 switch is running X11 Release 19 or higher. This also includes IVR calls when the CCR option is enabled.

Max Abandon Delay

`26. Total percentage of calls that time overflowed`

TOT
TOF
%

Tot TOF %

This represents the percentage of all calls received that were local time overflowed or network time overflowed in to this ACD-DN. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

[(Num LTOF Calls + Num NTOF In Calls) × 100] / (Calls Answered + Calls Abandoned)

`27. Percentage of calls that queue count overflowed`

QOF
%

QOF %

This represents the percentage of all calls received that were queue-count overflowed in to this ACD-DN, regardless of whether the calls were answered or abandoned. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

(Num QOF Calls × 100) / (Calls Answered + Calls Abandoned)

— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`28. Number of network time overflowed out calls` **NTOF** **OUT** **CALLS** ***NTOF Outclls*** This represents the total number of network time overflowed calls transferred out of this ACD-DN and answered by agents of another ACD-DN. Num NTOF Out Calls
`29. Number of local time overflowed calls` **LTOF** **CALLS** ***LTOF Calls*** This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN. Num LTOF Calls
`30. Number of network time overflowed in calls` **NTOF** **IN** **CALLS** ***NTOF In Calls*** This represents the total number of network time overflowed in calls that were answered by agents of this ACD-DN. Num NTOF In Calls
— continued —

Table 15-2 (continued)
Overflow statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`31. Percentage of all basic time overflowed calls`

BTOF
%

% BTOF Calls

This represents the percentage of all calls that were received due to local time overflow.

This formula is valid only if the NACD option is enabled. BTOF is referred to as LTOF if the NACD option is disabled. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

(Basic TOF Calls × 100) / (Calls Answered + Calls Abandoned)

`32. Percentage of all network time overflowed calls`

NTOF
%

% NTOF Calls

This represents the percentage of all calls that were received due to network time overflow. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

(Num NTOF In Calls × 100) / (Calls Answered + Calls Abandoned)

`33. Number of calls abandoned in Night Mode`

NIGHT
ABAND

Night Abndnd

This represents the total number of calls abandoned before they could be answered by agents of this ACD-DN when the destination ACD-DN is in night mode. This number is set to zero if the Meridian 1 switch is running X11 Release 18 or lower. This also includes IVR calls when the CCR option is enabled.

Night Calls Abandnd

— end —

Agent statistics

Agent data is accumulated for each agent/supervisor/ACD-DN combination. Also included are statistics for virtual agents assigned to ACD-DNs that act as IVR queues.

MQA and the agent statistics group

MQA impacts the way certain statistics are pegged in the historical reports. The "Login Time" statistic field is pegged against the primary queue. The "Staffed Time" statistic field is pegged against all the queues serviced by an agent. All other statistics are pegged in the current in-use queue.

Agent data fields

This section provides the data fields available in the agent statistics group when using the Formula Definition feature.

Calls Answered

This field shows the number of calls answered by the agent, including enhanced and network time overflow calls. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

DN Calls In

This field shows the number of DN calls answered by the agent.

DN Calls Out

This field shows the number of DN calls originated by the agent.

ACD Talk Time

This field shows the total time spent by the agent on an ACD call. It includes the time an ACD call, as well as a CCR/EAR call, is put on hold.

Not Ready Time

This field shows the total time spent by the agent in post call processing. This value includes all the time the agent had the Not Ready key active, and no ACD or DN call was active.

Incoming DN Time

This field shows the total time spent by the agent handling incoming DN calls.

Outgoing DN Time
This field shows the total time spent by the agent handling outgoing DN calls.

Wait Time
This field shows the total time spent by the agent waiting for a call while in the wait or reserve state. This does not include time spent on any call, nor time spent in the not ready or consult state.

Hold Time
This field shows the total time an agent had ACD calls, including CCR/EAR calls, on hold.

Busy Time
This field shows the total time spent by the agent in handling ACD or DN calls and in performing related processing. This time includes consult time but not waiting time.

Login Time
This field shows the time that an agent is logged on to an ACD-DN as the primary ACD-DN.

Walkaway Time
This field shows the total time spent by the agent in the walkaway state.

Consult Time
This field shows the time an agent spends in the consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call.

Num Walkaway Periods
This field shows the number of times the agent walked away. If a walkaway period spans a reporting interval boundary, then the walkaway time is split among the reporting intervals, but the peg count for the walkaway is given in the reporting interval in which the walkaway period began.

Non-Activity Calls
This field shows the number of ACD, CCR/EAR, or NACD calls handled by the agent in which no activity code was entered.

DN Calls Transferred

This field shows the number of DN calls transferred by the agent.

ACD Calls XFerd

This field shows the number of ACD calls transferred by the agent.

Num Short Calls

This field shows the number of ACD, NACD, or CCR/EAR calls handled by the agent that had a Direct Call Processing duration less than the short call threshold defined for the ACD-DN to which the agent is assigned.

Num NTOF Calls

This field shows the number of network time overflow calls answered by the agent.

Staffed Time

This field shows the total time spent by the agent staffing the ACD-DN. Staffed time for each agent is accumulated from the time the agent logs on to the time the agent logs off.

Calls RTQ

This field shows the number of calls that were returned to queue for this agent. The calls are returned after being presented to the agent but not answered within a specified time frame. The time threshold is set for an ACD–DN through the Return to Queue Timer (RTQT) prompt in overlay 23 on the Meridian 1 (X11 Release 23 Symposium or higher. If the Meridian MAX is connected to a Meridian 1 running X11 Release 23A or lower, the Calls RTQ field is not pegged and the value in the raw field appears as zero).

Agent statistics fields

Table 15-3 lists the fields in the agent statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-3
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Agent ID` **AGT** **ID** ***Agent ID*** Agent ID.
`* Agent Name` **AGT** **NAME** ***Agent Name*** The agent name assigned to the agent ID. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the Agent ID, the Agent ID is printed instead.
`* Supervisor ID` **SPV** ***Supervisor ID*** The identification of the supervisor responsible for the agent. This can also be the supervisor to whom the agent position was assigned.
`* ACD-DN number` **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The number of the ACD-DN to which the agent was assigned.
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* ACD-DN name` **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
`* Base time unit` **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.
`10. Number of calls answered` **CALLS ANSWD** ***Num Answered*** The number of calls answered by the agent, including enhanced and network time overflow calls. This includes calls that were answered as a result of the CCR application "Queue To" or "Give IVR" request. Calls Answered
— continued —

Table 15-3 (continued) **Agent statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`11. Number of non-activity code calls` **NON** **ACTVY** **CALLS** ***Non Activity*** The number of ACD, CCR/EAR, or NACD calls handled by the agent in which no activity code was entered. Non Activity Calls
`12. Number of ACD calls transferred` **ACD** **CALLS** **XFERD** ***Num ACD Xfrd*** This represents the number of ACD calls received by this agent and subsequently transferred. ACD Calls Transferred
`13. Number of incoming DN calls` **IN** **DN** **CALLS** ***In DN Calls*** This represents the number of incoming DN calls handled by this agent. DN Calls In
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`14. Number of outgoing DN calls` **OUT DN CALLS** ***Out DN Calls*** This represents the number of outgoing DN calls made by this agent. DN Calls Out
`15. Number of DN calls` **TOTAL DN CALLS** ***DN Calls*** This represents the number of incoming and outgoing DN calls handled by this agent. DN Calls In + DN Calls Out
`16. Number of DN calls transferred` **DN CALLS XFERD** ***Num DN Xferd*** This represents the number of DN calls received by this agent and subsequently transferred. DN Calls Transferred
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`17. Number of short calls` **SHORT CALLS** ***Short Calls*** This represents the number of ACD, NACD, or CCR/EAR calls answered by this agent where the duration of the call falls within the Short Call threshold defined for the ACD-DN that the agent was assigned to. Num Short Calls
`18. Average ACD talk time` **AVG ACD TALK TIME** ***Avg ACD Talk*** This is the average duration per call that this agent spent, including the time the caller was on hold. This also includes CCR/EAR calls. ACD Talk Time / Calls Answered
`19. Average not ready time` **AVG NOT RDY TIME** ***Avg Not Rdy*** This is the average duration that this agent spent in the Not Ready state. Not Ready Time / Calls Answered
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`20. Average time spent waiting for calls` **AVG** **WAIT** **TIME** ***Avg Wait*** This is the average duration that this agent spent waiting for a call. With MQA, the Wait Time pegged against an ACD-DN is the time starting after a call in the same ACD-DN is received and ending at the next call or when a reserve state is activated (not necessarily in the same ACD-DN). The Wait Time spent, while in a reserve state, is pegged in the ACD-DN of the next ACD call. Wait Time / Calls Answered
`21. Average time spent working` **AVG** **WORK** **TIME** ***Avg Work*** This is the average duration this agent spent with a caller, including the time spent in Not Ready. This also includes CCR/EAR calls. (ACD Talk Time + Not Ready Time) / Calls Answered
`22. Average time spent on hold` **AVG** **HOLD** **TIME** ***Avg Hold*** This is the average duration this agent kept callers on hold. Hold Time / Calls Answered
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`23. Average incoming DN call time` **AVG** **DN** **IN** **TIME** ***Avg In DN*** This is the average duration that this agent spent on incoming DN calls. Incoming DN Time / DN Calls In
`24. Average outgoing DN call time` **AVG** **DN** **OUT** **TIME** ***Avg Out DN*** This is the average duration this agent spent on outgoing DN calls. Outgoing DN Time / DN Calls Out
`25. Average DN call time` **AVG** **DN** **TIME** ***Avg DN Time*** This is the average duration this agent spent on all DN calls handled by this agent, including incoming and outgoing DN calls. (Incoming DN Time + Outgoing DN Time) / (DN Calls In + DN Calls Out)
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`26. Average walkaway time` **AVG WALK TIME** ***Avg Walk*** This is the average duration this agent spent in the walkaway state. Walk-away Time / Num Walk-away Periods
`27. Total ACD talk time` **TOTAL ACD TALK TIME** ***ACD Talk Tme*** This is the total amount of time this agent spent on all ACD calls, including the time spent on hold. This does not include the time spent in the Not Ready state. This includes CCR/EAR calls. ACD Talk Time
`28. Total not ready time` **TOTAL NOT READY TIME** ***Not Rdy Time*** This is the total amount of time this agent spent in the Not Ready state. Not Ready Time
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`29. Total incoming DN call time` **TOTAL** **IN** **DN** **TIME** ***In DN Time*** This is the total amount of time this agent spent with incoming DN calls. Incoming DN Time
`30. Total outgoing DN call time` **TOTAL** **OUT** **DN** **TIME** ***Out DN Time*** This is the total amount of time this agent spent with outgoing DN calls. Outgoing DN Time
`31. Total DN call time` **TOTAL** **DN** **TIME** ***DN Time*** This is the total amount of time this agent spent on incoming and outgoing DN calls. Incoming DN Time + Outgoing DN Time
— continued —

Table 15-3 (continued) Agent statistics fields
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`32. Total time spent waiting` **TOTAL** **WAIT** **TIME** ***Wait Time*** This is the total amount of time this agent spent waiting for a call. With MQA, the Wait Time pegged against an ACD-DN is the time starting after a call in the same ACD-DN is received and ending at the next call or when a reserve state is activated (not necessarily in the same ACD-DN). The Wait Time spent, while in a reserve state, is pegged in the ACD-DN of the next ACD call. Wait Time
`33. Total time spent working` **TOTAL** **WORK** **TIME** ***Work Time*** This is the total amount of time this agent spent talking to the caller as well as the time spent in the Not Ready state. This includes CCR/EAR calls. ACD Talk Time + Not Ready Time
`34. Total time spent holding` **TOTAL** **HOLD** **TIME** ***Hold Time*** This is the total amount of time this agent kept the ACD caller on hold. Hold Time
— continued —

Table 15-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
35. Total walkaway time **TOTAL WALK TIME** ***Walk Time*** This is the total amount of time spent in the walkaway state. Walk-away Time
36. Total time agents were busy **TOTAL BUSY TIME** ***Busy Time*** This is the total amount of time spent handling ACD calls and DN calls. It also includes the time spent in the Consult or Not Ready state. Busy Time
37. Total login time **TOTAL LOGIN TIME** ***Login Time*** This is the total amount of time this agent logged on to the ACD-DN as their primary ACD-DN. Login Time
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`38. Percentage of login time in DN calls` **DN** **LOGN** **%** ***DN/ Login %*** This is the percentage of the time that this agent was logged on to an ACD-DN and spent time with a DN call. [(Incoming DN Time + Outgoing DN Time) × 100] / Login Time
`39. Percentage of login time worked` **WORK** **LOGN** **%** ***Work/Login %*** This is the percentage of the time that this agent spent logged on to an ACD-DN and spent time talking to an ACD caller, as well as spent time in the Not Ready state. It also includes CCR/EAR calls. [(ACD Talk Time + Not Ready Time) × 100] / Login Time
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`40. Percentage of login time busy` **BUSY LOGIN %** ***Busy/Login %*** This is the percentage of this agent's logged on time that was spent handling DN calls, and ACD calls. It also includes the time they were in the Consult or Not Ready state. (Busy Time × 100) / Login Time
`41. Number of ntwk time ovfld calls ans by this agent` **NTOF CALLS** ***NTOF Calls*** This is the number of network time overflowed calls handled by this agent. Num NTOF Calls
`42. Total staffed time` **TOTAL STAFFED TIME** ***Staffed Time*** This is the total amount of time that this agent was logged on to the ACD-DN. Staffed Time
— continued —

Table 15-3 (continued)
Agent statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`43. Total consult time` **TOTAL CON- SULT TIME** ***Consult Time*** The time an agent spends in the consult state. The consult state occurs if the call was disconnected while the agent was trying to transfer or conference it to a third party. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call. Consult time
`44. Number of calls returned to queue` **CALLS RTQ** ***Calls RTQ*** The number of calls that were returned to queue for this agent. The calls are returned after being presented to the agent but not answered within a specified time frame. The time threshold is set for an ACD–DN through the Return to Queue Timer (RTQT) prompt in overlay 23 on the Meridian 1 (X11 Release 23 Symposium or higher). If the Meridian MAX is connected to a Meridian 1 running X11 Release 23A or lower, the Calls RTQ field is not pegged and the value in the raw field appears as zero. Calls RTQ
— end —

Page grid

Route statistics

Route data accumulates for each route/trunk/source ACD-DN combination including ACD-DNs that act as IVR or CDN queues.

Route data fields

This section provides a list of the data fields available in the route statistics group. The data fields are accessed through the pop-up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

The fields are generally described from the point of view of the source ACD-DN. However, any CCR/EAR calls that entered the system through a CDN are also included.

Calls Answered

This field shows the number of calls answered by agents of this ACD-DN, including calls that local or network time overflowed or queue-count overflowed in to this ACD-DN. This number might also indicate the answered CCR/EAR calls that enter the switch through a CDN.

Calls Abandoned

This field shows the number of calls that came in to the system through this trunk, which were subsequently abandoned by the caller. This number includes calls abandoned for an ACD-DN in night mode if the Meridian 1 switch is running X11 Release 19 or higher.

Num QOF Calls

This field shows the number of calls that reached this ACD-DN through queue-count overflow and were answered or abandoned in this queue. (The calls were not recalled to source due to time overflow).

Num LTOF Calls

This field shows the number of local time overflowed calls answered by agents of this ACD-DN.

Num Interflow Calls

This field shows the number of calls that entered the system through the route, which were sent out of the switch based on the interflow number or night number defined in Configuration Control.

Num Ans After Thrsh

For non-network systems, this value is the number of answered ACD, CCR/EAR calls, excluding those which time overflowed in to this ACD-DN, which experienced an answering delay greater than or equal to the delay objective threshold value for the source ACD-DN.

For systems with enhanced and network time overflow, this value is the number of answered calls including enhanced and network time overflowed calls answered by this ACD-DN, which experienced an answering delay greater than or equal to the delay objective threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num Abd After Thrsh

This field shows the number of abandoned calls that had a delay greater than or equal to the delay objective threshold value for the source ACD-DN. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Num Received 1st RAN

This field shows the number of calls where the first recorded announcement was played.

Num Received 2nd RAN

This field shows the number of calls where the second recorded announcement was played.

Total Answer Delay

This field shows the total delay experienced by all answered calls excluding calls that network or local time overflowed in to this ACD-DN. This delay might also be for all answered CCR/EAR calls that entered the system through the given CDN.

Total Abandon Delay

This field shows the total delay of all abandoned calls. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Total Call Time

This value is the total time of all calls answered from the time the call was answered until it was released. It does not include network time overflow-in calls.

Num ATB Periods

This field shows the number of times all trunks in the route were busy. If an ATB period spans a reporting interval boundary, the duration of the ATB period is proportionally split between the reporting intervals. However, the number of ATB periods is only incremental in the reporting interval in which the ATB period started.

Total ATB Time

This value is the total time that the route had all of its trunks busy.

Time Span

This value is the time for which the route is being utilized within the reporting interval. This field is used to determine the percentage of time that all trunks in the route were busy.

Num NTOF In Calls

This field shows the number of network overflow calls answered by this ACD-DN.

Num NTOF Out Calls

This field shows the number of calls that network time overflowed out and were answered at another node in the network.

Total Passthru Time

Although calls are initially received locally, they are not always answered locally. If a call is network time overflowed, the call can be available to other agents in the network.

If the call is answered by an agent at another Meridian MAX site, the Total Passthru Time measures the amount of time that passes between the time the local Meridian MAX sends the call to the answering Meridian MAX and the time the answering Meridian MAX finishes with the call.

In other words, the Total Passthru Time is accumulated by the local Meridian 1 as the call is transferred from one Meridian 1 to another.

For example, if a call is transferred from Node A (local node) to Node B to Node C, the Total Passthru Time is the time it takes the call to go from Node A to Node B and from Node B to Node C (including the time it takes Node C to complete the call).

NTOF In Call Time

This value is the total time of all network time overflow in calls from the time that the call was answered until it was released.

NTOF Out Call Time

This value is the total time of all network time overflow out calls from the time the call was answered until it was released. This time is for the outgoing route/trunk for the network call.

Calls Forced Busy

This field shows the total number of controlled CCR calls given a “Force Busy” treatment by the CCR application plus the number of EAR calls busied by the call ceiling.

Calls Forced to Disc

This field shows the total number of controlled CCR calls given a “Force Disconnect” treatment by the CCR application.

Calls Routed

This field shows the number of controlled mode CCR calls given the “Route TO” treatment by the CCR application, plus the number of “Give IVR” calls transferred by the IVR application.

Delay Bef Call Term

This field shows the total delay experienced for a call under CCR control before it was given one of the following treatments: “Force Busy,” “Force Disconnect,” “Route To,” or “Give IVR,” and was then transferred by the IVR application.

Night Calls Abandnd

This field shows the number of calls that came in to the system through this trunk, which were subsequently abandoned by the caller when the destination ACD-DN was in night mode. This number is set to zero if the Meridian 1 switch is running X11 Release 18 or lower. This number also includes calls abandoned while waiting for IVR to play when the CCR option is enabled.

Route statistics fields

Table 15-4 lists the fields in the route statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-4
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Route Number` **RT** **NUM** ***Route Number*** The route number.
`* Route name` **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Base time unit` **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in an “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in an “mm/dd/yy” format. Months are displayed in an “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.
`10. Number of hundred call seconds (CCS)` **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue whether the call was answered or abandoned. This can also indicate the CCS for CCR/EAR calls that entered the system through the given CDN. (Total Call Time + Total Abandon Delay + Total Answer Delay + Delay Before Call Termination) / 100
`11. Telephone service level` **SRV LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered or abandoned, or both, within the defined delay objective threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same threshold. This level can also indicate the answered CCR/EAR calls that enter the switch through a CDN. ([(Calls Answered + Calls Abandoned) − (Num Ans After Thrsh + Num Abd After Thrsh)] / (Calls Answered + Calls Abandoned)) × 100
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`12. Number of calls offered` **CALLS** **OFFRD** *Num Offered* This represents the total number of calls that arrived at the ACD-DN over this route. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. If the source queue is a CDN, this number can also indicate the answered CCR/EAR calls that enter the switch over this route through a CDN. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced To Disconnect + Calls Forced Busy + Calls Routed
`13. Number of calls answered` **CALLS** **ANSWD** *Num Answered* This represents the total number of calls on this route that were answered. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Calls Answered
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`14. Number of calls answered before threshold` **CALLS ANSWD BEFOR THRSH** ***Ans Early*** This represents the total number of calls on this route that were answered before the delay objective threshold for the source ACD-DN was reached. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Calls Answered – Num Ans After Thrsh
`15. Number of calls answered after threshold` **CALLS ANSWD AFTER THRSH** ***Ans Late*** This represents the total number of calls on this route that were answered at or after the delay objective threshold for the source ACD-DN was reached. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Num Ans After Thrsh
`16. Number of calls abandoned` **CALLS ABAND** ***Num Abandnd*** This represents the total number of calls abandoned on this route. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Calls Abandoned
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`17. Number of calls aband before threshold exceeded` **CALLS** **ABAND** **BEFOR** **THRSH** ***Abd Early*** This represents the total number of calls abandoned on this route before the delay objective threshold was reached. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned – Num Abd After Thrsh
`18. Number of calls abandoned after threshold` **CALLS** **ABAND** **AFTER** **THRSH** ***Abd Late*** This represents the total number of calls on this route that were abandoned at or after the delay objective threshold for the source ACD-DN was reached. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Num Abd After Thrsh
`19. Number of calls that queue count overflowed out` **QUEUE** **OVER** **FLOW** ***Num QOF*** This represents the total number of calls on this route that were queue-count overflowed calls. Num QOF Calls
— continued —

Table 15-4 (continued) **Route statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`20. Number of calls that time overflowed out` **TIME OVER FLOW** ***Num TOF*** This represents the total number of calls on this route that were local time overflowed. Num LTOF Calls
`21. Number of calls that overflowed out` **OVER FLOW** ***Overflowed*** This represents the total number of calls on this route that were overflowed (queue count, local time, and network time). Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls
`22. Number of calls that interflowed out` **INTER FLOW** ***Interflowed*** The number of calls that entered the system through the route, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Num Interflow Calls
— continued —

Table 15-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
23. Calls Forced Busy **FORCE BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls that received busy treatment because the call ceiling was reached. Calls Forced Busy
24. Number of calls that received 1st RAN **1ST DEL RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
25. Number of calls that received 2nd RAN **2ND DEL RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`26. Number of calls that received both RANs` **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. For calls that received both first and second RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
`27. Average duration of a call` **AVG** **CALL** **TIME** ***Av Call Time*** This represents the average duration of a call, from the time it was received by the route until the call was either released or abandoned. This delay can also be for all answered CCR/EAR calls that entered the system through the given CDN. This number excludes calls abandoned for an ACD-DN in night service, if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. (Total Abandon Delay + Total Answer Delay + Total Call Time) / (Calls Abandoned + Calls Answered)
`28. Number of all trunks busy (ATB) periods` **NUM** **ATB** ***Num ATBs*** This represents the total number of “All Trunks Busy” periods. Num ATB Periods
— continued —

Table 15-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
29. Average duration of all trunks busy (ATB) periods **AVG** **ATB** **TIME** ***Avg ATB*** This represents the average duration of this route's "All Trunks Busy" periods. Total ATB Time / Num ATB Periods
30. Total duration of all trunks busy (ATB) periods **TOTAL** **ATB** **TIME** ***ATB Time*** This represents the total time this route experienced the "All Trunks Busy" state. Total ATB Time
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`31. Percentage time that all trunks were busy (ATB)` **ATB** **%** ***ATB %*** This represents the percentage of time that this route spent in the "All Trunks Busy" state. (Total ATB Time × 100) / Time Span
`32. Number of 100 call secs for ntwk ovfl in calls` **NTOF** **IN** **CCS** ***NTOF In CCS*** This represents the number of hundred call seconds that this route was used for incoming network time overflowed calls. NTOF In Call Time / 100
`33. Number of 100 call secs for ntwk ovfl out calls` **NTOF** **OUT** **CCS** ***NTOF Out CCS*** This represents the number of hundred call seconds that this route was used for outgoing network time overflowed calls. NTOF Out Call Time / 100
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`34. Number of incoming network overflow calls` **NTOF** **IN** **CALLS** ***NTOF InCalls*** This represents the total number of incoming network time overflowed calls received on this route. Num NTOF In Calls
`35. Number of outgoing network overflow calls` **NTOF** **OUT** **CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflowed calls received on this route. Num NTOF Out Calls
— continued —

Table 15-4 (continued)
Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`36. Total Passthru Time` **TOTAL PTHRU TIME** ***Pthru Time*** The Total Passthru Time measures the amount of time that passes between the time the local Meridian 1 sends the call to the remote Meridian 1, and the time that the answering Meridian 1 finishes with the call. (Available with Network ACD Option enabled.) Total Passthru Time
`37. Number of calls abandoned in Night Mode` **NIGHT ABAND** ***Night Abndnd*** This represents the total number of calls abandoned on this route when the destination ACD-DN was in night mode. This number is set to zero if the Meridian 1 switch is running X11 Release 18 or lower. Night Calls Abandnd
— end —

Trunk statistics

Trunk data accumulates for each route/trunk/source ACD-DN combination including ACD-DNs that act as IVR or CDN queues.

Trunk data fields

This section provides a list of the data fields available in the trunk statistics group. The data fields are accessed through the pop-up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

The fields are described from the point of view of the source ACD-DN. However, any CCR/EAR calls that entered the system through a CDN are also included here.

Calls Answered

This field shows the number of calls answered by agents of the source ACD-DN, or by agents of other ACD-DNs if the call was local, enhanced, network time overflowed, or queue-count overflowed. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN.

Calls Abandoned

This field shows the number of calls that came in to the system through this trunk, which were subsequently abandoned by the caller. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Num QOF Calls

This field shows the number of calls (answered or abandoned) that queue-count overflowed out of the source ACD-DN.

Num LTOF Calls

This field shows the number of calls that local time overflowed and were answered by agents of a target ACD-DN. This number excludes calls that were time overflowed but subsequently answered by agents of the source ACD-DN.

Num Interflow Calls

This field shows the number of calls that entered the system through this trunk, which were sent out of the switch based on the interflow number or night number defined in Configuration Control.

Num Ans After Thrsh

This field shows the number of answered calls (see “Calls Answered”) that experienced an answering delay greater than or equal to the delay objective threshold value for the source ACD-DN. For enhanced time overflow out calls, this value includes the total time spent at this queue and the logical time spent at the destination queue. For systems with the CCR/EAR option, this number includes all CCR/EAR answered calls that entered the system through the given CDN.

Num Abd After Thrsh

This field shows the number of abandoned calls that had a delay greater than or equal to the delay objective threshold value for the source ACD-DN. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Num Received 1st RAN

This field shows the number of calls where the first recorded announcement was played.

Num Received 2nd RAN

This field shows the number of calls where the second recorded announcement was played.

Total Answer Delay

This field shows the total delay experienced by all answered calls. For enhanced time overflow out calls, this value includes the time spent at the source queue. This delay can also be for all answered CCR/EAR calls that entered the system through the given CDN.

Total Abandon Delay

This field shows the total delay of all abandoned calls. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Total Call Time

This value is the total time of all calls answered from the time that the call was answered until it was released. It does not include network time overflow-in calls.

Num NTOF In Calls

This field shows the number of network time overflow calls answered by this ACD-DN.

Num NTOF Out Calls

This field shows the number of calls that network time overflowed out and were answered at another node in the network.

Total Passthru Time

Although calls are initially received locally, they are not always answered locally. If a call is network time overflowed, the call could be available to other agents in the network. If the call is answered by an agent at another Meridian MAX site, the Total Passthru Time measures the amount of time that passes between the time the local Meridian MAX sends the call to the answering Meridian MAX and the time the answering Meridian MAX finishes with the call.

In other words, the Total Passthru Time is accumulated by the local Meridian 1 as the call is transferred from one Meridian 1 to another. For example, if a call is transferred from Node A (local node) to Node B to Node C, the Total Passthru Time is the time it takes the call to go from Node A to Node B and from Node B to Node C (including the time it takes Node C to complete the call).

NTOF In Call Time

This field shows the total time of all network time overflow in calls from the time that the call was answered until it was released.

NTOF Out Call Time

This field shows the total time of all network time overflowed out calls from the time that the call was answered until it was released. This time is for the outgoing route/trunk for the network call.

Calls Forced Busy

This field shows the total number of controlled CCR calls given a “Force Busy” treatment by the CCR application, plus the number of EAR calls busied by the call ceiling.

Calls Forced to Disc

This field shows the total number of controlled calls given a “Force Disconnect” treatment by the CCR application.

Calls Routed

This field shows the number of controlled mode calls given the “Route TO” treatment by the CCR application, plus the number of “Give IVR” calls transferred by the IVR application.

Delay Bef Call Term

This field shows the total delay experience for a call under CCR control before it was given one of the following treatments: “Force Busy,” “Force Disconnect,” “Route To,” or “Give IVR,” and was then transferred by the IVR application.

Night Calls Abandnd

This field shows the number of calls that came in to the system through this trunk, which were subsequently abandoned by the caller when the destination ACD-DN is in night mode. This number is set to zero if the Meridian 1 switch is running X11 Release 18 or lower. This number also includes calls abandoned while waiting for IVR to play when the CCR option is enabled.

Trunk statistics fields

Table 15-5 lists the fields in the trunk statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-5
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Route Number` **RT** **NUM** ***Route Number*** The route number.
`* Route name` **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
`* Trunk number within route` **TRUNK** ***Trunk Number*** The trunk number within the route. The only meaningful way to use this field is to place it to the right of the route name or route number field, though the system does not stop you from using it elsewhere.
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Source ACD-DN number` **ACD-DN NUMBER** ***Src ACD-DN ID*** The source ACD-DN number. This is the ACD-DN/CDN on which the trunk terminates.
`* Source ACD-DN name` **ACD-DN NAME** ***Src ACD-DN Name*** The name assigned to the source ACD-DN/CDN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN/CDN, the ACD-DN/CDN number is printed instead.
`* Base time unit` **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in an “mm/dd/yy” format. Months are displayed in an “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`10. Number of hundred call seconds (CCS)` **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue whether his or her call was answered or abandoned. This can also indicate the CCS for CCR/EAR calls that entered the system through the given CDN. (Total Call Time + Total Abandon Delay + Total Answer Delay + Delay Before Call Termination) ÷ 100
`11. Telephone service level` **SRV** **LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered or abandoned, or both, within the delay objective threshold time. This formula produces meaningful results when comparing ACD-DNs that use the same threshold. This level can also indicate the answered CCR/EAR calls that enter the switch through a CDN. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) / (Calls Answered + Calls Abandoned)
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`12. Number of calls offered` **CALLS OFFRD** ***Num Offered*** This represents the total number of calls that arrived at the ACD-DN over this trunk. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. This number also indicates the answered CCR/EAR calls that enter the switch over this trunk through a CDN. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced To Disconnect + Calls Forced Busy + Calls Routed
`13. Number of calls answered` **CALLS ANSWD** ***Num Answered*** This represents the number of calls on this trunk that were answered. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Calls Answered
`14. Number of calls answered before threshold exceeded` **CALLS ANSWD BEFOR THRSH** ***Ans Early*** This represents the total number of calls on this trunk that were answered before the delay objective threshold for the source ACD-DN was reached. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Calls Answered – Num Ans After Thrsh
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`15. Number of calls answered after threshold exceeded` **CALLS ANSWD AFTER THRSH** ***Ans Late*** This represents the total number of calls on this trunk that were answered at or after the delay objective threshold for the source ACD-DN was reached. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN. Num Ans After Thrsh
`16. Number of calls abandoned` **CALLS ABAND** ***Num Abandnd*** This represents the total number of calls on this trunk that were subsequently abandoned. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Calls Abandoned
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`17. Number of calls aband before threshold exceeded`

CALLS
ABAND
BEFOR
THRSH

Abd Early

This represents the number of calls on this trunk that were abandoned before the delay objective threshold for the source ACD-DN was reached. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Calls Abandoned − Num Abd After Thrsh

`18. Number of calls abandoned after threshold exceeded`

CALLS
ABAND
AFTER
THRSH

Abd Late

This represents the number of calls on this trunk that were abandoned at or after the delay objective threshold for the source ACD-DN was reached. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Num Abd After Thrsh

`19. Number of calls that queue count overflowed out`

QUEUE
OVER
FLOW

Num QOF

This represents the total number of calls on this route that were queue-count overflowed out.

Num QOF Calls

— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`20. Number of calls that time overflowed out` **TIME** **OVER** **FLOW** ***Num TOF*** This represents the total number of calls on this trunk that were local time overflowed out. Num LTOF Calls
`21. Number of calls that overflowed out` **OVER** **FLOW** ***Overflowed*** This represents the number of calls on this trunk that were overflowed out. This includes queue-count overflow, local time overflow, and network time overflow calls. Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls
`22. Number of calls that interflowed out` **INTER** **FLOW** ***Interflowed*** This represents the number of calls that entered the system through this trunk or source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Num Interflow Calls
— continued —

Table 15-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
23. Calls Forced Busy **FORCE** **BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls which received busy treatment because the call ceiling was reached. Calls Forced Busy
24. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
25. Number of calls that received 2nd RAN **2ND** **DEL** **RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`26. Number of calls received both RANs` **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. For calls that received both first and second RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
`27. Average duration of a call` **AVG** **CALL** **TIME** ***Av Call Time*** This represents the average duration of a call handled by this trunk, from the time the call was received to the time the call was released or abandoned. This delay can also be for all answered CCR/EAR calls that entered the system through the given CDN. (Total Abandon Delay + Total Answer Delay + Total Call Time) / (Calls Abandoned + Calls Answered)
`28. Number of 100 call secs for ntwk ovfl in calls` **NTOF** **IN** **CCS** ***NTOF In CCS*** This represents the duration of the incoming network time overflow calls, in hundred call seconds, that were handled by this trunk. NTOF In Call Time / 100
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`29. Number of 100 call secs for ntwk ovfl out calls` **NTOF** **OUT** **CCS** ***NTOF Out CCS*** This represents the duration of the outgoing network time overflow calls, in hundred call seconds, that were handled by this trunk. NTOF Out Call Time / 100
`30. Number of incoming network overflow calls` **NTOF** **IN** **CALLS** ***NTOF InCalls*** This represents the total number of incoming network time overflow calls on this trunk. Num NTOF In Calls
`31. Number of outgoing network overflow calls` **NTOF** **OUT** **CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflow calls on this trunk. Num NTOF Out Calls
— continued —

Table 15-5 (continued)
Trunk statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`32. Total Passthru Time` **TOTAL PTHRU TIME** ***Pthru Time*** The Total Passthru Time measures the amount of time that passes between the time the local Meridian 1 sends the call to the remote Meridian 1, and the time that the answering Meridian 1 finishes with the call (available with Network ACD Option enabled). Total Passthru Time
`33. Number of calls abandoned in Night Mode` **NIGHT ABAND** ***Night Abndnd*** This represents the total number of calls on this trunk that were subsequently abandoned when the destination ACD-DN is in night mode. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Night Calls Abandnd
— end —

DNIS statistics

The DNIS data is accumulated for each DNIS number.

DNIS data fields

This section provides a list of the data fields available in the destination DNIS statistics group. The data fields are accessed through the pop-up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

Calls Answered

This field shows the number of ACD, NACD, CCR, and EAR calls answered for the DNIS number, including time overflowed and queue-count overflowed calls.

This field is pegged at the node where the DNIS call is answered. If a DNIS call is routed and answered at a remote node, this field is only pegged at the remote node and not the source node.

Calls Abandoned

This field shows the number of DNIS ACD calls abandoned by the caller while waiting to be answered by an agent. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. This field is always pegged at the node where the DNIS call is generated. If a DNIS call is routed to the remote node and abandoned, this field is not pegged at the remote node; it is pegged at the source node.

Num Ans After Thrsh

This field shows the number of DNIS calls, including CCR/EAR calls that are associated with DNIS. These calls were answered and had an answering delay greater than or equal to the delay objective value defined for this DNIS number. Local, enhanced, and network time overflowed calls are included in this count.

Num Abd After Thrsh

This field shows the number of DNIS calls that were abandoned and had an abandoning delay greater than or equal to the service level defined for this DNIS number. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Total Answer Delay
This field shows the total delay experienced by all answered calls for the DNIS number, including the delay associated with time overflowed calls and CCR/EAR calls that have DNIS association with them.

Total Abandon Delay
This field shows the total delay of all abandoned calls for the DNIS number. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Max Answer Delay
This field shows the longest delay experienced by all answered calls, including time overflowed calls and CCR/EAR calls that are associated with DNIS.

Max Abandon Delay
This field shows the longest delay of all abandoned calls. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

ACD Talk Time
This field shows the total time spent on ACD, NACD, CCR, or EAR calls by all agents answering calls for this DNIS number, including time when the calls are on hold.

Night Calls Abandnd
This field shows the number of DNIS ACD calls abandoned by the caller when the destination ACD-DN is in night mode. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Calls Forced Busy
This field shows the number of controlled mode CDN calls that were given busy treatment due to a “Force Busy” request by the CCR application. It also includes the number of EAR calls that received a busy treatment because the call ceiling was reached.

Calls Forced to Disc
This field shows the number of controlled mode CDN calls that were given the “Force Disconnect” treatment by the CCR application.

Calls Routed To

This field shows the number of controlled mode CDN calls that were given the “Route To” treatment by the CCR application.

Calls Xfr’d from IVR

This field shows the number of controlled mode CDN calls that were given the “Give IVR” treatment by the CCR application and later transferred by the IVR application.

DNIS statistics fields

Table 15-6 lists the fields in the DNIS statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-6
DNIS statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* DNIS number` **DNIS** **NMBR** ***DNIS ID*** The DNIS number.
`* DNIS name` **DNIS** **NAME** ***DNIS Name*** The name assigned to the DNIS number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the DNIS number, the DNIS number is printed instead.
— continued —

Table 15-6 (continued)
DNIS statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Base time unit` **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.
`10. Total calls to DNIS` **TOTAL** **DNIS** **CALLS** ***DNIS Calls*** This represents the total number of ACD, NACD, CCR, and EAR calls received by this DNIS number. Calls Answered + Calls Abandoned + Calls Forced Busy + Calls Forced to Disc + Calls Routed To + Calls Xfr'd From IVR
`11. Number of DNIS calls answered` **CALLS** **ANSWD** ***DNIS Answered*** This represents the total number of ACD, NACD, CCR, and EAR calls that were answered by this DNIS number. Calls Answered
— continued —

Table 15-6 (continued)
DNIS statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`12. Number of DNIS calls abandoned` **CALLS** **ABAND** ***DNIS Abandnd*** This represents the total number of calls that were abandoned by this DNIS number. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Calls Abandoned
`13. Average ACD talk time` **AVG** **ACD** **TALK** **TIME** ***Avg ACD Talk*** This represents the average duration of the ACD, NACD, CCR, or EAR call to this DNIS number, from the time the call was answered until the call was released. ACD Talk Time / Calls Answered
`14. Average answering delay` **AVG** **ANS** **DEL** ***Avg Ans Del*** This represents the average duration a caller to this DNIS number waited before the call was answered. This also includes CCR/EAR calls that have DNIS associations with them. Total Answer Delay / Calls Answered
— continued —

Table 15-6 (continued)
DNIS statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`15. Average abandoning delay` **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration that a caller to this DNIS waited before abandoning the call. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Total Abandon Delay / Calls Abandoned
`16. Maximum answering delay` **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum duration that a caller to this DNIS waited before the call was answered. This also includes CCR/EAR calls that have DNIS associated with them, but excludes calls abandoned when the ACD-DN is in Night Service and has a Night Routing Table defined. An ACD-DN is in Night Service when all agents are logged off. Max Answer Delay
— continued —

Table 15-6 (continued)
DNIS statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`17. Maximum abandoning delay` **MAX** **ABD** **DEL** ***Max Abd Del*** This represents the maximum duration that a caller to this DNIS waited before abandoning the call. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. Max Abandon Delay
`18. Telephone service level` **SRV** **LVL** **%** ***Srv Level*** The Telephone Service Level represents the percentage of calls, including CCR or EAR calls that have DNIS associated with them, answered or abandoned, or both, within the defined delay objective threshold time. This formula produces meaningful results when comparing DNISs which use the same threshold. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) / (Calls Answered + Calls Abandoned)
— continued —

Table 15-6 (continued)
DNIS statistics fields

`19. Number of DNIS calls abandoned in Night Mode`

NIGHT
ABAND

Nght DNIS Ab

This represents the total number of calls abandoned by this DNIS number when the destination ACD-DN is in night mode. This number includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher.

Night Calls Abandnd

`20. Number of DNIS calls forced busy`

CALLS
FORCED
BUSY

Force Busy

This represents the number of controlled mode CDN calls given a busy treatment due to a "Force Busy" request by the CCR application. It also includes the number of EAR calls that received a busy treatment because the call ceiling was reached.

Calls Forced Busy

`21. Number of DNIS calls forced to disconnect`

CALLS
DISC

Disconnect

This represents the number of controlled mode CDN calls given a "Force Disconnect" treatment by the CCR application.

Calls Forced to Disc

`22. Number of DNIS calls routed`

ROUTE
CALLS

Calls Routed

This represents the number of controlled mode CDN calls given a "Route To" treatment by the CCR application. It also includes the calls that received a "Give IVR" treatment by the CCR application and were later transferred by IVR.

Calls Routed To + Calls Xfr'd From IVR

— end —

Activity Code statistics

Activity Code data is accumulated for each activity code and destination ACD-DN combination. This includes ACD-DNs that act as IVR queues. Each ACD, NACD, CCR, or EAR call can have several activity codes associated with it.

Activity Code data fields

This section provides a list of the data fields available in the Activity Code statistics group. The data fields are accessed through the pop-up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

Num Occurrences

This field shows the number of times the activity code was entered by agents of the ACD-DN. If the same code is entered more than once on the same call, then this field is increased by the number of times the code was entered.

Time Spent

This field shows the total time charged to the activity code.

Activity Code statistics fields

Table 15-7 lists the fields in the Activity Code statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-7
Activity Code statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Activity code number **ACTV CODE** ***Activity Code*** The Activity Code number entered.
* Activity code name **ACTIVITY NAME** ***Activity Name*** The name assigned to the activity code. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the activity code, the activity code number is printed instead.
* ACD-DN number **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN at which the ACD, NACD, CCR, or EAR call was answered and for which an activity code was entered.
— continued —

Table 15-7 (continued)
Activity Code statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* ACD-DN name` **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
`* Base time unit` **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.
`* Agent ID` **AGT ID** ***Agent ID*** Agent ID.
— continued —

Table 15-7 (continued)
Activity Code statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Agent Name **AGT** **NAME** ***Agent Name*** The agent name assigned to the agent ID. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the Agent ID, the Agent ID is printed instead.
10. Total time charged to activity code **TOTAL** **TIME** ***Time Charged*** This represents the total call time charged to this activity code. Time Spent
11. Average duration activity code charged to **AVG** **TIME** ***Avg Charged*** This represents the average amount of time spent on an activity represented by this activity code. Time Spent ÷ Num Occurrences
12. Number of times activity code charged to **NUM** **CHARGES** ***Num Charged*** This represents the total number of times this activity code was selected during all of the calls. Num Occurrences
— end —

RAN Route statistics

The statistics collected in this group provide information on RAN Route utilization. This statistics group is available only if the Meridian 1 is running X11 Release 17 or higher.

RAN Route data fields

This section provides a list of the data fields available in the RAN Route statistics group. The data fields are accessed through the pop-up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

Num of RAN Accesses

This field shows the number of times the recorded announcement route was accessed.

Tot of RAN Access Time

This field shows the total amount of time the recorded announcement route was in use.

RAN Route statistics fields

Table 15-8 lists the fields in the RAN Route statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-8
RAN Route statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* RAN Route Number` **RAN** **RTE** **NUM** ***Route Number*** The route number.
`* RAN Route name` **RAN** **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
— continued —

Table 15-8 (continued)
RAN Route statistics fields

`Menu # and Entry` (an * indicates a key field)
Column Heading
Graph Heading
Description
Formula

`* Base time unit`

base
time
unit

Base Time Unit

On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in an “mm/dd/yy” format. Months are displayed in an “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.

`10. RAN accesses`

NUM
RAN
CALLS

RAN accesses

The number of times that this record announcement route was accessed.

Num of RAN Accesses

`11. RAN number of hundred call seconds`

RAN
CCS

RAN CCS

The number of hundred call seconds that the RAN route was being used.

Tot RAN Access Time / 100

— end —

CDN statistics

The statistics collected in this group provide historical information on source CDNs. This statistics group is only available if the CCR/EAR option is enabled.

CDN data fields

This section provides a list of the data fields available in the CDN statistics group. The data fields are accessed through the pop–up window, which appears by pressing [Options] in the Calculation field in the Formula Definition feature in the Report Definition feature.

Calls Answered

This field shows the total number of calls accepted at the Control DN which were answered through the controlled operation.

This number does not include IVR calls answered.

Calls Abandoned

This field shows the total number of calls accepted at the Control DN abandoned while waiting to be answered through the controlled operation.

This includes IVR calls.

Calls Routed To

This field shows the number of controlled mode CDN calls given the "Route To" treatment by the CCR application.

Calls Forced to Disc

This field shows the number of controlled mode CDN calls given the "Force Disconnect" treatment by the CCR application.

Calls Forced Busy

This field shows the number of controlled mode CDN calls given the "Force Busy" treatment by the CCR application, plus the number of EAR calls busied because of the call ceiling.

Calls Abd Aft Thres

This field shows the number of CDN calls abandoned after waiting past the delay objective threshold defined for this CDN in Threshold Definition.

Calls to Default DN

This field shows the number of CDN calls directed to the default ACD-DN because the CDN was in default mode.

Calls Ans Aft Thres

This field shows the number of CDN calls answered after waiting past the delay objective threshold defined for this CDN in Threshold Definition.

Total Del Bef Aband

This field shows the total delay of all abandoned CDN calls.

Tot Del Bef Routing

This field shows the total delay experienced by any CDN call given the “Route To” treatment from the CCR application.

Tot Del Bef Disc

This field shows the total delay experienced by any CDN call given the “Force Disconnect” treatment from the CCR application.

Total Del Bef Busy

This field shows the total delay experienced by any CDN call given the “Force Busy” treatment from the CCR application.

Tot Answering Delay

This field shows the total delay experienced by all answered CDN calls.

Max Abandoned Delay

This field shows the longest delay of all abandoned CDN calls.

Max Answering Delay

This field shows the longest delay experienced by all answered CDN calls.

Ans Category n

This field shows the number of CDN calls answered that experienced a delay within the “nth” answering delay category, as defined by the customer in the Spectrum Definition feature. The “n” is a number in the range 1...10. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report.

This number does not include calls answered at an IVR queue.

Abd Category n

This field shows the number of CDN calls abandoned that experienced a delay within the “nth” abandoning delay category, as defined by the customer in the Spectrum Definition feature. The “n” is a number in the range 1...10. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

This number includes IVR calls abandoned.

Calls Given IVR

This field shows the total number of controlled mode CDN calls given the “Give IVR” treatment by the CCR application and answered by the IVR queue.

Calls Xfrd From IVR

This field shows the total number of controlled calls given the “Give IVR” treatment by the CCR application, and then the IVR application transferred the call.

Total IVR Ans Del

This field shows the total delay experienced from the time the call enters the CDN until it is answered by the IVR equipment.

CDN statistics fields

Table 15-9 lists the fields in the CDN statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-9
CDN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Control DN Number` **CDN NUMBER** ***CDN ID*** The CDN number.
`* Control DN Name` **CDN NAME** ***CDN Name*** The name is assigned to the CDN. If the name is longer than the width field, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
— continued —

Table 15-9 (continued) **CDN statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Base time unit` **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in an "mm/dd/yy" format. Months are displayed in an "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa" is a period name) format.
`10. Number of calls accepted` **CALLS** **ACCPT** ***Num Accepted*** The total number of calls that entered this CDN. Calls Answered + Calls Abandoned + Calls Routed + Calls Forced to Disc + Calls Forced Busy + Calls to Default DN + Calls Transferred from IVR
`11. Calls Answered` **CALLS** **ANSWD** ***Answered*** The total number of calls to this CDN that were answered. Calls Answered
— continued —

Table 15-9 (continued)
CDN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`12. Calls Abandoned` **CALLS** **ABND** ***Abandoned*** The total number of calls to this CDN that were abandoned. Calls Abandoned
`13. Calls Forced Busy` **FORCE** **BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls that received busy treatment because the call ceiling was reached. Calls Forced Busy
`14. Calls Forced to Disconnect` **FORCE** **DISC** ***Disconnect*** The number of calls to the CDN while in controlled mode that were given "Force Disconnect" treatment by the CCR application. Calls Forced to Disc
— continued —

Table 15-9 (continued) **CDN statistics fields**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`15. Calls Routed` **ROUTE** **CALLS** ***Calls Routed*** The number of calls to the CDN while in controlled mode that were given the “Route To” treatment by the CCR application, plus the number of calls that received the “Give IVR” treatment by the CCR application, and then the IVR application transferred the call. Calls Routed To + Calls Transferred From IVR
`16. Calls given Default DN treatment` **DFLT** **DN** ***Dflt DN*** The number of calls that were directed to the CDN’s default ACD-DN while CDN was in default mode. Calls to Default DN
`17. Give IVR treatment` **GIVE** **IVR** ***Give IVR*** The number of controlled mode CDN calls that were given the “Give IVR” treatment by the CCR application and were answered by the IVR queue. Calls Given IVR
— continued —

Table 15-9 (continued)
CDN statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`18. Number of calls transferred by IVR` **IVR** **XFER** ***IVR Xfered*** The total number of controlled calls that were given the "Give IVR" treatment by the CCR application, and then the IVR application transferred the call. IVR Transfer
`19. Average answering delay` **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay (also known as the average speed of answer or ASA) experienced by a caller before his or her CDN call was answered. Total Answer Delay / Calls Answered
`20. Average abandoning delay` **AVG** **ABD** **DEL** ***Avg Abd Del*** The average abandoning delay experienced by a caller before abandoning the CDN call. Total Delay Before Abandoning / Calls Abandoned
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`21. Average busy delay` **AVG** **BUSY** **DEL** ***Avg Busy Del*** The average delay experienced by a caller before the CDN call was forced busy. Total Delay Before Busied / Calls Forced Busy
`22. Average disconnect delay` **AVG** **DISC** **DEL** ***Avg Disc Del*** The average delay experienced by a caller before the CDN call was forced to disconnect. Total Delay Before Disconnect / Calls Forced to Disc
`23. Average delay before route to` **AVG** **RTE** **DEL** ***Avg Rte Del*** The average delay experienced by a caller before the CDN call received a "Route to" command by the CCR application. Total Delay Before Routing / Calls Routed To
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`24. Average Delay before IVR treatment` **AVG** **IVR** **DEL** ***Avg IVR Del*** The average delay experienced from the time a call enters a CDN until it is answered by the IVR equipment. Total IVR Ans Delay / Calls Given IVR
`25. Maximum answering delay` **MAX** **ANS** **DEL** ***Max Ans Del*** The maximum delay experienced by a CDN caller before the call was answered. Max Answering Delay
`26. Maximum abandoning delay` **MAX** **ABD** **DEL** ***Max Abd Del*** The maximum abandoning delay experienced by a CDN caller before abandoning the call. Max Abandoning Delay
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`27. Total delay before force busy` **TOTAL BUSY DEL** ***Tot Busy Del*** The total delay CDN callers experienced before their calls were given the “Force Busy” treatment by the CCR application. Total Delay Before Busied
`28. Total delay before disconnect` **TOTAL DISC DEL** ***Tot Disc Del*** The total delay CDN callers experienced before their calls were given the “Force Disconnect” treatment by the CCR application. Total Delay Before Disconnect
`29. Total delay before route to` **TOTAL ROUTE DEL** ***Tot Route Del*** The total delay CDN callers experienced before their calls were given the “Route to” treatment by the CCR application. Total Delay Before Routing
— continued —

Table 15-9 (continued) **CDN statistics field**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`30. Telephone service level` **SRV** **LVL** **%** ***Service Lvl*** The percentage of calls answered or abandoned within the defined delay objective threshold time. Totals across CDNs for this formula are not meaningful if the CDNs have different thresholds. [((Calls Answered + Calls Abandoned) − (Calls Ans Aft Thres + Calls Abd Aft Thres)) / (Calls Answered + Calls Abandoned)] × 100
`31. Percentage answered in category 1` **ANSW** **%** **CAT1** ***Pcnt Answ 1*** The number of CDN calls that had an answering delay in the first answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls answered for the time period specified in the report. Ans Category 1 / Calls Answered × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`32. Percentage answered in category 2` **ANSW** **%** **CAT2** ***Pcnt Answ 2*** The number of CDN calls that had an answering delay in the second answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 2 / Calls Answered × 100
`33. Percentage answered in category 3` **ANSW** **%** **CAT3** ***Pcnt Answ 3*** The number of CDN calls that had an answering delay in the third answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 3 / Calls Answered × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`34. Percentage answered in category 4` **ANSW** **%** **CAT4** ***Pcnt Answ 4*** The number of CDN calls that had an answering delay in the fourth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 4 / Calls Answered × 100
`35. Percentage answered in category 5` **ANSW** **%** **CAT5** ***Pcnt Answ 5*** The number of CDN calls that had an answering delay in the fifth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 5 / Calls Answered × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`36. Percentage answered in category 6` **ANSW** **%** **CAT6** ***Pcnt Answ 6*** The number of CDN calls that had an answering delay in the sixth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 6 / Calls Answered × 100
`37. Percentage answered in category 7` **ANSW** **%** **CAT7** ***Pcnt Answ 7*** The number of CDN calls that had an answering delay in the seventh answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 7 / Calls Answered × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`38. Percentage answered in category 8` **ANSW** *%* **CAT8** ***Pcnt Answ 8*** The number of CDN calls that had an answering delay in the eighth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 8 / Calls Answered × 100
`39. Percentage answered in category 9` **ANSW** *%* **CAT9** ***Pcnt Answ 9*** The number of CDN calls that had an answering delay in the ninth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 9 / Calls Answered × 100

— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`40. Percentage answered in category 10` **ANSW** **%** **CAT10** ***Pcnt Answ 10*** The number of CDN calls that had an answering delay in the tenth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 10 / Calls Answered × 100
`41. Percentage abandoned in category 1` **ABND** **%** **CAT1** ***Pcnt Abnd 1*** The number of CDN calls that had an abandoning delay in the first abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 1 / Calls Abandoned × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`42. Percentage abandoned in category 2` **ABND** **%** **CAT2** ***Pcnt Abnd 2*** The number of CDN calls that had an abandoning delay in the second abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 2 / Calls Abandoned × 100
`43. Percentage abandoned in category 3` **ABND** **%** **CAT3** ***Pcnt Abnd 3*** The number of CDN calls that had an abandoning delay in the third abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 3 / Calls Abandoned × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`44. Percentage abandoned in category 4` **ABND** **%** **CAT4** ***Pcnt Abnd 4*** The number of CDN calls that had an abandoning delay in the fourth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 4 / Calls Abandoned × 100
`45. Percentage abandoned in category 5` **ABND** **%** **CAT5** ***Pcnt Abnd 5*** The number of CDN calls that had an abandoning delay in the fifth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 5 / Calls Abandoned × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`46. Percentage abandoned in category 6` **ABND** **%** **CAT6** ***Pcnt Abnd 6*** The number of CDN calls that had an abandoning delay in the sixth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 6 / Calls Abandoned × 100
`47. Percentage abandoned in category 7` **ABND** **%** **CAT7** ***Pcnt Abnd 7*** The number of CDN calls that had an abandoning delay in the seventh abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 7 / Calls Abandoned × 100
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`48. Percentage abandoned in category 8`

ABND
%
CAT8

Pcnt Abnd 8

The number of CDN calls that had an abandoning delay in the eighth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

Abd Category 8 / Calls Abandoned × 100

`49. Percentage abandoned in category 9`

ABND
%
CAT9

Pcnt Abnd 9

The number of CDN calls that had an abandoning delay in the ninth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

Abd Category 9 / Calls Abandoned × 100

— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`50. Percentage abandoned in category 10` **ABND** **%** **CAT10** ***Pcnt Abnd 10*** The number of CDN calls that had an abandoning delay in the tenth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulas are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 10 / Calls Abandoned × 100
`51. Number answered in category 1` **ANSW** **CAT1** ***Num Answ 1*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the first answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 1
— continued —

Table 15-9 (continued) **CDN statistics field**
`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`52. Number answered in category 2` **ANSW** **CAT2** ***Num Answ 2*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the second answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls answered for the time period specified in the report. Ans Category 2
`53. Number answered in category 3` **ANSW** **CAT3** ***Num Answ 3*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the third answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/−) one percent of the calls answered for the time period specified in the report. Ans Category 3
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`54. Number answered in category 4` **ANSW** **CAT4** *Num Answ 4* This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the fourth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 4
`55. Number answered in category 5` **ANSW** **CAT5** *Num Answ 5* This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the fifth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 5
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`56. Number answered in category 6` **ANSW** **CAT6** ***Num Answ 6*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the sixth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 6
`57. Number answered in category 7` **ANSW** **CAT7** ***Num Answ 7*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the seventh answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 7
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`58. Number answered in category 8` **ANSW** **CAT8** *Num Answ 8* This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the eighth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 8
`59. Number answered in category 9` **ANSW** **CAT9** *Num Answ 9* This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the ninth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 9
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`60. Number answered in category 10` **ANSW CAT10** ***Num Answ 10*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the tenth answering delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls answered for the time period specified in the report. Ans Category 10
`61. Number abandoned in category 1` **ABND CAT1** ***Num Abnd 1*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the first abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 1
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`62. Number abandoned in category 2` **ABND** **CAT2** *Num Abnd 2* This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the second abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 2
`63. Number abandoned in category 3` **ABND** **CAT3** *Num Abnd 3* This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the third abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 3
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

`64. Number abandoned in category 4`

ABND
CAT4

Num Abnd 4

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the fourth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

Abd Category 4

`65. Number abandoned in category 5`

ABND
CAT5

Num Abnd 5

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the fifth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report.

Abd Category 5

— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`66. Number abandoned in category 6` **ABND** **CAT6** ***Num Abnd 6*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the sixth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 6
`67. Number abandoned in category 7` **ABND** **CAT7** ***Num Abnd 7*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the seventh abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 7
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`68. Number abandoned in category 8` **ABND** **CAT8** *Num Abnd 8* This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the eighth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 8
`69. Number abandoned in category 9` **ABND** **CAT9** *Num Abnd 9* This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the ninth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 9
— continued —

Table 15-9 (continued)
CDN statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`70. Number abandoned in category 10` **ABND** **CAT10** ***Num Abnd 10*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the tenth abandoning delay category. Whenever these formulas are selected for a customized report format, an additional two lines are added to the report heading containing the category's time range. This field has an average accuracy rate of plus or minus (+/–) one percent of the calls abandoned for the time period specified in the report. Abd Category 10
— end —

CDN Call Answer Breakdown statistics

The statistics collected in this group provide historical information on source CDNs or answering destination ACD-DNs, or both. This statistics group is only available if the CCR/EAR option is enabled.

CDN Call Answer Breakdown data fields

This section provides a list of the data fields available in the CDN Call Answer Breakdown statistics group. The data fields are accessed through the pop–up window, which appears by pressing [Change field] in the Calculation field in the Formula Definition feature in the Report Definition feature.

> *Note:* The breakdown by IVR queue is not pegged in this statistics group.

Calls Answered

This field shows the number of CDN calls in controlled mode answered locally at the destination ACD-DN or remotely through the Routing DN.

Calls Ans Aft Thres

This field shows the number of CDN calls in controlled mode answered locally at the destination ACD-DN or remotely through the Routing DN after waiting past the delay objective threshold defined for this CDN in the Threshold Definition feature.

Tot Answering Delay

This field shows the total delay experienced by all CDN calls in controlled mode answered locally at the destination ACD-DN or remotely through the Routing DN.

Max Answering Delay

This field shows the longest delay experienced by all CDN calls in controlled mode answered locally at the destination ACD-DN or remotely through the Routing DN.

CDN Call Answer Breakdown statistics fields

Table 15-10 lists the fields in the CDN Call Answer Breakdown statistics group that can be selected when designing columns in the Tabular Format Definition feature or the Graphic Format Definition feature.

Table 15-10
CDN Call Answer Breakdown statistics fields

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Control DN Number` **CDN NUMBER** ***CDN ID*** The CDN number.
`* Control DN Name` **CDN NAME** ***CDN Name*** The name assigned to the CDN. If the name is longer than the width field, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
`* Destination ACD-DN Number` **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number if the CDN call is answered locally or the Routing DN if the CDN is answered remotely.
— continued —

Table 15-10 (continued)
CDN Call Answer Breakdown statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`* Destination ACD-DN Name` **ACD-DN** **NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN if the CDN call is answered locally or the Routing DN if the CDN is answered remotely. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
`* Base time unit` **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report, and PERIOD for a period report. Intervals are displayed in an “hh:mm” format. Shifts are displayed by shift name. Days and weeks are displayed in an “mm/dd/yy” format. Months are displayed in an “aaaa yy” (“aaaa” is a month abbreviation) format. Periods are displayed by “aaaaa yy” (“aaaaa” is a period name) format.
`10. Calls Answered` **CALLS** **ANSWD** ***Answered*** The total number of CDN calls in controlled mode that were answered locally at the destination ACD-DN or remotely through the Routing DN. Calls Answered
— continued —

Table 15-10 (continued)
CDN Call Answer Breakdown statistics field

`Menu # and Entry` (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
`11. Average answering delay` **AVG ANS DEL** ***Avg Ans Del*** The average answering delay (also known as the average speed of answer or ASA) experienced by a caller before the CDN call was answered locally at the destination ACD-DN or remotely at the Routing DN. Total Answer Delay / Calls Answered
`12. Maximum answering delay` **MAX ANS DEL** ***Max Ans Del*** The maximum answering delay experienced by a CDN caller before the call was answered locally at the destination ACD-DN or remotely at the Routing DN. Max Answer Delay
— end —

Page grid

Chapter 16: Custom Calculator

Note: Custom Calculator and Formula Definition are the same feature.

The Formula Definition allows you to collect customized data based on your own formulas. These formulas are used in displays or reports. Only people with system administrator privileges can use this feature.

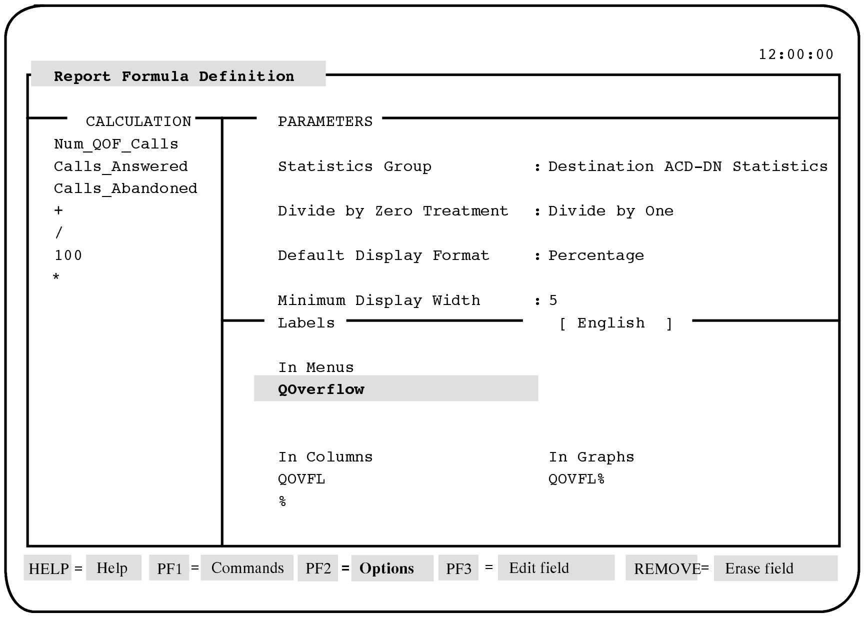
It is important to remember that formulas defined for displays cannot be used for reports, and formulas defined for reports cannot be used for displays.

Accessing this feature

To use this feature to create formulas for reports, select "*Report Definition*" from the main menu. From the submenu that appears, choose *"Formula Definition."* For instructions on creating report formulas, refer to Procedure 16-1 and Procedure 16-4 in this chapter.

To use this feature to create formulas for displays, select "*Display Definition*" from the main menu. From the submenu that appears, choose *"Formula Definition."* For instructions on creating display formulas, refer to Procedure 16-5 in this chapter.

Figure 16-1
Report Formula Definition



Note: If defining a display formula, the screen title appears as Display Formula Definition.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the submenu without saving any changes.

Clear the formula

This selection removes any data from the screen.

Read an existing formula

This selection displays an existing formula record.

Undo changes to formula

This selection resets any changes to their default values.

Save as a new formula

This selection saves the new formula.

Overwrite an existing formula

This selection overwrites an existing formula.

Delete an existing formula

This selection deletes an existing formula.

PF1=Select no command

This key removes the Commands pop-up window from the screen.

PF2=Options

This key displays a description or list of valid entries for the field.

PF2=Remove options popup

This key removes the Options pop-up window from the screen.

PF3=Edit field

This key allows a field to be edited.

PF3=Change field

This key allows a column to be edited.

PF3=End editing

This key indicates that the editing process is finished for this field.

Remove=Erase field

This key removes the contents of a field.

[Operator]

This key appears when you are editing the *Calculation* field. Six operators are available: plus (+), minus (–), multiply (*), divide (/), MIN, and MAX. You can press [Operator] before or after entering the operator.

Minimum refers to the smallest value in a set of numbers; maximum is the largest value. For example, a formula can be created to collect the calls abandoned for three time periods between 6 p.m. and 9 p.m.

The statistics can show that 70 calls were abandoned between 6 p.m. and 6:59 p.m., 50 calls were abandoned between 7 p.m. and 7:59 p.m., and 10 calls were abandoned between 8 p.m. and 8:59 p.m. The minimum value is 10 and the maximum value is 70.

A formula to collect the minimum value can appear like this:

M=MIN (n1, n2, n3)

Elsewhere in the formula, you define n1 as the first time period, n2 as the second time period, and n3 as the third period.

[Constant]

This key appears when you are editing the *Calculation* field. You can press [Constant] before or after entering the number you enter as your constant.

Fields

Statistics Group

This field determines the type of data fields to use in the formula calculation. Press the [Options] key to select a statistics group.

The Report Formula Definition offers a variety of statistics groups for this field (for example, destination ACD-DN statistics, overflow statistics, agent statistics, route statistics, and so on).

> ***Note:*** The RAN Route statistics group only appears if the Meridian 1 is running Release 17 or higher.

The Display Formula Definition, however, only offers two statistics groups—ACD-DN and CDN. ACD-DN statistics groups provide statistics related to the operation of ACD queues, including networking statistics if the Meridian 1 has the NACD-MIS option enabled. CDN statistics groups provide statistics related to the operation of Control DNs. These statistics are only available if the CCR/EAR MIS option is enabled. If the CCR/EAR option is disabled, the *Statistics Group* field displays ACD-DN statistics, and the field cannot be changed by the supervisor.

Divide by Zero Treatment

This field specifies the method to be used to handle situations where division by zero occurs in the formula. This is necessary because dividing by zero causes an error unless a treatment is specified. The "*Divide by one*" option is most commonly selected for this field.

Choose "*Divide by one*" to make it appear as if you are dividing by one. For example, it is used in calculations such as *Average time spent waiting for calls = Wait time / Calls answered.* If, in this example, an agent did not answer any calls during the report or display period, you want to show the full wait time as the average wait time, or effectively dividing *Wait_time* by one.

Choose "*Force to zero*" to force the result to be zero. For example, it is used in calculations such as *Average Answering Delay = Total Answer Delay / Calls Answered.* If no calls are received during a period, this forces the average answering delay to be zero.

Default Display Format

This field specifies the method to be used to display the result of the calculation (for example, numeric, percentage, and so on. The method depends on the type of data involved in the calculation).

Minimum Display Width

This field specifies the minimum display width to be used for the result of the calculation. The value can range from three to nine depending on the *Default Display Format* field. For instance, if the default display format is "hh:mm," the minimum display width must be at least five.

The display width can be increased or decreased in the Tabular Report Definition and Tabular Quadrant Definition. However, it cannot be decreased beyond the minimum defined here.

Labels

The Labels section determines the text to be associated with the formula in menus, reports, or displays. The language used to display this data is shown in a field to the right of the "Labels" name. This field does not appear on unilingual systems. This language can be changed, if desired.

In Menus

This field assigns the name to appear in pop-up menus when using this formula in reports or displays. For example, this name appears in the pop-up menu used to select data fields for the *Column Selections* field in the Tabular Format Definition feature. The maximum width of this name is 50 characters.

In Columns

This field assigns the name to appear in the column heading when using this formula in tabular reports and displays. The width of this field is dependent on the *Minimum Display Width* field. The heading can be up to three lines if it appears in a display and up to four lines if it appears in a report.

In Graphs

This field assigns the name to appear in the labels when using this formula in graphic reports and displays. The maximum length of this field is 12 characters.

Calculation

This field designs the calculation for this formula. This calculation is a combination of data fields, constants, and operators. They are specified in such a way as to make mathematical sense. The calculation uses an engineering concept called "Reverse Polish Notation" or "Stack Oriented Math." This means that an operator acts on the two variables that precede it (either constants, data fields, or the result of another operation). For more information on this concept, refer to the "Reverse Polish Notation (RPN)" section in this chapter.

To enter the *Calculation* field, press [Change field]. The left and right arrow keys move you from item to item within the formula. To enter numbers or constants, press [Constant] followed by the number.

To enter an operator, such as a plus sign (+), press [Operator] followed by the operator. This key allows you to enter an operator to add (+), subtract (–), divide (/), multiply (*), or set a minimum (MIN) or maximum (MAX) value in your calculation.

For both [Constant] and [Operator] keys, the number or operator you want to input can be entered either before or after pressing the key.

The data fields that can be used are the same as those used to calculate the standard Meridian MAX statistics. These fields appear in a pop-up menu when you enter the *Calculation* field.

Refer to the "Report statistics groups" chapter for a description of the data fields available for reports, and to the "Display statistics groups" chapter for a description of the data fields available for displays.

Reverse Polish Notation

The *Calculation* field uses an engineering concept called “Reverse Polish Notation” (RPN), or “Stack Oriented Math.”

Rules for RPN

Two rules exist for RPN equations:

1 An RPN equation is created by listing the values and math symbols (operators) in a vertical line or stack. Enter the values and operators in the equation in the order you want the values to be calculated. In an equation, you can add (+), subtract (–), multiply (*), and divide (/). The operators are placed below the values you want to calculate. For example, the equation 3+5 would appear in RPN as

3
5
+

2 The mathematical operators, +, –, *, and /, only work on the two values that come before it in the stack.

If you want to add 3 and 5 and then divide by 4, you write out the equation on paper as (3+5)/4. The first calculation you want to perform is the addition of 3 and 5, then divide that total by 4. The RPN equation is entered as

3
5
+
4
/

The + operator adds the two values that come before it in the stack. In this example, 5 and 3 are added for a total of 8. The stack then reads

8
4
/

The / operator divides 8 by 4 for a final answer of 2.

The order of the values is very important when you are subtracting or dividing values. If you enter values for these types of calculations in the wrong order, an incorrect value results.

In subtraction, always enter the original value first and then the value you want to subtract. For example, for 6 – 2, enter

6
2
–

In division, enter the number you want to divide first, then the number you want to divide by. For example, for 6/2, enter

6
2
/

Note: You might want to write the equation in longhand, complete with brackets to identify calculations that need to be completed first. Brackets are not required for any RPN equation. This method helps to define the order in which the values and operators need to be entered before you enter them in the *Calculation* field.

A simple example

The following example shows how to compute (2+3)*4 in Reverse Polish Notation.

Note: In the examples, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

Example 1 (2+3)*4

2
3
+
4
*

Step 1
Enter the values and operators in a vertical line or stack.
Ensure that the numbers and operators are in the proper order.

2
3 — 5
+√
4
*

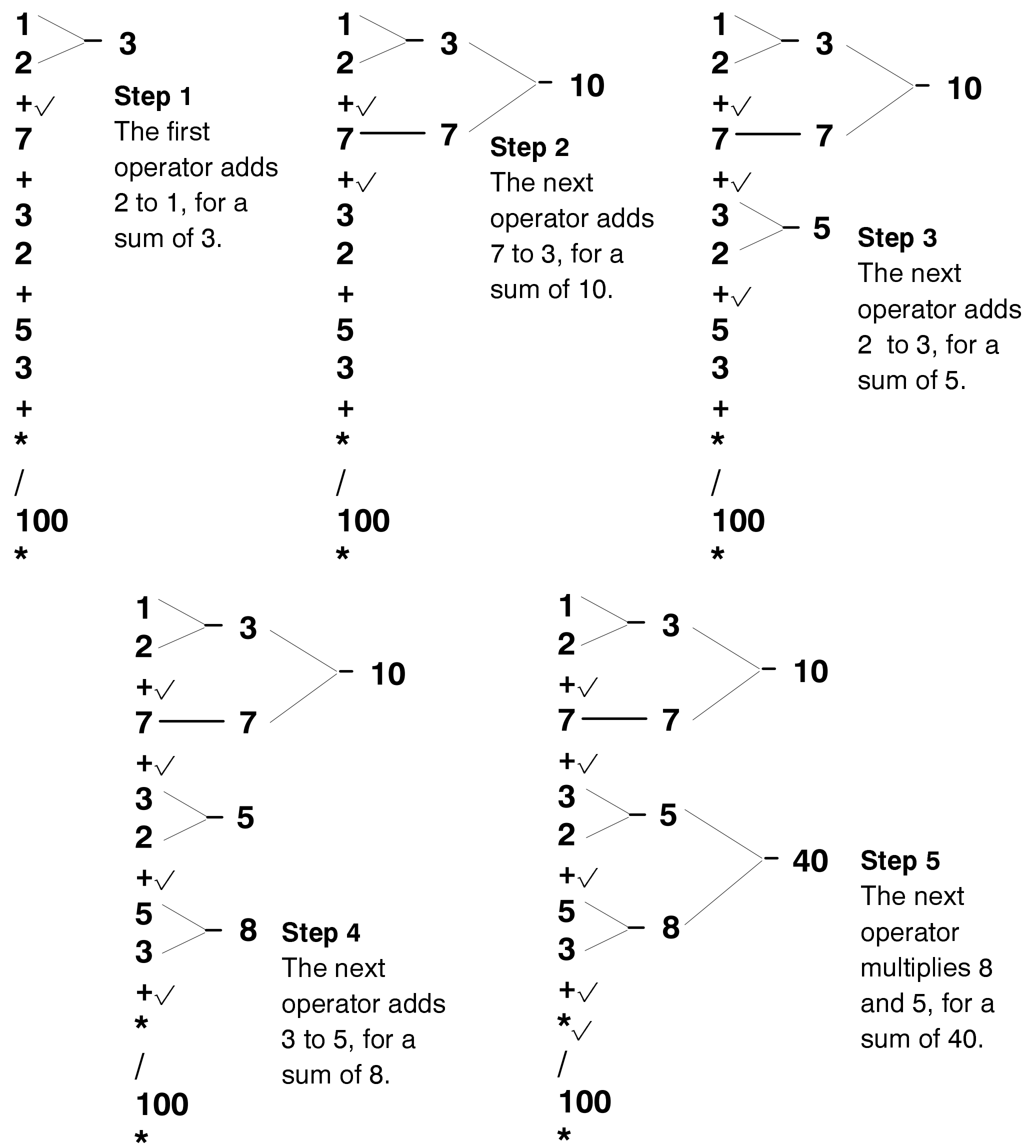
Step 2
The first operator, +, adds the two previous values, 3 and 2, for a sum of 5.

2
3 — 5
+√ — 20
4 — 4
*√

Step 3
The next operator, *****, multiplies the previous two values, 4 and 5, for a final answer of 20.

***Note*:** In this example, a √ has been placed beside the operators that have already been used in each step of the equation. The only purpose of this indicator is to help signify which operators have been used.

Example 2 ((1+2+7) /((3+2)*(5+3)))*100



***Note*:** In this example, a √ has been placed beside the operators that have already been used in each step of the equation. The only purpose of this indicator is to help signify which operators have been used.

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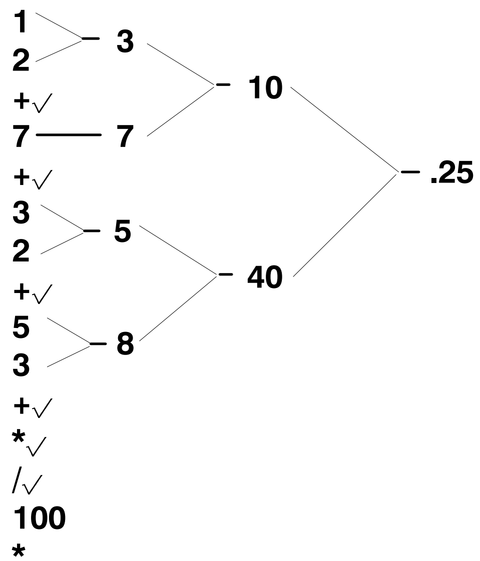
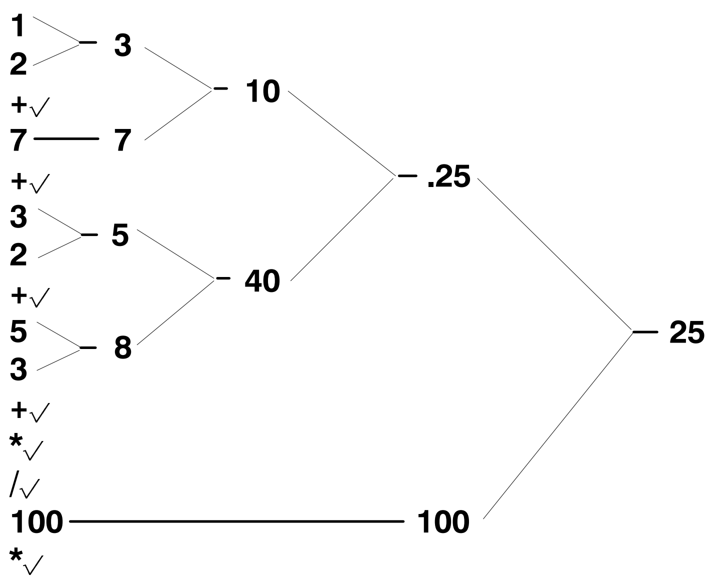
Example 2 (continued) ((1+2+7) /((3+2)*(5+3)))*100



Step 6
The next operator divides 10 by 40, for a result of .25.

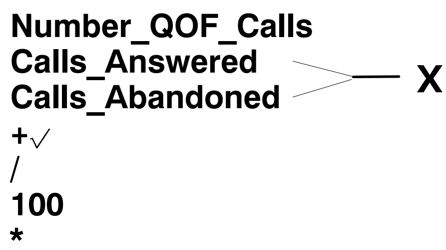


Step 7
The next operator multiplies .25 by 100, for the final answer of 25.

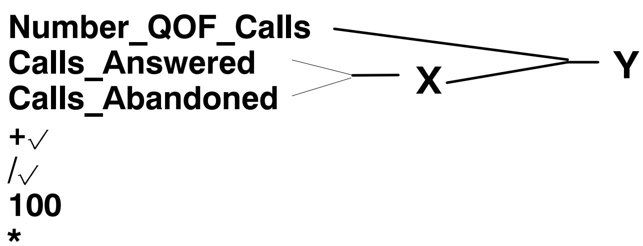
***Note*:** In this example, a √ has been placed beside the operators that have already been used in each step of the equation. The only purpose of this indicator is to help signify which operators have been used.

Example 3

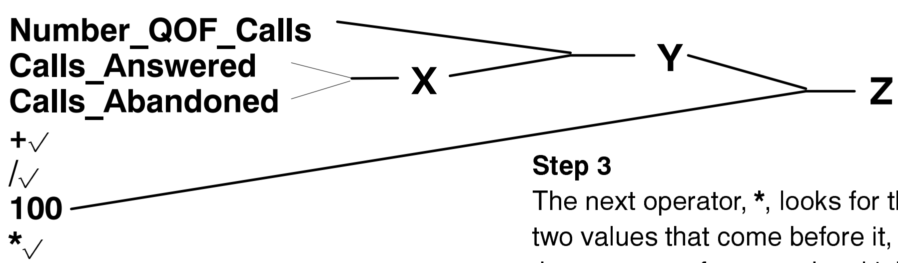
$$\frac{\text{Num\_QOF\_Calls}}{\text{Calls\_Answered + Calls Abandoned}} * 100$$



Step 1
The first operator, +, looks for the two values that come before it, Calls_Answered and Calls_Abandoned, and adds them together. The result of this calculation is X.



Step 2
The next operator, /, looks for the two values that come before it, Number_QOF_Calls and X. The operator divides Number_QOF_Calls by X. The result of this calculation is Y.



Step 3
The next operator, *****, looks for the two values that come before it, Y and the constant of 100, and multiplies them. The final answer is Z.

***Note*:** In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. The only purpose of this indicator is to help signify which operators have been used.

Creating a formula

This section provides three samples for creating formulas to use in reports or displays.

Samples 1 and 2 provide procedures for creating formulas to use in reports. Sample 3 creates a formula for a display.

> ***Note:*** Within Meridian MAX, you can print a report showing the data entered in one or more formula definitions. For more information on printing these definitions, refer to the "System Reports" chapter.

Sample 1: Calculating percentage of calls that queue overflowed

Follow Procedure 16-1 to create a formula to use in a report to calculate the percentage of all calls that queue overflowed into an ACD-DN. The formula looks like this:

```
                         Num_QOF_Calls
QOverflow% = ---------------------------------- x 100
               Calls_Answered + Calls_Abandoned
```

Procedure 16-1
To create a formula to calculate the percentage of calls that queue overflowed

1 Select *"Report Definition"* from the main menu.

A submenu menu appears.

2 Select *"Formula Definition"* from the submenu.

The Report Formula Definition display appears.

3 In the *Statistics Group* field, select "Destination ACD-DN Statistics" from the Options menu.

4 In the *Divide By Zero Treatment* field, select "Force to Zero" from the Options menu.

5 In the *Default Display Format* field, select *"*Percentage*"* from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

7 In the *In Menus* field, enter **QOverflow**

8 In the *In Columns* field, press [Edit field].

9 Enter: **QOVFL**
%.

10 Press [End editing].

11 In the *In Graphs* field, enter **QOVFL%**

12 In the *Calculation* field, press [Change field].

A pop-up menu appears with a list of data fields which can be selected.

13 Select "*Num QOF Calls*" from the pop-up menu.

14 Select "*Calls Answered*" from the pop-up menu.

15 Select "*Calls Abandoned*" from the pop-up menu.

16 Press [Operator] and enter **+**.

17 Press [Operator] and enter /.

18 Press [Constant] and enter **100**.

19 Press [Operator] and enter *.

20 Press [Edit Done] to exit the calculation field.

The equation in the Calculation field appears as

Num QOF Calls
Calls Answered
Calls Abandoned
+
/
100
*

21 Press [Commands] and select "*Save as a new formula.*"

22 Follow Procedure 16-2 for instructions on using the formula in a report.

Using a formula in a report

A report formula can be used in the *Column Selections* field in the Tabular Format Definition feature or the *Selected Data Elements* field in the Graphic Format Definition feature.

Procedure 16-2 provides general instructions for including the customized formula, created in Procedure 16-1, into the Tabular Format Definition. For details on creating a report, refer to the "Report Definition" chapter.

Procedure 16-2
To use a customized formula in a tabular format

1 Select *“Report Definition”* from the main menu.

A submenu menu appears.

2 Select *“Tabular Format Definition”* from the submenu.

The Tabular Format Definition display appears.

3 In the *Statistics Group* field, select “Destination ACD-DN Statistics” from the Options menu.

4 In the *Format Title* field, enter **Sample Format**.

5 In the *Column Selections* field, press [Change field].

A pop-up menu appears with a list of data fields that can be selected.

6 Select “*Destination ACD-DN number*” from the pop-up menu.

7 Select “*Base time unit*” from the pop-up menu.

8 Move the cursor to the “Custom Data Fields” category in the pop-up menu.

This is towards the end of the list in the pop-up menu.

9 Select “*QOverflow*” from the pop-up menu.

This was the name assigned to the formula in the *In Menu* field in Procedure 16-1. The selection appears in the *Column Selection* field with the column heading of “QOVFL%.” This is the column heading assigned in the *In Column* field in Procedure 16-1. Five percentage signs appear above this column heading. This is because the *Default Display Format* was set to “*Percentage*” and *“5”* was entered in the *Minimum Display Width* field in Procedure 16-1.

10 Press [Finished].

11 Assign headings in the *Column Headings* field, if desired.

12 Press [Commands] and select “*Save as a new personal format.*”

13 Follow Procedure 16-3 for instructions on running the report format created in this procedure.

Running a report

Procedure 16-3 provides general instructions for running the report created in Procedure 16-2.

Procedure 16-3
To run a tabular report

1 Select *"Report Definition"* from the main menu.

A submenu menu appears.

2 Select *"Report Parameter Definition"* from the submenu.

The Report Parameter Definition display appears.

3 In the *Report Name* field, enter **Sample Report**.

4 In the *Use of Name* field, select "In menus and on reports" from the Options menu.

5 In the *Style* field, select "Tabular" from the Options menu.

6 In the *Format* field, press [Options].

A pop-up window appears listing the available report formats.

7 Move to the "Personal Formats" category towards the end of the list.

The personal format category is selected because the report format was saved as a personal format in the previous procedure.

8 Select the format called "Sample Format."

This is the name given to the format in the Format Title field in the previous procedure.

9 In the *Time Frame*, select "Week" from the Options menu.

10 In the *Week* field, enter **0**.

11 In the *Output Device* field, choose a printer from the Options menu.

12 Press [Commands] and select "Print this report."

13 If you want to save this report, select "Save as a new personal report definition."

Sample 2: Calculating the time an agent spends in the not available state

Follow Procedure 16-4 to create a formula to use in a report to calculate the amount of time an agent spends in the not available state. The formula looks like this:

```
Maximum of 0 and (login_time - ACD_talk_time -
wait_time - not_ready_time - DN_in_time -
DN_out_time - consult_time)
```

Note: The “Maximum of 0” forces the answer to become 0 if a negative answer is produced by the formula. A negative answer can occur if an agent handles an ACD call and DN call at the same time.

Procedure 16-4
To create a formula to calculate the time an agent spends in the not available state

1 Select *“Report Definition”* from the main menu.

A submenu menu appears.

2 Select *“Formula Definition”* from the submenu.

The Report Formula Definition display appears.

3 In the *Statistics Group* field, select “Destination ACD-DN Statistics” from the Options menu.

4 In the *Divide By Zero Treatment* field, accept the default.

It does not matter which value is used in this field because there is no division required in the formula.

5 In the *Default Display Format* field, select “hh:mm” from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

7 In the *In Menus* field, enter **Total not available time**

8 In the *In Columns* field, press [Edit field].

9 Enter: **TOTAL**
NOT
AVAIL
TIME

10 Press [End editing].

11 In the *In Graphs* field, enter **Not Avail Time**

12 In the *Calculation* field, press [Change field].

A pop-up menu appears with a list of data fields that can be selected.

13 Press [Constant] and enter **0**.

14 Select “*Login Time*” from the pop-up window.

15 Select “*ACD Talk Time.*”

16 Press [Operator] and enter **–**.

17 Select “*Wait Time.*”

18 Press [Operator] and enter **–**.

19 Select “*Not Ready Time.*”

20 Press [Operator] and enter **–**.

21 Select “*Incoming DN Time.*”

22 Press [Operator] and enter **–**.

23 Select “*Outgoing DN Time.*”

24 Press [Operator] and enter **–**.

25 Select “*Consult Time.*”

26 Press [Operator] and enter **–**.

27 Press [Operator] and enter **MAX**.

28 Press [Edit Done] to exit the calculation field.

The equation in the Calculation field appears as

0
Login Time
ACD Talk Time
-
Wait Time
-
Not Ready Time
-
Incoming DN Time
-
Outgoing DN Time
-
Consult Time
-
MAX

29 Press [Commands] and select “*Save as a new formula.*”

The system displays the message: “A new formula definition has been created.” You can modify the steps in Procedure 16-2 to include this formula in a report.

Sample 3: Calculating the percentage of calls abandoned

Follow Procedure 16-5 to create a formula to use in a display to show the percentage of calls abandoned.

The formula looks like this:

```
                             Calls Abandoned
%CallsAband = -------------------------------- x 100
                             Calls Accepted
```

Meridian MAX does not have a “Calls Accepted” formula, so this calculation accommodates for this.

Procedure 16-5
To create a formula to calculate the percentage of calls abandoned

1 Select *“Display Definition”* from the main menu.

A submenu menu appears.

2 Select *“Formula Definition”* from the submenu.

The Display Formula Definition display appears.

3 In the *Statistics Group* field, select “ACD-DN Statistics” from the Options menu.

4 In the *Divide By Zero Treatment* field, select “Divide by One” from the Options menu.

5 In the *Default Display Format* field, select “Percentage” from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

7 In the *In Menus* field, enter **% Calls Abandoned from Queue**

8 In the *In Columns* field, press [Edit field].

9 Enter: **% ALL**
CALLS
ABAND

10 Press [End editing].

11 In the *In Graphs* field, enter **% Abandoned**

12 In the *Calculation* field, press [Change field].

A pop-up menu appears with a list of data fields that can be selected.

13 Select “*Calls Abandoned”* from the pop-up menu.

14 Select “*Calls Answered”* from the pop-up menu.

15 Select “*Calls Abandoned”* from the pop-up menu.

16 Press [Operator] and enter **+**

17 Press [Operator] and enter /

18 Press [Constant] and enter **100**

19 Press [Operator] and enter *

20 Press [Edit Done] to exit the calculation field.

The equation in the Calculation field appears as

Calls Abandoned
Calls Answered
Calls Abandoned
+
/
100
*

In this formula, Calls Abandoned and Calls Answered are added to give the number of calls accepted. Calls Abandoned is then divided by the total of Calls Answered and Calls Abandoned (which is the total of calls accepted). You must then multiply by 100 to calculate the percentage of calls abandoned.

21 Press [Commands] and select "*Save as a new formula.*"

The system displays the message: "A new formula definition has been created."

22 Follow Procedure 16-2 for instructions on using the formula in a display.

Using a formula in a display

A display formula can be used in the *Column Selections* or *Graphic Elements* fields of the Display Quadrant Definition feature.

Procedure 16-6 provides general instructions for placing the customized formula created in Procedure 16-5 into the Display Quadrant Definition. For details on creating a display, refer to the "Display Definition" chapter.

Procedure 16-6
To use a customized formula in a display quadrant

1 Select *"Display Definition"* from the main menu.

A submenu menu appears.

2 Select *"Quadrant Definition"* from the submenu.

The Display Quadrant Definition display appears.

3 In the *Statistics Group* field, select "ACD-DN Statistics" from the Options menu.

4 In the *Definition Name* field, enter **Sample Quadrant**.

5 In the *Quadrant Size* field, select "Full Width" from the Options menu.

6 In the *Quadrant Style* field, select "Tabular" from the Options menu.

7 In the *Column Selections* field, press [Change field].

A pop-up menu appears with a list of available data fields.

8 Move the cursor to the "Custom Data Fields" category in the pop-up menu.

This is towards the end of the list in the pop-up menu.

9 Select "% *Calls Abandoned from Queue*" from the pop-up menu.

This is the name assigned to the formula in the *In Menu* field in Procedure 16-5. The selection appears in the *Column Selection* field with the column heading "% ALL CALLS ABAND." This is the column heading assigned in the *In Column* field in Procedure 16-5. Five percentage signs (%%%%%) appear above this column heading. This is because the *Default Display Format* is set to "*Percentage,"* and *"5"* is entered in the *Minimum Display Width* field in Procedure 16-5.

10 If desired, include other columns in the display.

11 Press [Finished] when all the columns are entered.

12 If desired, assign headings in the *Column Heading* field.

13 Press [Commands] and select "*Save as a new personal quadrant."*

14 Follow Procedure 16-7 for instructions on including this new quadrant into a display.

Creating the display

Procedure 16-7 provides general instructions for creating a display to include the new quadrant created in Procedure 16-6.

Procedure 16-7
To create a display

1 Select *"Display Definition"* from the main menu.

A submenu menu appears.

2 Select *"Screen Definition"* from the submenu.

The Display Screen Definition display appears.

3 In the *Statistics Group* field, select "ACD-DN Statistics" from the Options menu.

4 In the *Screen Name* field, enter **Sample Display**.

5 In the "Upper Left" section of the *Selection* field, press [Options].

A pop-up window appears listing the available display quadrants.

6 Move to the "Personal Quadrants" category towards the end of the list.

The personal format category is selected because the display quadrant was saved as a personal format in the previous procedure.

7 Select the format called "Sample Quadrant."

This is the name given to the format in the Definition Name field in the previous procedure.

8 Press [Commands] and select "Save as a new personal screen."

9 Select "Exit (without saving changes)."

10 Select *"Queue Statistics Display"* from the main menu.

11 From the display that appears on the screen, press [Commands] and select "Select another screen format."

A pop-up window appears with a list of available screen definitions.

12 Move to the "Personal Screens" category towards the end of the list.

The personal screen definition category is selected because the same screen was saved as a personal screen.

13 Select the screen definition called "Sample Display."

This is the name given to the screen definition in the Screen Name field. The display appears on the screen including the customized formula you created to collect data on the consult state.

Chapter 17: Report Preview

This chapter describes how to preview a tabular report from a VT220, VT420, or VT520 workstation. To preview a graphical report or a report through MTE, refer to the *MTE 10 User Guide* (NTP 553-4001-906).

Accessing this feature

To access this feature, "Report Ready" must appear in the top left corner of the screen to indicate that a report is ready to be previewed. If "Report Ready" appears on the screen, select "*Report Preview*" from the main menu or press [Report preview] on the Report Parameter Definition feature.

The system saves only one preview report at a time. If a new preview report is generated, the previous report is erased and must be regenerated to be viewed again.

Generating a preview report

Follow Procedure 17-1 to generate a preview tabular report.

Procedure 17-1
To generate a preview report

1 Complete the Report Parameter Definition feature.

For information on completing this feature, refer to the Report Definition feature.

2 Go to the *Output Device* field in the Report Parameter Definition feature.

3 In the *Output Device* field, enter "VDT".

4 Press [Commands] and save the report definition, if desired.

5 Select “*Print this report”* from the Commands menu.

“Report Pending” appears in the top left corner of the screen and “Adhoc print request initiated” appears at the bottom. This indicates that the report is being prepared for display.

The message in the top left corner changes to “Report Ready” when the report is ready to be previewed. Based on the size of the report, it can take several minutes to be generated.

“Report Failed” appears if the report cannot be generated. If this happens, check the parameters in your definition.

6 To preview a tabular or event log report, refer to the “Previewing a tabular report” section.

Previewing a tabular report

Follow Procedure 17-2 to preview a tabular or event log report.

Procedure 17-2
To preview a tabular or event log report

1 Create a tabular or event log report in the Report Parameter Definition feature.

For information on this feature, refer to the “Report Definition” chapter.

2 Follow the steps in the “Generating a preview report” section.

3 If “Report Ready” appears in the top left corner of the screen, press [Report preview] from the Report Parameter Definition feature or choose “*Report Preview*” from the main menu.

The last preview report generated through the Report Parameter Definition feature appears on the screen.

4 To move about in the report, use the arrow and page keys.

The message “Line nn of mm” (near the bottom left of the screen) indicates the position of your cursor in the report. The “nn” represents the number of lines the cursor appears from the top of the report. The “mm” is the total number of lines in the report.

5 To send the report to the default printer, press [Print].

A report can only be printed once while you are previewing it. To print the report again, you must exit from the report and preview it again.

6 To return to the location where you activated the Report Preview feature, press [Exit].

Function keys

This section describes the function keys available through the Report Preview feature.

Help=Help

This function key provides information regarding the Report Preview feature.

PF1=Exit

This function key returns you to the screen where the Report Preview feature was activated.

F6=Print

This function key sends a copy of the report to the default printer. The Banner Page feature specified in the report definition determines if a banner page is generated.

Note: A report cannot be printed to a data stream file while it is being previewed. The report is sent to the system printer.

F7=View parameters

This function key displays the parameters assigned in the Report Parameter Definition feature to create this report. This information also appears on the banner page when the report is printed.

F7=Remove parameters window

This function key removes the parameters window from the screen.

Delete=Delete

This function key deletes the report from the screen and returns you to the screen where the Report Preview feature was activated. The report must be regenerated to be viewed again.

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Chapter 18: Standard management reports

Standard management reports provide a predefined format used to collect specific information from the system. It is up to you, however, to specify the time parameters to be used to collect this information. This is done through the Report Definition feature, described in the “Report Definition” chapter.

For example, the Summarized ACD-DN Performance Report is predefined to collect data summarizing queue activity. You can specify that you want to produce this report showing the queue activity for the previous week.

Producing a standard management report

There are numerous time periods that can be used to produce standard reports. Procedure 18-1 provides one sample. For details on the fields, refer to the “Report Definition” chapter.

Procedure 18-1
To run a standard management report

1. Select *“Report Definition”* from the main menu.

   A submenu menu appears.

2. Select *“Report Parameter Definition”* from the submenu.

   The Report Parameter Definition display appears.

3. In the *Report Name* field, enter a name for your report.
4. In the *Use of Name* field, select “In menus and on reports” from the Options menu.
5. In the *Style* field, select “Tabular” from the Options menu.
6. In the *Banner Page* field, select “Enabled” from the Options menu to print a banner page with the report.

7. In the *Format* field, select “*Summarized ACD-DN Performance Report*” from the Options menu.
8. In the *Time Frame* field, select “Interval” from the Options menu.
9. Ignore the *Group By* field.
10. In the *Interval* field in the Report Ranges section, enter **8:00 .. 12:00**
11. In the *Day* field, enter **0**.
12. Ignore the *Destination ACD-DN* field.
13. In the *Output Device* field, use the Options menu to select a local printer that has the MTE Generic Printer type.
14. Press [Commands] and select “*Print this report.”*

    The report appears with a banner page similar to the one shown in Figure 18-1. The report is similar to the one shown in Figure 18-2.
15. To save the report parameters, select “*Save as a new personal report definition.”*

Analyzing the report banner page

A banner page is produced with your printed report, if the *Banner Page* field in the Report Parameter Definition feature is set to “Enabled.” It confirms the parameters entered in the Report Parameter Definition feature.

Figure 18-1
Report banner page

```
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
  ######    ###      ###      ###
 #      #  #   #    #   #    #   #
        # #     #  #     #  #     #
  ######  #     #  #     #  #     #
        # #     #  #     #  #     #
 #      #  #   #    #   #    #   #
  ######    ###      ###      ###
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Report title            :   Summarized ACD-DN Performance Report

Report type             :   Tabular-Summarized ACD-DN Performance Report

Time frame              :   Interval

Data Selections
----------------
Interval                :   8:00 .. 12:00
Day                         04/18/95
Destination ACD-DNs     :   All

Generated at            :   Date 04/18/95 Time 22:29:08
```

ID

This field provides the Meridian MAX supervisor ID of the person who printed the report. This appears in large print at the top of the banner page. In Figure 18-1, “3000” appears in this area. If the report is scheduled to print at a particular time, “Scheduled” appears in this field instead of the ID. For more information on printing scheduled reports, refer to the “Schedule Definition” chapter.

Report title

This field provides the name assigned to the report in the *Report Name* field.

Report type

This field has two elements in this area. The entry you made in the *Style* field appears first. In Figure 18-1, this is “Tabular.” The second element is the standard management report you selected in the *Format* field.

Time Frame

This field provides the time entered in the *Time Frame* field.

Data Selections

This field shows the parameters you entered in the report ranges section.

Generated at

This field shows the date and time the report was printed.

Analyzing a standard management report

This section analyzes the elements which appear in a standard management report. The elements are described in Table 18-2.

Figure 18-2
Summarized ACD-DN Performance Report

1 Summarized ACD-DN Performance Report Page 1
2 Interval Report

3 ABC Corporation Date: 04/18/95 Time:22:29:08 9

4 Intervals: 08:00 - 12:00 Day: 04/18/95 10

5 6 11

	ACD-DN	INTVL	--QUEUE PROFILE- SRV LVL%	AVG DEL SEC	DEL-ANN 1ST	DEL-ANN 2ND	-NUMBER OF CALLS ANSW	OVFL IN	ABND	---AVG AGENT TIME-- ACD TALK SEC	NOT RDY SEC	-NON IN SEC	ACD-OUT SEC
	Day: 04/18/95												
	6100	08:00	100	1	2	0	7	0	0	25	1	0	0
		08:30	98	55	106	62	140	3	9	142	20	0	20
		09:00	96	79	153	106	149	0	14	136	28	0	180
		09:30	89	77	178	110	165	0	22	146	36	0	0
		10:00	100	58	142	78	141	0	16	154	56	0	60
		10:30	95	44	104	64	162	0	11	144	41	0	0
		11:00	100	34	90	53	161	0	9	157	43	0	7
		11:30	99	72	136	96	133	0	14	180	41	0	102
		12:00	99	70	137	105	126	0	20	161	42	0	0
7	6100		97	54	1048	674	1184	3	115	138	38	0	41
	6130	08:00	95	1	3	0	6	0	0	29	2	0	0
		08:30	100	56	104	63	143	0	7	147	22	0	22
		09:00	99	75	150	104	151	0	13	140	25	0	175
		09:30	95	78	179	108	160	0	19	150	36	0	5
		10:00	96	59	143	77	143	0	18	155	54	0	0
		10:30	100	43	105	63	159	0	9	169	47	0	15
		11:00	100	30	93	55	160	0	11	165	53	0	8
		11:30	99	66	134	97	134	0	16	157	43	0	69
		12:00	89	70	136	106	127	0	24	158	45	0	28
	6130		97	53	1047	673	1183	0	117	141	36	0	35
8			97	53	2095	1347	2367	3	232	139	37	0	38

Page grid

Table 18-1
Description of report elements

Illustration Number	Description
1	This is the name of the report assigned in the *Report Name* field in the Report Parameter Definition feature.
2	This is the type of report specified in the *Time Frame* field in the Report Parameter Definition feature.
3	This is the name of your company. It is assigned in the *Customer Name* field in the Miscellaneous Options feature.
4	This is the specific time frame you entered in the Report Ranges section in the Report Parameter Definition feature. In Procedure 18-1, an “Interval” time frame was specified with a range of “8:00 .. 12:00.” ***Note:*** Data on intervals, such as assigning the number of intervals in a day, is set through the Basic Capacity Configuration feature and the Advanced Capacity Configuration feature. For information, refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), “Configuring the Meridian MAX” chapter, “Capacity Configuration” section.
5	This is the key field(s) that determines the order to sort data in the report. These fields are predefined and arranged from left to right in order of importance. Some key field information only appears on the report title page.
6	This is the time frame entered in the Report Ranges section in the Report Parameter Definition feature.
7	These are the subtotals. If “***” appears in any subtotal, it indicates that the value produced was too large to display in the field.
8	These are the grand totals. If “***” appears in any total, it indicates that the value produced was too large to display in the field.
9	This is the date and time the report was printed.
10	This is the time frame entered in the Report Ranges section in the Report Parameters Definition feature. In Procedure 18-1, “0” is entered in the *Day* field to gather data only for the current day.
11	The columns are predefined in the standard management reports. These columns determine the type of statistics to be collected from the system. ***Note:*** Words in a column are truncated from the right if they exceed the column width.

List of available reports

The standard management reports use predefined statistics to collect data. These statistics are defined in the “Report statistics group” chapter.

Table 18-2 provides a list of the standard management reports and the statistic groups they use. The reports are listed in the order in which they appear in the pop-up window in the *Format* field in the Report Parameter Definition feature.

Table 18-2
Standard management reports and corresponding report statistics groups

Standard management report	Report statistics group
Summarized ACD-DN Performance Report	Destination ACD-DN Statistics
ACD-DN Delay Before Answering Report	Destination ACD-DN Statistics
ACD-DN Delay Before Abandoning Report	Destination ACD-DN Statistics
ACD-DN by Agent Performance Report	Agent Statistics
Agent by ACD-DN Performance Report	Agent Statistics
Agent by Supervisor Performance Report	Agent Statistics
Supervisor by Agent Performance Report	Agent Statistics
All Trunks Busy Report	Route Statistics
ACD-DN by Route Performance Report	Trunk Statistics
Route by ACD-DN Performance Report	Trunk Statistics
DNIS Performance Report	DNIS Statistics
ACD-DN by Activity Code Report	Activity Code Statistics
Activity Code by ACD-DN Report	Activity Code Statistics
RAN Route Report (available only if running X11 Release 17 or higher)	RAN Route Statistics

— continued —

Table 18-2 (continued)
Standard management reports and corresponding report statistics groups

Standard management report	Report statistics group
Control DN Performance Report (available only if the CCR/EAR MIS option is enabled)	CDN Statistics
CDN Delay Before Answering Report (available only if the CCR/EAR MIS option is enabled)	CDN Statistics
CDN Delay Before Abandoning Report (available only if the CCR/EAR MIS option is enabled)	CDN Statistics
CDN Call Answer Breakdown Report (available only if the CCR/EAR MIS option is enabled)	CDN Call Answer Breakdown Statistics
Network Trunk Utilization Report (available only if the NACD option is enabled. This report is described in the “Using Network Automatic Call Distribution” chapter.)	Trunk Statistics
Diverted Call Profile Report (available only if the NACD option is enabled. This report is described in the “Using Network Automatic Call Distribution” chapter.)	Overflow Statistics
Target ACD-DN Calls Profile Report (available only if the NACD option is enabled. This report is described in the “Using Network Automatic Call Distribution” chapter.)	Overflow Statistics
MAXCASTER ACD-DN	Destination ACD-DN Statistics
MAXCASTER ROUTE	Trunk Statistics

— end —

Disclaimer

An attempt has been made to present a typical example of each of the standard reports. However, it is unlikely that the values in these reports are like those produced by your system. The examples are meant merely to show you the information available to you and how it is presented. They are not meant to show values you should expect to see from your system. Similarly, the section of analysis that follows most of the examples is meant only as a guide to the interpretation of the report.

> ***Note:*** In some cases, the averages calculated for statistics might be higher than expected.
>
> This can be illustrated using the *Avg. Agent Time Not Rdy Sec* field in the Summarized ACD-DN Performance Report. This field indicates the average time the agents spent in a not ready state. In a 30-minute interval, it is expected that this average will not exceed 1800 seconds. However, the 1800 seconds can be exceeded if one agent was in a not ready state for the entire 1800 seconds while another agent was in a not ready state for 200 seconds and answered only one call during the remaining time in the interval. The formula for this field adds the the total amount of time agents spent in the not ready state (2000 seconds) and divides it by the number of calls answered (one call). In this scenario, the average is 2000 and exceeds the 1800-second interval.

Summarized ACD-DN Performance Report

The Summarized ACD-DN Performance Report shows the queues in the ACD system and summarizes queue load and performance. It also shows the actual number of calls each ACD-DN answered and the average time to handle each call. This report is of interest to managers and supervisors. It is also used to determine current work schedules and forecast the staff required for anticipated workloads.

The key field for the Summarized ACD-DN Performance Report is *ACD-DN*. An interval report for two ACD-DNs is shown in Figure 18-3.

Figure 18-3
Summarized ACD-DN Performance Report

Page 1

Summarized ACD-DN Performance Report
Interval Report

ABC Corporation Date: 04/18/95 Time:22:29:08

Intervals: 08:00 - 12:00 Day: 04/18/95

ACD-DN	INTVL	--QUEUE PROFILE- SRV LVL%	AVG DEL SEC	DEL-ANN 1ST	2ND	-NUMBER OF CALLS ANSW	OVFL IN	ABND	---AVG AGENT TIME-- ACD TALK SEC	NOT RDY SEC	-NON IN SEC	ACD- OUT SEC
Day: 04/18/95												
6100	08:00	100	1	2	0	7	0	0	25	1	0	0
	08:30	98	55	106	62	140	0	9	142	20	0	20
	09:00	96	79	153	106	149	0	14	136	28	0	180
	09:30	89	77	178	110	165	0	22	146	36	0	0
	10:00	100	58	142	78	141	0	16	154	56	0	60
	10:30	95	44	104	64	162	0	11	144	41	0	0
	11:00	100	34	90	53	161	0	9	157	43	0	7
	11:30	99	72	136	96	133	0	14	180	41	0	102
	12:00	99	70	137	105	126	0	20	161	42	0	0
6100		97	54	1048	674	1184	0	115	138	38	0	41
6130	08:00	95	1	3	0	6	0	0	29	2	0	0
	08:30	100	56	104	63	143	0	7	147	22	0	22
	09:00	99	75	150	104	151	0	13	140	25	0	175
	09:30	95	78	179	108	160	0	19	150	36	0	5
	10:00	96	59	143	77	143	0	18	155	54	0	0
	10:30	100	43	105	63	159	0	9	169	47	0	15
	11:00	100	30	93	55	160	0	11	165	53	0	8
	11:30	99	66	134	97	134	0	16	157	43	0	69
	12:00	89	70	136	106	127	0	24	158	45	0	28
6130		97	53	1047	673	1183	0	117	141	36	0	35
		97	53	2095	1347	2367	0	232	139	37	0	38

Statistics on the Summarized ACD-DN Performance Report

Three types of statistics are collected on this report: queue profile, numbers of calls, and average agent time.

QUEUE PROFILE STATISTICS

The queue profile statistics provide a summary on the performance of the ACD-DN during a specified period.

Srv Lvl %

This is the percentage of calls answered or abandoned within the maximum delay threshold.

Avg Del Sec

This is the average delay in seconds before an ACD call was answered by an agent.

1st Del RAN

This is the number of calls that received the first recorded delay announcement.

2nd Del RAN

This is the number of calls that received the second recorded delay announcement.

NUMBER OF CALLS STATISTICS

The number of calls statistics provide data on the calls handled during a specified period.

Number of Calls Answ

This is the number of calls answered.

Ovfl In

This is the number of calls that time overflowed into this queue from another queue.

Abnd

This is the number of calls abandoned. If the Combined Call Abandon Reporting (CCAR) is enabled, this field also includes calls abandoned while the queue was in night service. The CCAR feature collects both day and night calls abandoned and pegs the data into specific fields.

AVERAGE AGENT TIME STATISTICS

The average agent time statistics summarize the average amount of time agents spent handling different types of calls.

ACD Talk Sec

This is the average time an agent spent on each ACD call.

Not Rdy Sec

This is the average time an agent spent doing post-call work.

Non ACD In Sec

This is the average time an agent spent on incoming DN calls.

Non ACD Out Sec

This is the average time an agent spent on outgoing DN calls.

Interpreting the report

The Summarized ACD-DN Performance Report shows the level of service being offered to callers. The average delay (*AVG DEL SEC*) and the service level (*SRV LVL %*) are the two most important statistics to consider.

The aim is to have a high service level and a low average delay. A number of factors influence average delay, such as the type of calls coming into the queue, the type of service offered, and the volume of traffic. The average delay also varies with the expertise of the agents, working procedures, busy seasons, and special events.

In Figure 18-3, queue 6100 shows a total service level for the report period of 97 percent. The service level figures varied from a high of 100 percent to a low of 89 percent at 9:30. For queue 6130, the service level is also 97 percent.

The average delay for the report period was 54 seconds for queue 6100, and 53 seconds for queue 6130. In queue 6100, at 11:00, the delay was only 34 seconds, while at 9:00 it was 79 seconds. 1048 calls received the first delay announcement, and the second announcement played 674 times. If there is "***" in place of any column total, it indicates that the number was too large to display in the field.

Queue 6100 appears to be performing very well, but the statistics should be looked at closely to find out where improvements can be made.

Calls answered (*ANSWD*) for the report period totaled 1184. Check the Delay Before Answering Report to see detailed information about how long callers waited before they were answered. The average time a caller waited is displayed as the average delay in this report.

Average time spent on each ACD call (*ACD TALK SECS*) was 138 seconds, although the figure varied quite a bit throughout the report period. Average post call processing (*NOT RDY SECS*) took 38 seconds, but, again, there were variations.

In some queues, agents have to place calls in order to check the warehouse for stock, or call customers for confirmation of orders. Whenever agents make such calls, they use a DN key. The average time spent on DN calls made or received by agents in the queue is shown in the *NON ACD IN SEC* and *NON ACD OUT SEC* columns. In Figure 18-3, agents for both queues spent an average of 38 seconds on each outgoing DN call in this report period.

This Summarized ACD-DN Performance Report shows a summary of queue activities that occur throughout a single period. The weekly and monthly reports should also be analyzed. For instance, a weekly trend can occur, such as high call traffic on Mondays, or you might notice that the end of the month is busier than the beginning. This makes you more knowledgeable about the workings of your ACD operation and helps you to make decisions about your queues and staff.

This report also presents calls accepted and calls answered differently than what is shown in the Route/ACD-DN and ACD-DN/Route Performance Reports. All calls are based only on those calls abandoned or answered by agents manning the queue. In night call forwarding, time or queue-overflow thresholds are set up for the queue. The calls accepted peg counts appear against the queue to which the calls were forwarded. If a queue is in night service and no night call forwarding number is defined, any calls offered to this queue are not pegged in the Summarized Performance ACD-DN/Route Performance report.

ACD-DN Delay Before Answering Report

The ACD-DN Delay Before Answering Report provides information about the service callers receive. It shows how rapidly calls are answered and the lengths of delay callers experience.

The purpose of this report is to show a trend. You can use this report to decide when your recorded announcements and music should play to encourage your callers to wait. The report also supplements other management reports to help you decide if staff adjustments are needed, or to forecast traffic patterns.

The spectrum in *Percent of Calls Answered Within (Sec)* fields (that is, the time categories) can be modified in the Spectrum Definition feature. The spectrum provides categories into which incoming calls are placed, based on the delay experienced by the caller.

The key field for the ACD-DN Delay Before Answering Report is *ACD-DN*. A daily report for three queues over seven days is shown in Figure 18-4.

Figure 18-4
ACD-DN Delay Before Answering Report

ACD-DN Delay Before Answering Report
Daily Report

Page 1

ABC Corporation   Date: 04/20/95   Time:22:29:08

Days: All

				--- PERCENT OF CALLS ANSWERED WITHIN (SEC) ---										AVG	LONG
		CALLS	%	0-	12-	24-	36-	48-	60-	120-	180-	240-	300	DEL	DEL
ACD-DN	DAY	ANSWD	TOF	<12	<24	<36	<48	<60	<120	<180	<240	<300	+	SEC	SEC
850	04/14/95	21	0	5	13	5	14	5	38	10	0	0	10	119	817
	04/15/95	9	0	0	0	0	0	0	0	11	56	0	33	241	376
	04/16/95	1806	0	89	10	1	0	0	0	0	0	0	0	4	100
	04/17/95	6184	0	89	10	1	0	0	0	0	0	0	0	4	113
	04/18/95	6209	0	88	10	2	0	0	0	0	0	0	0	4	124
	04/19/95	6185	0	88	10	2	0	0	0	0	0	0	0	4	117
	04/20/95	3458	0	87	11	2	0	0	0	0	0	0	0	5	106
850		23872	0	88	10	2	0	5	0	0	0	0	0	5	817
851	04/14/95	19	0	5	0	5	21	11	42	16	0	0	0	73	147
	04/15/95	12	0	0	0	0	1	0	0	25	33	8	33	255	647
	04/16/95	1702	0	98	1	1	0	0	0	0	0	0	0	2	108
	04/17/95	5831	0	98	1	1	0	0	0	0	0	0	0	1	105
	04/18/95	5844	0	98	1	1	0	0	0	0	0	0	0	2	102
	04/19/95	5888	0	98	1	1	0	0	0	0	0	0	0	2	116
	04/20/95	3296	0	98	1	0	0	0	0	0	0	0	0	2	139
851		22592	0	98	1	1	0	0	0	0	0	0	0	5	647
852	04/14/95	18	0	0	0	6	11	33	39	1	0	0	10	71	132
	04/15/95	10	0	0	0	0	0	0	0	20	30	10	40	246	380
	04/16/95	1442	0	95	4	1	0	0	0	0	0	0	0	2	97
	04/17/95	5024	0	95	4	1	0	0	0	0	0	0	0	2	124
	04/18/95	4993	0	96	3	1	0	0	0	0	0	0	0	1	89
	04/19/95	5002	0	96	3	1	0	0	0	0	0	0	0	2	113
	04/20/95	2832	0	95	4	0	0	0	0	0	0	0	0	2	121
852		19321	0	95	4	1	0	0	0	0	0	0	0	4	380

Page grid

Statistics on the ACD-DN Delay Before Answering Report

Calls Answd

This is the number of calls answered by agents.

% TOF In

The percentage of calls answered that were time overflowed into the queue.

This is the percentage of calls answered that were basic time overflowed into the queue.

Percent of Calls Answered Within (Sec)

This is the percentage of calls answered within the specified delay period.

Avg Del Sec

This is the average time in seconds that a call waited before being answered.

Long Del Sec

This is the longest time in seconds that a call waited before being answered.

> ***Note:*** The sum of percentages in the categories, along with the TOF%, adds up to 100 percent. Due to rounding, the sum might add up to a slightly lower number such as 99 percent.

Interpreting the report

Figure 18-4 provides statistics on queues 850, 851, and 852. In this example, an average of 93 percent of all calls were answered during the first 12 seconds.

The average delay (*AVG DEL SEC*) was five seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*LONG DEL SEC*) also varied. Watch for patterns in these variations from day to day and week to week. They might tell you where and at what times you can better assign your staff and resources.

ACD-DN Delay Before Abandoning Report

The ACD-DN Delay Before Abandoning Report indicates the tolerance level of your customers. It shows the number of calls abandoned and the length of time callers wait before they hang up.

This report can help you determine if you should play your recorded announcements differently. If the report indicates that calls are being abandoned around the same time, you can consider reassigning the agents to catch these callers. You might also consider changing to a more persuasive or informative message.

The spectrum in *Percent of Calls Answered Within (Sec)* fields (that is, the time categories) can be modified in the Spectrum Definition feature. The spectrum provides categories into which incoming calls are placed, based on the delay experienced by the caller.

The key field for the ACD-DN Delay Before Abandoning Report is *ACD-DN*. A daily report for three queues over six days is shown in Figure 18-5.

Figure 18-5
ACD-DN Delay Before Abandoning Report

Page 1

ACD-DN Delay Before Abandoning Report
Daily Report

ABC Corporation   Date: 04/20/95   Time:20:40:12

Days: 04/13/95 - 04/19/95

ACD DN	DAY	CALLS ABAND	0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
			---PERCENT OF CALLS ABANDONED WITHIN (SEC)--											
6100	04/14/95	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/95	203	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/95	119	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/95	64	36	20	14	8	5	14	3	0	0	0	29	126
6100		395	27	15	13	8	7	17	6	2	2	1	48	314
6200	04/14/95	0	0	0	O	0	0	0	0	0	0	0	0	0
	04/17/95	2	50	0	50	0	0	0	0	0	0	0	19	38
	04/18/95	2	100	0	0	0	0	0	0	0	0	0	0	0
	04/19/95	2	50	50	0	0	0	0	0	0	0	0	9	16
6200		6	66	17	17	0	0	0	0	0	0	0	9	38
6500	04/14/95	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/15/95	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/16/95	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/17/95	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/18/95	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/19/95	0	0	0	0	0	0	0	0	0	0	0	0	0
6500		0	0	0	0	0	0	0	0	0	0	0	0	0
		401	28	15	13	8	6	17	6	1	2	1	47	314

Statistics on the ACD-DN Delay Before Abandoning Report

Calls Aband

This is the number of calls abandoned. If the Combined Call Abandon Reporting (CCAR) is enabled, this field also includes calls abandoned while the queue was in night service. The CCAR feature collects both day and night calls abandoned and pegs the data into specific fields.

Percent of Calls Abandoned Within (Sec)

This is the percentage of calls abandoned within the specified delay period.

Avg Del Sec

This is the average time a call waited before being abandoned.

Long Del Sec

This is the longest time a call waited before being abandoned.

Interpreting the report

Figure 18-5 provides statistics on queues 6100, 6200, and 6500.

Of all these abandoned calls, 28 percent were abandoned during the first 12 seconds. Another 15 percent were abandoned in the next 12 seconds. A total of 43 percent of callers hung up during the first 24 seconds.

The average delay (*AVG DEL SEC*) was 47 seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*LONG DEL SEC*) also varied. Watch for patterns in these variations from day to day and from week to week. They might tell you where and at what times you can better assign your staff and resources. They might also indicate when and how often to play your recorded announcements for best results.

Keep in mind that the tolerance of callers fluctuates. If the recorded announcements tell them why they are experiencing a delay, they are usually more willing to wait.

> ***Note:*** The sum of the percentage categories is 100 percent. Due to rounding, the sum might add up to a slightly lower number such as 99 percent.

ACD-DN by Agent Performance Report

The ACD-DN by Agent Performance Report shows the agent activities for each queue.

The report also shows changes in the level of service offered to customers and why these changes occurred. For instance, if the average time spent on ACD calls increases, you can check this report to see if the problem is an overall trend or restricted to a particular queue. Perhaps, for instance, the number of difficult and time-consuming calls has increased.

Statistics are shown on the report for either agent IDs or position IDs, depending on which of these modes your system is running. If your system is running in position ID mode, a maximum of four digits is used. This means if your position ID is five or more digits, only the first four digits are used.

The key fields for the ACD-DN by Agent Performance Report are *ACD-DN* and *Agent* or *Position ID*. An interval report for a single queue and seven agents is shown in Figure 18-6.

Figure 18-6
ACD-DN by Agent Performance Report

ACD-DN by Agent Performance Report Page 1
Interval Report

ABC Corporation Date: 04/20/95 Time: 22:56:29

Intervals: 08:00 - 09:00 Days:All

ACD DN	INTVL	AGT ID	----ACD CALLS--- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS--- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME- LOGN HH:MM	ACD/ LOGN %
6100	08:00	1011	0	0	13	0	0	0:00	0:00	0:00	0:00	0
		1034	1	7	52	0	0	0:00	0:00	0:00	0:01	15
		1041	0	0	0	0	0	0:00	0:00	0:00	0:00	100
	08:30	1011	28	120	39	0	1	0:00	0:06	0:10	1:30	73
		1034	34	79	41	0	0	0:00	0:00	0:08	1:17	69
		1036	39	88	40	0	0	0:00	0:00	0:06	1:29	71
		1038	17	190	44	0	0	0:00	0:00	0:06	1:13	83
		1041	11	125	21	0	0	0:00	0:00	0:03	0:30	87
		1043	17	153	16	0	0	0:00	0:00	0:11	0:59	92
		1046	8	171	26	0	0	0:00	0:00	0:03	0:30	88
	09:00	1011	32	106	23	0	1	0:00	0:01	0:29	1:39	87
		1034	39	95	25	0	0	0:00	0:00	0:17	1:35	83
		1036	23	130	37	0	0	0:00	0:00	0:29	1:38	83
		1038	21	164	30	0	1	0:00	0:02	0:02	1:12	82
		1041	16	113	18	0	0	0:00	0:00	0:00	0:36	85
		1043	11	137	16	0	0	0:00	0:00	0:29	1:00	95
		1046	8	166	5	0	0	0:00	0:00	0:05	0:28	98
6100			305	109	30	0	3	0:00	0:09	2:38	15:37	76
			305	109	30	0	3	0:00	0:09	2:38	15:37	76

Statistics on the ACD-DN by Agent Performance Report

ACD CALLS STATISTICS

Num Answd

This is the number of ACD calls answered.

Avg Talk Secs

This is the average time spent on each ACD call.

Avg Wait Secs

This is the average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In

This is the number of DN calls received.

Num Out

This is the number of DN calls made.

Time In

This is the time spent on incoming DN calls.

Time Out

This is the time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Total Not Rdy

This is the time spent in not ready mode doing post-call work.

Logn

This is the time spent logged on to the system.

> *Note:* The logon time can be less than the sum of the time spent on ACD calls and the time spent on DN calls. For example, if an agent places an ACD call on hold and then makes a DN call, both the ACD and DN statistics are pegged for the same time period.

ACD/Logn %

This is the percentage of logon time spent on ACD calls or the not ready state.

Interpreting the report

This report is similar to the Agent by ACD-DN Performance Report, except that here you see details about each agent assigned to the queue.

The Summarized ACD-DN Performance Report indicates problems with a particular queue. The ACD-DN by Agent Performance Report indicates if a particular agent is having a problem or if all agents are experiencing the same difficulties.

Since all agents in a queue perform the same type of work, this report can be used to compare their performances. It shows which agents are performing well and which might need more training or encouragement.

Agent by ACD-DN Performance Report

The Agent by ACD-DN Performance report shows the activities of all agents in the ACD system. It is useful in analyzing agent performance as they move to different queues. For example, it can show an agent was more productive in one queue than another.

The statistics are shown on the report for either agent IDs or position IDs, depending on which of these modes your system is running. If your system is running in position ID mode, a maximum of four digits is used. This means if your position ID is five or more digits, only the first four digits are used.

The key fields for the Agent by ACD-DN Performance Report are *ACD-DN* and *Agent* or *Position ID*. An interval report for five agents is shown in Figure 18-7.

Figure 18-7
Agent by ACD-DN Performance report

Agent by ACD-DN Performance — Page 1
Interval Report

ABC Corporation — Date: 04/20/95 — Time:20:05:53

Intervals: 08:00-09:00 — Day:04/20/95

AGT ID	INTVL	ACD-DN	--ACD CALLS-- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	--NON ACD CALLS-- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME-LOGN HH:MM	ACD/LOGN %
1011	08:30	6100	10	128	25	0	0	0:00	0:00	0:04	0:30	86
	09:00		11	117	12	0	0	0:00	0:00	0:06	0:30	93
1011			21	122	18	0	0	0:00	0:00	0:10	1:00	89
1034	08:30	6100	11	71	29	0	0	0:00	0:00	0:01	0:20	73
	09:00		14	99	8	0	0	0:00	0:00	0:05	0:30	94
1034			25	85	18	0	0	0:00	0:00	0:06	0:50	83
1036	08:30	6100	13	102	16	0	0	0:00	0:00	0:04	0:30	89
	09:00		0	0	0	0	0	0:00	0:00	0:30	0:30	100
1036			13	51	8	0	0	0:00	0:00	0:34	1:00	94
1038	08:30	6100	5	207	10	0	0	0:00	0:00	0:02	0:20	96
	09:00	5900	10	110	10	0	1	0:00	0:02	0:02	0:24	84
1038			15	158	10	0	1	0:00	0:02	0:04	0:45	90
1041	08:30	6100	11	125	21	0	0	0:00	0:00	0:03	0:30	87
	09:00		14	121	8	0	0	0:00	0:00	0:00	0:30	94
1041			25	123	14	0	0	0:00	0:00	0:03	1:00	90
			99	83	14	0	1	0:00	0:02	0:57	4:35	89

Statistics on the Agent by ACD-DN Performance report

ACD CALLS STATISTICS

Num Answd

This is the number of ACD calls answered.

Avg Talk Secs

This is the average time spent on each ACD call.

Avg Wait Secs

This is the average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In

This is the number of DN calls received.

Num Out

This is the number of DN calls made.

Time In

This is the time spent on incoming DN calls.

Time Out

This is the time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Not Rdy

This is the time spent in Not Ready mode doing post-call work.

Logn

This is the time spent logged on to the system.

> ***Note:*** The logon time can be less than the sum of the time spent on ACD calls and the time spent on DN calls. For example, if an agent places an ACD call on hold and then makes a DN call, both the ACD and DN statistics are pegged for the same time period.

ACD/Logn%

This is the percentage of logon time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state.

Interpreting the report

This report is similar to the ACD-DN by Agent Performance Report, except here you see information about each agent, arranged by the queues on which they worked.

The last column (*ACD/LOGN %*) shows the percentage of logon time spent on ACD calls or in the not ready state. This value gives a good indication of the amount of work done by the agent on each queue.

Agent by Supervisor Performance report

The Agent by Supervisor Performance Report indicates the performance of agents who work for different supervisors. This can prove useful if it is found that an agent is more productive with one supervisor than another.

The key fields for the Agent by Supervisor Performance report are *Supervisor ID* and *Agent* or *Position ID*. An interval report for five agents is shown in Figure 18-8.

Figure 18-8
Agent by Supervisor Performance report

Agent by Supervisor Performance Page 1
Interval Report

ABC Corporation Date: 04/20/95 Time:20:05:53

Intervals: 08:00-09:00 Day:04/20/95

AGT ID	INTVL	SPV-ID	--ACD CALLS-- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	--NON ACD CALLS-- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME-LOGN HH:MM	ACD/ LOGN %
Day: 04/17/95												
1011	08:30	2000	10	128	25	0	0	0:00	0:00	0:04	0:30	86
	09:00		11	117	12	0	0	0:00	0:00	0:06	0:30	93
1011			21	122	18	0	0	0:00	0:00	0:10	1:00	89
1034	08:30	2000	11	71	29	0	0	0:00	0:00	0:01	0:20	73
	09:00		14	99	8	0	0	0:00	0:00	0:05	0:30	94
1034			25	85	18	0	0	0:00	0:00	0:06	0:50	83
1036	08:30	2000	13	102	16	0	0	0:00	0:00	0:04	0:30	89
	09:00		0	0	0	0	0	0:00	0:00	0:30	0:30	100
1036			13	51	8	0	0	0:00	0:00	0:34	1:00	44
1038	08:30	2000	5	207	10	0	0	0:00	0:00	0:02	0:20	96
	09:00	1500	10	110	10	0	1	0:00	0:02	0:02	0:24	84
1038			15	158	10	0	1	0:00	0:02	0:04	0:44	90
1041	08:30	2000	11	125	21	0	0	0:00	0:00	0:03	0:30	87
	09:00		14	121	8	0	0	0:00	0:00	0:00	0:30	94
1041			25	123	14	0	0	0:00	0:00	0:03	1:00	90
			99	83	14	0	1	0:00	0:02	0:57	4:35	79

Statistics on the Agent by Supervisor Performance Report

ACD CALLS STATISTICS

Num Answd
This is the number of ACD calls answered.

Avg Talk Secs
This is the average time spent on each ACD call.

Avg Wait Secs
This is the average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In
This is the number of DN calls received.

Num Out
This is the number of DN calls made.

Time In
This is the time spent on incoming DN calls.

Time Out
This is the time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Not Rdy
This is the time spent in Not Ready mode doing post-call work.

Logn
This is the time spent logged on to the system.

ACD/Logn%
This is the percentage of logon time spent on ACD calls or the not ready state.

Interpreting the report

This report is similar to the Supervisor by Agent Performance Report, except that here you see detailed agent information subdivided by the supervisor for whom they worked.

The last column (*ACD/LOGN %*) shows the percentage of logon time that the agents were busy on ACD calls. This value gives a good indication of the amount of work done by the agent under each supervisor.

Supervisor by Agent Performance Report

The Supervisor by Agent Performance Report enables supervisors to see the work of their agents. These agents might not all be working on the same queue, so their statistics can vary. The system administrator might want to look at this report over time to see how well supervisors are motivating their agents.

The key fields for the Supervisor by Agent Performance Report are *Supervisor ID* and *Agent* or *Position ID*. An interval report for one supervisor is shown in Figure 18-9.

Figure 18-9
Supervisor by Agent Performance Report

Supervisor by Agent Performance Report Page 1
Interval Report

ABC Corporation Date: 04/20/95 Time: 22:56:29

Interval: 08:00 - 09:30 Day: 04/20/95

SPV ID	INTVL	AGT ID	----ACD CALLS--- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	----NON ACD CALLS----- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME- LOGN HH:MM	ACD/ LOGN %
2000	08:30	1011	10	128	25	0	0	0:00	0:00	0:04	0:30	86
		1034	11	71	29	0	0	0:00	0:00	0:01	0:20	73
		1036	13	102	16	0	0	0:00	0:00	0:04	0:30	89
		1038	5	207	10	0	0	0:00	0:00	0:02	0:20	96
		1041	11	125	21	0	0	0:00	0:00	0:03	0:30	87
	09:00	1011	11	117	12	0	0	0:00	0:00	0:06	0:30	93
		1034	14	99	8	0	0	0:00	0:00	0:05	0:30	94
		1036	0	0	0	0	0	0:00	0:02	0:30	0:30	10
		1038	10	110	10	0	1	0:00	0:00	0:02	0:24	84
		1041	14	121	8	0	0	0:00	0:00	0:00	0:30	94
	09:30	1011	10	83	0	0	0	0:00	0:00	0:00	0:14	100
		1034	3	186	1	0	0	0:00	0:00	0:03	0:12	100
		1036	5	145	1	0	0	0:00	0:00	0:02	0:14	100
		1038	5	189	1	0	0	0:00	0:00	0:01	0:17	100
		1041	2	329	3	0	0	0:00	0:00	0:05	0:16	99
2000			124	134	10	0	1	0:00	0:02	1:08	5:47	87
			124	134	10	0	1	0:00	0:02	1:08	5:47	87

Statistics on the Supervisor by Agent Performance Report

ACD CALLS STATISTICS

Num Answd

This is the number of ACD calls answered.

Avg Talk Secs

This is the average time spent on each ACD call.

Avg Wait Secs

This is the average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In

This is the number of DN calls received.

Num Out

This is the number of DN calls made.

Time In

This is the time spent on incoming DN calls.

Time Out

This is the time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Not Rdy

This is the time spent in Not Ready mode doing post-call work.

Logn

This is the time spent logged on to the system.

ACD/Logn%

This is the percentage of logon time spent on ACD calls or the not ready state.

Interpreting the report

This report is similar to the Agent by Supervisor Performance Report, except that here you see detailed information on the agents assigned to each supervisor.

Some agents might work on different queues but remain under one supervisor. This report shows all their work. Figure 18-9 gives a list of all the agents that were working under supervisor 2000 during the intervals from 8:00 to 9:30.

The last column (*ACD/LOGN %)* shows the percentage of logon time that the agents were busy on ACD calls. This value cannot be used to accurately compare the amount of work done by the agents under each supervisor, since the agents might be assigned to different queues and performing different tasks. The value on the total can, however, be used to compare the performance of the agents as a whole with that of the agents working under another supervisor.

All Trunks Busy Report

The All Trunks Busy Report shows the number of times all the trunks in a route were busy. It also shows the total trunks busy time and its percentage of the total interval time.

When all trunks are busy for a specific route, callers to your ACD system receive a busy signal. The manager can use this report to analyze whether the system has reached its capacity and to determine if more trunk lines and agents are needed to meet the demand.

The key field for the All Trunks Busy Report is *Route*. A daily report for four routes is shown in Figure 18-10.

Figure 18-10
All Trunks Busy Report

All Trunks Busy Report   Page 1
Daily Report

ABC Corporation   Date:04/15/95 Time: 08:07:33

Days: All

ROUTE NAME	DAY	NUMBER OF ATB PERIODS	TOTAL ATB TIME HH:MM	ATB PERCENTAGE %
Cust. Sr	04/08/95	0	0:00	0
	04/10/95	13	0:05	1
	04/11/95	0	0:00	0
	04/12/95	0	0:00	0
	04/13/95	0	0:00	0
Cust. Sr		13	0:05	0
Dispatch	04/10/95	2	0:02	1
	04/11/95	2	0:04	2
	04/12/95	0	0:01	0
	04/13/95	3	0:01	0
Dispatch		7	0:08	1
INTERNAL	04/10/95	0	0:00	0
	04/11/95	0	0:00	0
	04/12/95	0	0:00	0
	04/13/95	0	0:00	0
INTERNAL		0	0:00	0
Informat	04/08/95	0	0:00	0
	04/10/95	4	0:04	1
	04/11/95	1	0:01	0
	04/12/95	0	0:00	0
	04/13/95	0	0:00	0
Informat		5	0:05	0
		25	0:18	0

Statistics on the All Trunks Busy Report

Number of ATB Periods

This is the number of times all trunks were busy.

Total ATB Time

This is the time spent with all trunks busy.

ATB Percentage %

This is the time spent with all trunks busy as a percentage of the reporting interval.

Interpreting the report

If an ATB period spans more than one interval, it is counted against the interval in which it began. The time spent in an ATB condition is divided among the appropriate intervals. It is possible for the *Number of ATB Periods* to be zero for an interval while the associated *Total ATB Time* contains a non-zero value.

The All Trunks Busy Report should be used with other reports to determine the cause for your ATB periods. You might discover that a change in your operating procedures moves calls through faster and frees up your lines. By analyzing trends in the all trunks busy periods, you might find you need to lease extra trunk lines during your busiest periods.

ACD-DN by Route Performance Report

The ACD-DN by Route Performance Report shows information on the routes carrying outside calls to the queues in your ACD system.

If your system is appropriately configured, this report can also show information for the routes that carry the calls leaving your system, such as interflow calls or outgoing DN calls.

Your ACD operation has to pay for the time calls wait on some trunks. This report can be used to determine the costs for each queue. It can also be used to retrieve the number of calls abandoned to a queue that has Night Call Forward (NCFW) specified. The source queue must have an NCFW target of an inactive queue in order for Meridian MAX to peg the night calls abandoned.

The ACD-DN by Route Performance Report and the Route by ACD-DN Performance Report can be performed on this inactive queue to determine after-hour call statistics, which include the abandoned calls.

The key fields for the ACD-DN by Route Performance Report are *ACD-DN* and *Route*. An interval report for three queues is shown in Figure 18-11.

Figure 18-11
ACD-DN by Route Performance Report

ACD-DN by Route Performance Report Page 1
Interval Report

ABC Corporation Date: 04/20/95 Time: 20:14:32

Interval: 08:00 - 09:30 Day: 04/20/95

ACD DN	INTVL	ROUTE	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	DIVERTED OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Day: 04/17/95													
6130	08:00	Main Rou	1	0	0	0	0	0	1	0	0	0	0
	08:30		63	101	67	42	19	0	2	62	0	20	16
	09:00		65	99	45	28	35	1	1	65	0	41	14
	09:30		43	111	33	13	23	1	6	43	0	30	26
6130			172	311	36	83	77	2	10	170	0	91	56
6300	08:00	Main Rou	80	17	8	4	0	2	74	4	0	0	0
	08:30	Internal	0	6	0	0	0	0	0	0	0	0	0
		Main Rou	182	303	51	92	78	0	12	182	0	92	70
	09:00		154	262	36	52	95	4	3	154	0	110	42
	09:30		154	463	9	12	108	2	32	154	0	142	127
6300			570	1051	26	160	281	8	121	494	0	344	239
6400	08:00	Special	1	0	0	0	0	0	1	0	0	0	0
	08:30		3	2	33	1	1	0	1	2	0	2	0
	09:00		1	6	0	0	1	0	0	1	0	1	1
	09:30		3	11	33	1	2	0	0	3	0	2	1
6400			8	19	16	2	4	0	2	6	0	5	2
			750	1381	26	245	362	10	133	670	0	440	297

Statistics on the ACD-DN by Route Performance Report

Calls Offrd

This is the number of calls offered, including calls answered, abandoned, and forwarded. It does not include calls overflowed into a queue on this route. These calls are counted on the route to which they were originally directed.

CCS

This is the time, in hundred call seconds, that a route was in use. It includes answering delay, abandoning delay, and holding time. Add two zeros to the end of each value in this field to interpret it as seconds.

Srv Lvl %
This is the percentage of calls answered or abandoned within the maximum delay threshold.

Calls Answd Bef_T
This is the number of calls answered before the maximum delay threshold.

Calls Answd Aft_T
This is the number of calls answered at or after the maximum delay threshold.

Calls Abdnd Bef_T
This is the number of calls abandoned before the maximum delay threshold. If X11 Release 19 or higher is used, this field also includes calls abandoned in routes that terminate on an ACD-DN in night service.

Calls Abdnd Aft_T
This is the number of calls abandoned at or after the maximum delay threshold. If X11 Release 19 or higher is used, this field also includes calls abandoned in routes that terminate on an ACD-DN in night service.

Diverted Ovfl
This is the number of calls diverted to another queue in the ACD system.

Diverted Intfl
This is the number of calls diverted to a remote location or another queue outside the ACD system by way of interflow or night service.

1st Del Ann
This is the number of calls that received the first delay announcement.

2nd Del Ann
This is the number of calls that received the second delay announcement.

Interpreting the report
The ACD-DN by Route Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN), and not for where the call was eventually answered (the destination ACD-DN). The number of overflow, interflow, and transferred calls, therefore, all affect these statistics.

Route by ACD-DN Performance Report

The Route by ACD-DN Performance Report shows the queues to which the traffic on each trunk route is directed.

Your ACD operation has to pay for the time calls wait on some trunks. This report can be used to determine the costs for each queue. It can also be used to retrieve the number of calls abandoned to a queue that has Night Call Forward (NCFW) specified. The source queue must have an NCFW target of an inactive queue for MAX to peg the night calls abandoned.

The ACD-DN by Route Performance Report and the Route by ACD-DN Performance Report can be performed on this inactive queue to determine after-hour call statistics, which include the abandoned calls.

The key fields for the Route by ACD-DN Performance Report are *ACD-DN* and *Route*. An interval report for three routes is shown in Figure 18-12.

Figure 18-12
Route by ACD-DN Performance Report

Route by ACD-DN Performance Report Page 1
Interval Report
ABC Corporation Date: 04/20/95 Time: 20:15:37

Interval: 08:00 - 09:30 Day: 04/20/95

ROUTE	INTVL	ACD-DN	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	DIVERTED OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Day: 04/17/95													
Internal	08:30	6300	6	130	83	5	1	0	0	0	0	0	0
Internal			6	130	83	5	1	0	0	0	0	0	0
Main Rou	08:00	6130	10	182	90	9	1	0	1	0	0	0	0
		6300	80	370	62	50	5	0	3	4	0	0	0
	08:30	6130	63	230	75	47	4	0	2	12	0	20	16
		6300	182	303	85	155	5	0	2	20	0	92	70
	09:00	6130	65	199	79	51	1	1	1	11	0	41	14
		6300	154	262	81	124	7	2	3	18	0	110	42
	09:30	6130	43	111	86	37	3	1	1	1	0	30	26
		6300	154	263	82	126	4	1	2	21	0	142	127
Main Rou			841	1920	80	599	30	5	15	87	0	435	295
Special	08:00	6400	5	5	75	5	0	0	0	0	0	0	0
	08:30		4	1	70	3	1	0	0	0	0	2	0
	09:00		12	2	80	8	1	0	1	1	0	1	1
	09:30		6	3		5	1	0	0	0	0	2	1
					81								
Special			27	11		21	3	0	1	1	0	5	2
			874	2061	81	625	34	5	16	88	0	440	297

Statistics on the Route by ACD-DN Performance Report

Calls Offrd

This is the number of calls offered, including calls answered, calls abandoned, and calls forwarded. It does not include calls that overflowed into a queue on this route. These are counted on the queue to which they were originally directed.

CCS

This is the time, in hundred call seconds, that a route was in use. It includes answering delay, abandoning delay, and holding time. Add two zeros to the end of each value in this field to interpret it as seconds.

Srv Lvl %

This is the percentage of calls answered or abandoned within the maximum delay threshold.

Calls Answd Bef_T

This is the number of calls answered before the maximum delay threshold.

Calls Answd Aft_T

This is the number of calls answered at or after the maximum delay threshold.

Calls Abdnd Bef_T

This is the number of calls abandoned before the maximum delay threshold. If X11 Release 19 or higher is used, this field also includes calls abandoned in routes that terminate on an ACD-DN in night service.

Calls Abdnd Aft_T

This is the number of calls abandoned at or after the maximum delay threshold. If X11 Release 19 or higher is used, this field also includes calls abandoned in routes that terminate on an ACD-DN in night service.

Diverted Ovfl

This is the number of calls diverted to another queue in the ACD system.

Diverted Intfl

This is the number of calls diverted to a remote location or another queue outside the ACD system by way of interflow or night service.

1st Del Ann

This is the number of calls that received the first delay announcement.

2nd Del Ann

This is the number of calls that received the second delay announcement.

Interpreting the report

The Route by ACD-DN Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN), and not for where the call was eventually answered (the destination ACD-DN). The number of overflow, interflow, and transferred calls, therefore, all affect these statistics.

DNIS Performance Report

The DNIS Performance Report contains many of the same statistics as the Summarized ACD-DN Performance Report, but it groups the statistics by the DNIS numbers that the customers dialed to reach your company. This information is useful in determining whether more lines might need to be leased in a particular area.

The key field for the DNIS Performance Report is *DNIS Number*. With a Meridian 1 switch using an X11 Release 23 or higher, the Meridian MAX 8 can display up to seven digits of the DNIS number instead of only four. The *DNIS Number* field has been expanded to nine digits to accommodate this change. An interval report is shown in Figure 18-13.

Figure 18-13
DNIS Performance Report

Page 1

DNIS Performance Report
Interval Report

ABC Corporation — Date: 03/21/95 Time: 16:04:03

Intervals: 14:00 Day: 03/21/95

DNIS NUMBER	DNIS NAME	INTVL	CALLS ANSWD	AVG ANSW DLY SEC	MAX ANSW DLY SEC	CALLS ABAND	AVG ABND DLY SEC	MAX ABND DLY SEC	AVG TALK TIME SEC	TSF %
Day: 04/17/95										
4560123	Local 1	14:00	84	26	40	7	30	60	64	62
4560123			84	26	40	7	30	60	64	62
0124	Local 2	14:00	237	2	10	19	20	41	61	96
0124			237	2	10	19	20	41	61	96
4560125	Long Dist 1	14:00	176	7	12	3	10	15	70	88
4560125			176	7	12	3	10	15	70	88
4560126	Long Dist 1	14:00	171	7	15	7	11	20	64	86
4560126			171	7	15	7	11	20	64	86
			668	11	40	36	18	60	65	83

Statistics on the DNIS Performance Report

Calls Answd

This is the number of calls answered.

Avg Answ Dly

This is the average delay before answering.

Max Answ Dly

This is the longest delay experienced before answering.

Calls Aband

This is the number of calls abandoned. If X11 Release 19 or higher is used, this field also includes DNIS calls abandoned after entering a queue in night service.

Avg Abnd Dly

This is the average delay before a call was abandoned. If X11 Release 19 or higher is used, this field also includes DNIS calls abandoned after entering a queue in night service.

Max Abnd Dly

This is the longest delay before a call was abandoned. If X11 Release 19 or higher is used, this field also includes DNIS calls abandoned after entering a queue in night service.

Avg Talk Time Sec

This is the average talk time.

TSF %

This is the telephone service factor.

Interpreting the report

The information on this report is similar to that on the Summarized ACD-DN Performance Report, except that here the information is grouped according to the telephone numbers your customers dial.

The Summarized ACD-DN Performance Report shows if there are problems with a specific queue. The DNIS Performance Report indicates if the problem is a specific telephone number. Your operation might have different phone numbers for different parts of the country. If you have difficulty servicing a specific phone number, it might mean that the area has more call traffic than one number can handle, and that your system should consider leasing another line or reassigning an existing line.

ACD-DN by Activity Code Report

The ACD-DN by Activity Code Report shows the number of times activity codes have been charged to an ACD-DN and the average time spent on direct call processing for each ACD-DN.

The ACD-DN data are further broken down by the different activity codes entered within each queue. They show the type of work being done on each queue and the time that the work is taking.

The key fields for the ACD-DN by Activity Code Report are *ACD-DN* and *Activity Code*. An interval report for one ACD-DN appears in Figure 18-14.

Figure 18-14
ACD-DN by Activity Code Report

ACD-DN by Activity Code Report
Interval Report
Page 1

ABC Corporation   Date: 04/15/95   Time:08:09:22

Interval: 08:00 - 14:00 Day: 04/13/95

--------ACD-------- NAME	NUMBER	INTVL	ACTIVITY CODE	NUMBER OF CALLS	AVERAGE TALK TIME
Day: 04/13/95					
Marketing Inf	3000	08:00	101	1	21
			112	1	114
			250	1	18
			901	3	25
			902	1	26
		08:30	101	1	419
			103	1	58
			104	1	60
			901	2	30
		09:00	103	1	23
			208	1	298
			901	1	30
		09:30	103	1	625
			112	1	168
			303	1	156
			903	1	30
		10:00	250	1	625
		10:30	101	1	168
		11:00	111	1	50
		11:30	101	1	246
			208	2	160
			250	1	8
			303	1	66
		12:00	302	1	122
			901	1	22
		12:30	303	2	169
			901	1	58
		13:00	100	1	37
			250	1	26
		13:30	301	1	34
			306	2	81
		14:00	901	2	26
			903	1	26
Marketing Inf				39	122
Marketing Inf				39	122

Page grid

Statistics on the ACD-DN by Activity Code Report

Number of Calls

This is the number of times an activity code was entered. More than one activity code can be entered during a call.

Average Talk Time

This is the average talk (direct call processing) time charged to the activity code.

Interpreting the report

When a single call has several activity codes entered against it, each code is counted separately in the *Number of Calls* column. This occurs even if two portions of the call have the same activity code. The talk time is split according to when each activity code was entered.

When the same type of work is being done in several queues, this report allows you to compare how fast the work is being done on each queue.

Activity Code by ACD-DN Report

The Activity Code by ACD-DN Report displays the number of times each activity code was entered and the average time spent on direct call processing.

The activity data are broken down further by the ACD-DNs in which the activity codes were entered. They show the type of work performed by agents and the time that the work is taking.

The key fields for the Activity Code by ACD-DN Report are *ACD-DN* and *Activity Code*. An interval report for one ACD-DN and seven activity codes is shown in Figure 18-15.

Figure 18-15
Activity Code by ACD-DN Report

Activity Code by ACD-DN Report Page 1
Interval Code

ABC Corporation Date: 04/15/95 Time: 08:14:03

Intervals: 08:00 - 11:00 Day: 04/14/95

ACTIVITY CODE	INTVL	ACD NAME	ACD NUMBER	NUMBER OF CALLS	AVERAGE TALK TIME
Day: 04/14/95					
63	09:00	Marketing Inf	3000	1	134
63				1	134
101	09:00	Marketing Inf	3000	1	550
	09:30			1	22
	10:00			1	422
101				3	331
102	11:00	Marketing Inf	3000	1	92
102				1	92
111	19:30	Marketing Inf	3000	1	92
111				1	92
200	08:00	Marketing Inf	3000	1	15
	08:30			0	53
200				1	34
201	08:30	Marketing Inf	3000	1	59
	09:00			0	139
201				1	99
208	08:00	Marketing Inf	3000	1	76
	09:30			2	69
	10:00			2	392
	11:00			1	34
208				6	142
				14	132

Page grid

Statistics on the Activity Code by ACD-DN Report

Number of Calls

This is the number of occasions on which the activity code was entered.

Average Talk Time

This is the average direct call processing time charged against the activity code.

Interpreting the report

The information on this report is similar to that on the ACD-DN by Activity Code Report, except that, here, detailed information is shown about each activity code and the queues for which it was entered.

This report allows you to compare the time spent doing the different types of work on your system.

In Figure 18-15, activity code 101 is receiving twice as many calls as all but one of the other activity codes, and the average time for these calls is comparatively high. There might be a problem with this type of work, or you might want to consider directing these types of calls to a single queue where they can be handled more efficiently.

RAN Route Report

The RAN Route Report shows the number of times the RAN route was accessed. This report is available only if your Meridian 1 switch is using X11 Release 17 software or higher.

This report can be used to collect day/night RAN statistics. To retrieve only night RAN route statistics, you must generate a RAN Route Report for the intervals in which the queues using these RAN routes are in night service. The names of the RAN routes can be assigned in the Route Definition feature. The key field for the RAN route report is *RAN Route*.

Figure 18-16
RAN Route Report

```
                               RAN Route Report                Page 1
                                 Daily Report
ABC Corporation                       Date: 04/20/95   Time: 20:15:37
Days: All

  RAN          DAY            RAN        RAN
 ROUTE                      ACCESSES     CCS

   9        03/17/95           40          4
            03/18/95           60          6
            03/23/95           10          1
            03/27/95           10          1
            04/07/95           20          3
            04/15/95           10          2
--------------------------------------------------
   9                            9         17
--------------------------------------------------
```

Statistics on the RAN Route Report

RAN Route

This is the specific Route ID that the RAN uses.

RAN Accesses

This is the number of calls that heard the RAN.

RAN CCS

This is the number of seconds, measured in hundreds, that the RAN route was used. For example, an entry of 4 means it was used for 400 seconds.

Control DN Performance Report

The Control DN Performance Report shows the call traffic through the CDNs. This report is available only if you have the CCR/EAR option. The key field for the CDN Performance Report is the *CDN*.

Figure 18-17
Control DN Performance Report

Control DN Performance Report Page 1
Interval Report
ABC Corporation Date: 04/20/95 Time: 20:15:37

Interval: 08:00 .. 10:00 Days: All

CONTROL DN	INTVL	CALLS ACCPT	CALLS ANSWD	AVG ANS DEL SEC	LONG ANS DEL SEC	CALLS ABND	LONG ABD DEL SEC	SRV LVL%	--- CALL TERMINATION --- ROUTE	DISC-	BUSY-	DFLT-DN
500	08:00	35	33	18	32	2	31	86	0	0	0	0
	08:30	26	26	18	32	0	0	92	0	0	0	0
	09:00	38	38	18	32	0	0	95	0	0	0	0
	09:30	42	41	16	32	1	31	95	0	0	0	0
	10:00	38	36	19	32	2	31	87	0	0	0	0
500		179	174	18	32	5	19	91	0	0	0	0
501	08:00	46	0	0	0	0	0	0	0	0	0	46
	08:30	32	0	0	0	0	0	0	0	0	0	32
	09:00	35	0	0	0	0	0	0	0	0	0	35
	09:30	47	0	0	0	0	0	0	0	0	0	47
	10:00	31	0	0	0	0	0	0	0	0	0	31
501		191	0	0	0	0	0	0	0	0	0	191
502	08:00	27	27	12	22	0	0	100	0	0	0	0
	08:30	39	39	14	22	0	0	100	0	0	0	0
	09:00	27	27	13	22	0	0	100	0	0	0	0
	09:30	32	32	12	22	0	0	100	0	0	0	0
	10:00	37	37	14	27	0	0	100	0	0	0	0
502		162	162	13	23	0	0	100	0	0	0	0
503	08:00	40	0	0	0	0	0	0	0	0	0	40
	08:30	48	0	0	0	0	0	0	0	0	0	48
	09:00	37	0	0	0	0	0	0	0	0	0	37
	09:30	33	0	0	0	0	0	0	0	0	0	33
	10:00	56	0	0	0	0	0	0	0	0	0	56
503		214	0	0	0	0	0	0	0	0	0	214
504	08:00	26	26	13	14	5	5	48	0	0	0	0

Statistics on the Control DN Performance Report

Control DN
This field is the unique CDN identifier.

Base Time Unit
This field shows the period of time being used in the report.

Calls Accpt
This field is the total number of calls accepted by the CDN, including all of the calls that terminated with the CDN.

Calls Answd
This field is the total number of CDN calls answered.

Avg Ans Del Sec
This field is the average number of seconds between the time a call was accepted and the time the call was answered.

Long Ans Del Sec
This field is the highest number of seconds between the time a call was accepted and the time the call was answered.

Calls Abnd
This field is the total number of CDN calls abandoned.

Long Abd Del Sec
This field is the highest number of seconds between the time a CDN call was accepted and the time the call was abandoned.

Srv Lvl %
This field is the percentage of CDN calls answered or abandoned within the maximum delay threshold.

Call Termination: Route
This field shows the number of CDN calls given the "Route To" command or transferred from IVR plus the number of calls that were answered and then transferred by an IVR application.

Call Termination: Disc
This field shows the number of CDN calls given the "Force Disconnect" CCR operation.

Call Termination: Busy

This field shows the number of CDN calls given the "Force Busy" CCR operation, plus the number of calls that were busy because of the call ceiling. The CDN calls can be in Default or Controlled mode.

Call Termination: Dflt DN

This field shows the number of CDN calls given to the CDN's Default ACD-DN. The CDN was in Default mode when these calls came in.

CDN Delay Before Answering Report

The CDN Delay Before Answering Report provides information about the service that callers receive as they are handled by the CDNs. It shows how rapidly calls are answered and the lengths of delay callers experience. This report is available only if you have the CCR/EAR MIS option enabled.

You can use this report to decide when your recorded announcements and music should play to encourage your callers to wait. The report also supplements other management reports to help you decide if staff adjustments are needed or to forecast traffic patterns.

The spectrum in *Percent of Calls Answered Within (Sec)* fields (that is, the time categories) can be modified in the Spectrum Definition feature. The spectrum provides categories into which incoming calls are placed, based on the delay experienced by the caller.

The key field for the CDN Delay Before Answering Report is the *CDN*.

Figure 18-18
CDN Delay Before Answering Report

CDN Delay Before Answering Report
Daily Report

Page 1

ABC Corporation   Date: 04/20/95   Time:22:29:08

Days: 04/13/95 - 04/19/95

CDN	DAY	CALLS	-----PERCENT OF CALLS ANSWERED WITHIN (SEC)-										AVG	LONG
		ANSWD	0-	12-	24-	36-	48-	60-	120-	180-	240-	300-	DEL	DEL
			<12	<24	<36	<48	<60	<120	<180	<240	<300	+	SEC	SEC
500	04/16/95	365	3	5	2	5	4	0	0	0	10	71	569	1083
	04/17/95	1323	4	4	4	4	4	0	0	0	16	64	537	1083
	04/18/95	1303	5	3	3	4	4	0	0	0	16	65	534	1083
	04/19/95	1315	3	5	4	5	4	0	0	0	14	65	535	1083
	04/20/95	758	4	5	4	4	4	0	0	0	16	63	514	1083
500		5064	4	4	4	4	4	0	0	0	15	65	534	1083
502	04/16/95	572	3	4	4	5	3	0	0	0	13	68	551	1083
	04/17/95	1789	4	4	4	4	4	0	0	0	16	66	540	1083
	04/18/95	1762	4	4	5	4	4	0	0	0	16	63	536	1083
	04/19/95	1820	4	3	4	5	4	0	0	0	15	65	541	1083
	04/20/95	1015	4	4	4	4	4	0	0	0	16	64	540	1083
502		6958	4	4	4	4	4	0	0	0	15	65	540	1083
504	04/16/95	316	4	3	2	3	4	0	0	0	13	71	566	1083
	04/17/95	997	4	5	4	3	4	0	0	0	17	62	524	1083
	04/18/95	1040	4	4	3	4	4	0	0	0	16	64	539	1082
	04/19/95	1043	4	4	4	3	4	0	0	0	16	65	539	1083
	04/20/95	573	3	3	5	4	5	0	0	0	13	66	533	1083
504		3969	4	4	4	4	4	0	0	0	16	65	537	1083
506	04/16/95	191	3	6	5	2	2	0	0	0	15	68	537	1083
	04/17/95	663	4	4	4	3	4	0	0	0	14	66	540	1083
	04/18/95	683	5	4	2	4	3	0	0	0	14	67	566	1083
	04/19/95	688	4	5	3	3	4	0	0	0	13	68	574	1083
	04/20/95	394	3	4	3	3	6	0	0	0	11	70	587	1083
506		2619	4	5	3	3	4	0	0	0	14	68	565	1083
508	04/16/95	212	5	3	3	4	2	0	0	0	16	67	549	1081

Statistics on the CDN Delay Before Answering Report

CDN

This field is the unique CDN identifier.

Base Time Unit

This field is the period of time used in the report.

Calls Answd

This field shows the number of CDN calls answered by agents.

Percent of Calls Answered Within (Sec)

This field is the percentage of CDN calls answered within the specified delay period.

Avg Del Sec

This field is the average time a CDN call waited before being answered.

Long Del Sec

This field is the longest time a CDN call waited before being answered.

CDN Delay Before Abandoning Report

The CDN Delay Before Abandoning Report indicates the tolerance level of your customers. It shows the number of calls abandoned and the length of time callers wait before they hang up. This report is available only if you have the CCR/EAR MIS option enabled.

The report shows if CDN callers abandoned before or after hearing the recorded announcement. You can use the information to decide when your recorded announcements and music play to encourage your callers to wait. You might also decide to change to a more persuasive or informative message.

Keep in mind that callers' tolerance levels fluctuate. If the recorded announcements tell them why they are experiencing a delay, they are usually more willing to wait.

The spectrum in *Percent of Calls Abandoned Within (Sec)* fields (that is, the time categories) can be modified in the Spectrum Definition feature. The spectrum provides categories into which incoming calls are placed, based on the delay experienced by the caller.

The key field for the CDN Delay Before Abandoning Report is the *CDN*.

Figure 18-19
CDN Delay Before Abandoning Report

Page 1

CDN Delay Before Abandoning Report
Daily Report

ABC Corporation   Date: 04/20/95   Time:20:40:12

Days: 04/13/95 - 04/19/95

CDN	DAY	CALLS ABAND	---PERCENT OF CALLS ABANDONED WITHIN (SEC)- 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
6100	04/14/95	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/95	203	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/95	119	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/95	64	36	20	14	8	5	14	3	0	0	0	29	126
6100		395	27	15	13	8	7	17	6	2	2	1	48	314
6200	04/14/95	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/95	2	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/95	2	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/95	2	36	20	14	8	5	14	3	0	0	0	29	126
6200		15	27	15	13	8	7	17	6	2	2	1	48	314
6500	04/14/95	0	67	22	11	0	0	0	0	0	0	0	12	32
	04/15/95	0	22	13	14	7	4	17	8	3	4	1	60	314
	04/16/95	0	29	14	10	10	13	20	4	0	0	0	40	166
	04/17/95	0	36	20	14	8	5	14	3	0	0	0	29	126
	04/18/95	0	22	22	22	33	12	11	1	0	0	0	22	123
	04/19/95	0	33	33	33	22	12	11	1	0	0	0	22	123
6500		0	27	15	13	8	7	17	6	2	2	1	48	314
		410	27	15	13	8	7	17	6	2	2	1	48	314

Statistics on the CDN Delay Before Abandoning Report

Calls Aband

This field is the number of CDN calls abandoned by the caller.

Control DN

This field is the unique CDN identifier.

Days

This field is the time period used in the report.

Percent of Calls Abandoned Within (Sec)

This field is the percentage of CDN calls abandoned within the specified delay period.

Avg Del Sec

This field is the average time a CDN call waited before being abandoned.

Long Del Sec

This field is the longest time a CDN call waited before being abandoned.

CDN Call Answer Breakdown Report

The CDN Call Answer Breakdown Report shows the call traffic through the CDNs and answering ACD-DNs. It is available only if you have the CCR/EAR MIS option.

The key fields for the CDN Call Answer Breakdown Report are the *ACD-DN* and the *CDN*.

Figure 18-20
CDN Call Answer Breakdown Report

```
                        CDN Call Answer Breakdown Report         Page 1
                                 Interval Report
ABC Corporation                         Date: 04/20/95   Time: 20:15:37
Interval: 09:00  Day: 04/19/95


CONTROL   ACD-DN    INTVL  CALLS   AVG  LONG
  DN                       ANSWD   ANS   ANS
                                   DEL   DEL
                                   SEC   SEC

  500        850     09:00    24   482  1076
             851     09:00    12   574  1076
             852     09:00     6   286   551
- - - - - - - - - - - - - - - - - - - - - - -
  500                         42   447  1076
- - - - - - - - - - - - - - - - - - - - - - -
  502        864     09:00    23   537  1074
             865     09:00    14   427  1054
             866     09:00     3   385   539
- - - - - - - - - - - - - - - - - - - - - - -
  502                         40   450  1074
- - - - - - - - - - - - - - - - - - - - - - -
  504        878     09:00    14   612  1061
             879     09:00     5   597  1080
- - - - - - - - - - - - - - - - - - - - - - -
  504                         19   604  1080
- - - - - - - - - - - - - - - - - - - - - - -
  506        882     09:00     5   758  1075
             883     09:00     8   551  1063
             884     09:00     2    32    36
- - - - - - - - - - - - - - - - - - - - - - -
  506                         15   447  1075
- - - - - - - - - - - - - - - - - - - - - - -
  508        886     09:00     3   530   770
             887     09:00     5   694  1027
             888     09:00     1    19    19
- - - - - - - - - - - - - - - - - - - - - - -
  508                          9   414  1027
- - - - - - - - - - - - - - - - - - - - - - -
```

Statistics on the CDN Call Answer Breakdown Report

Control DN

This field is the unique CDN identifier.

ACD-DN Number

This field is the CDN's target ACD-DNs. If a Network CDN call appears in this report, the Destination ACD-DN Number is the Routing DN number, not the (remote) answering ACD-DN at another Meridian 1.

Base Time Unit

This field is the period of time being used in the report.

Calls Answd

This field is the total number of CDN calls answered.

Avg Ans Del Sec

This field is the average number of seconds between the time a call was accepted and the time the call was answered.

Long Ans Del Sec

This field is the highest number of seconds between the time a call was accepted and the time the call was answered.

MAXCASTER ACD-DN Report

The MAXCASTER ACD-DN Report provides information regarding the ACD-DNs to the Meridian MAXcaster, where it is used to calculate forecasts.

The MAXCASTER ACD-DN report format should not be modified (except for the Total Not Rdy Time column). Meridian MAXcaster uses the titles, formula order, and column placement to identify the Meridian MAX reports. The Total Not Rdy Time column can be added, if required.

The key field for the MAXCASTER ACD-DN Report is the *ACD-DN*.

Figure 18-21
MAXCASTER ACD-DN Report

MAXCASTER ACD-DN Report **Page 1**
Interval Report

ABC Corporation **Date: 12/31/96** **Time:22:29:08**

Interval: 11:30 Day: 12/31/96

INTVL	ACD-DN NAME	CALLS ACCPT	AVG ANS DEL SEC	AVG WORK TIME SEC	TOTAL ACD TALK TIME HH:MM	TOTAL WAIT TIME HH:MM	TOTAL NOT RDY TIME HH:MM
11:30	3750	504	2	30	4:13	7:47	0:00
	3757	504	2	24	3:26	8:34	0:00
	3780	504	1	21	2:56	9:04	0:00
11:30		1512	2	25	10:35	25:25	0:00
11:30		1512	2	25	10:35	25:25	0:00

Statistics on the MAXCASTER ACD-DN Report

Calls Accpt

This field is the total number of calls accepted by the ACD-DN, including all of the calls that terminated with the ACD-DN.

Avg Ans Del Sec

This field is the average number of seconds between the time a call was accepted and the time the call was answered.

Avg Work Time Sec

This field is the average number of seconds that the agents for this ACD-DN spent with their callers, plus the time spent in the Not Ready state.

Total ACD Talk Time

This field shows the total time spent by all agents of this ACD-DN on an ACD, NACD, or CCR/EAR call, including the time an ACD call is on hold.

Total Wait Time

This field shows the total time all agents of this ACD-DN spent waiting for a call while in a wait or reserve state. This does not include time spent on any call nor time spent in the not ready or consult state.

Total Not Rdy Time

This field shows the total time spent by all agents of this ACD-DN in post call processing. This time includes all time that an agent had the Not Ready key active, and no ACD or DN call was active. This field is optional and can be removed.

MAXCASTER Route Report

The MAXCASTER Route Report provides information regarding the trunks to the Meridian MAXcaster, where it is used to calculate forecasts.

The MAXCASTER Report report format should not be modified. Meridian MAXcaster uses the titles, formula order, and column placement to identify the Meridian MAX reports.

The key field for the MAXCASTER ACD-DN Report is the *Route Name*.

Figure 18-22
MAXCASTER Route Report

MAXCASTER Route Report
Interval Report

Page 1

ABC Corporation **Date: 12/31/96** **Time:22:29:08**

Interval: 11:30 Day: 12/31/96

INTVL	ROUTE NAME	CALLS OFFRD	CALLS ANSWD	SRV LVL %
11:30	INTERNAL	504	504	100
		504	504	100
		504	504	100

Page grid

Statistics on the MAXCASTER Route Report

Calls Offrd

This field includes calls abandoned for an ACD-DN in night mode, if the Meridian 1 switch is running X11 Release 19 or higher. If the source queue is a CDN, this number can also indicate the answered CCR/EAR calls that enter the switch over this route through a CDN.

Calls Answd

This field represents the total number of calls on this route that were answered. This number can also indicate the answered CCR/EAR calls that enter the switch through a CDN.

Srv Lvl %

This field represents the percentage of calls, answered or abandoned, or both, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs that use the same service threshold. This level can also indicate the answered CCR/EAR calls that enter the switch through a CDN.

Chapter 19: System Reports

The System Reports feature allows you to print a variety of system–related reports.

These reports can be printed but not displayed. Table 19-1 lists the system reports described in this chapter.

Table 19-1
List of system reports

Report name	Description
Meridian 1 Configuration Report	This report displays the configuration of the switch.
Meridian MAX Configuration Report	This report displays the capacity configuration settings of your Meridian MAX.
Supervisor Database Report	This report displays the supervisor record(s) created through the Supervisor Definition option in the Parameter Administration feature.
Agent Database Report	This report displays the agent record(s) created through the Agent Definition option in the Parameter Administration feature.
ACD-DN/CDN Database Report	This report displays the ACD-DN/CDN record(s) created through the ACD-DN/CDN Definition option in the Parameter Administration feature.

— continued —

Table 19-1 (continued)
List of system reports

Report name	Description
Route Database Report	This report displays the route record(s) created through the Route Definition option in the Parameter Administration feature.
DNIS Database Report	This report displays the DNIS record(s) created through the DNIS Definition option in the Parameter Administration feature.
Activity Code Database Report	This report displays the activity code record(s) created through the Activity Definition feature in Parameter Administration.
Threshold Definition Database Report	This report displays the threshold record(s) created through the Threshold Definition option in the Parameter Administration feature.
Shift Definition Database Report	This report displays the shift record(s) created through the Time Frames Definition option in the Parameter Administration feature.
Period Definition Database Report	This report displays the period record(s) created through the Time Frames Definition option in the Parameter Administration feature.
List Definition Database Report	This report displays the list definition(s) created through the List Management feature.
Schedule Definition Database Report	This report displays the schedule definition(s) created through the Schedule Definition feature.
Custom Report Definition Report	This report displays the report definition(s) created through the Report Parameter Definition option in the Report Definition feature.
Custom Format Definition Report	This report displays the custom format definition(s) created through the Tabular Format Definition option or the Graphic Format Definition option in the Report Definition feature.
Custom Formula Definition Report	This report displays the custom formula definition(s) created through the Formula Definition option in the Report Definition feature.

— end —

Accessing this feature

To access this feature, select *"System Reports"* from the main menu.

Figure 19-1
Sample System Reports display

```
                                                                 12:00:00
 System Reports

REPORT TYPE: ACD-DN/CDN Database Report

SELECTED ACD-DN(S)/CDN(S):

HELP = Help   PF1 = Commands   PF2 = Options   PF3 = Edit field   REMOVE= Erase field
```

Follow Procedure 19-1 to print a system report.

Procedure 19-1
To print a system report

1 Select *"System Reports"* from the main menu.

The "System Reports" display appears.

2 In the *Report Type* field, press [Options].

A pop-up window appears with a list of available system reports.

3 Select a report from the list.

The name appears in the Report Type field.

Another field might appear to further define items to appear in the report. In Figure 19-1, the *Selected ACD-DN(S)/CDN(S)* field appears to allow you to specify the ACD-DNs/CDNs to include in the report.

4 Specify the items to include in the report if the additional field appears.

You can enter a single item, a range of items, or leave the field blank to include all the elements.

5 Press [Commands] and select *"Print this report."*

The report is sent to the default tabular printer defined in your profile. If one is not defined, the report is sent to the system default tabular printer defined in the Miscellaneous Options feature. If a default printer is not defined in one of these areas, the report cannot be printed.

If local printer override is enabled in your profile record, the report is sent to your local printer.

6 Select *"Exit"* from the Commands menu to return to the main menu.

If the *Banner Pag*e field is enabled in your supervisor profile, all of your system reports are printed with a banner page.

Function keys

This section describes the function keys available for the System Reports feature.

Help=Help

This function key provides information regarding the System Reports feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit

This command returns you to the main menu.

Clear the form

This command clears information from the screen leaving a blank screen.

Print this report

This command sends the report to the default tabular printer defined in your profile. If one is not defined, the report is sent to the system default tabular printer defined in the Miscellaneous Options feature.

If the local printer override is enabled in your profile, the report is sent to your local printer.

PF1=Select no command

This command removes the Commands pop-up window from the screen.

PF2=Options
This command displays a description or list of valid entries for the field.

PF2=Select no option
This command removes the Options pop-up window from the screen.

PF2=Remove options popup
This function key removes the Options pop-up window from the screen.

PF3=Edit field
This function key allows a field to be edited.

PF3=End editing
This function key ends the editing process to a field.

Remove=Erase field
This function key removes the contents of a field.

Meridian 1 Configuration Report

The Meridian 1 Configuration Report displays the switch's configuration. The report consists of four parts, as seen in Figures 19-2, 19-3, 19-4, and 19-5.

The first report consists of the current status of each agent position by supervisor sorted by ACD-DN, as seen in Figure 19-2.

The second report is the same report sorted by supervisor, as seen in Figure 19-3.

These two reports show every agent position defined on the system, whether or not an agent is currently logged on. If MQA is enabled, the agent's positions appears for each queue that the agent is servicing.

In the Meridian 1 Configuration Report, a supervisor ID of 0 (zero) means no supervisor has been assigned.

The third report (Figure 19-4) consists of the CDNs and indicates if they are in default or control mode. If they are in default mode, it also indicates the ACD-DN to which they default. This report is only available if CCR is enabled.

The fourth report (Figure 19-5) consists of route and trunk status for each ACD-DN.

You can use this report as a reference when looking at other management reports or whenever a clear picture of the current ACD setup is needed. You might want to refer to it when you are making changes to the system through the Configuration Control feature.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Meridian 1 Configuration Report.*"

Figure 19-2
Meridian 1 Configuration Report—ACD-SPV Agent Position

```
                 MERIDIAN 1 CONFIGURATION REPORT                      Page 1
                     ACD-SPV AGENT POSITION

ABC Corporation                                Date: 04/20/98  Time: 20:15:37

   ACD-DN   SPV ID    AGENT POSN   STATUS
    1000    3700        3701        SPARE
    1500    3701        3702        SPARE
    3000    1067        3720        SPARE
            3700        3700        SPARE
    3500    1067        4567        SPARE
            3700        2222        SPARE
    4220    3700        3721        SPARE
            3700        3722        SPARE
            3702        3703        SPARE
```

Figure 19-3
Meridian 1 Configuration Report—SPV-ACD Agent Position

```
                 MERIDIAN 1 CONFIGURATION REPORT                      Page 1
                     SPV-ACD AGENT POSITION

ABC Corporation                                Date: 04/20/98  Time: 20:18:01

  SPV ID     ACD-DN   AGENT POSN  STATUS

  1067        3000         3720   SPARE
              3500         4567   SPARE

  3700        1000         3701   SPARE
              3000         3700   SPARE
              3500         2222   SPARE
              4220         3721   SPARE
              4220         3722   SPARE

  3701        1500         3702   SPARE

  3702        3000         3703   SPARE
```


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Figure 19-4
Meridian 1 Configuration Report—Control DN Report

```
                 MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                        CONTROL DN REPORT

ABC Corporation                               Date: 04/20/98  Time: 20:15:37

              CONTROL DN     MODE       DEFAULT ACD DN

                3100       DEFAULT          1000
                8000       CONTROL          1000
                8002       DEFAULT          3000
                8003       CONTROL          1500
                8005       CONTROL          3500
                8006       DEFAULT          4220
                8007       DEFAULT          1000
                8008       DEFAULT          1000
```

Figure 19-5
Meridian 1 Configuration Report—ACD-Route Trunk

```
                 MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                         ACD-ROUTE TRUNK

ABC Corporation                               Date: 04/20/98  Time: 20:15:37

  ACD-DN/CDN   ROUTE      TRUNK        STATUS

    1000         1          1        REGULAR

                 1          2        REGULAR

                 4          1        REGULAR

                 5          1        REGULAR
```


Page grid

Meridian MAX Configuration Report

The Meridian MAX Configuration Report shows your system's current capacity configuration settings. Figures 19-6 and 19-7 show an example of a Meridian MAX Configuration Report. The information in these figures appear in a single report.

The report shows the settings for the customer-entered values, system maximums, and actual values based on system activity to date. For more information, refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Parameter Administration" chapter, "Capacity Configuration" section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Meridian MAX Configuration Report.*"

Figure 19-6
Meridian MAX Configuration Report—Part 1

```
                    MERIDIAN MAX CONFIGURATION REPORT      Page 1

ABC Corporation                              Date: 08/18/98   Time:15:09

                                             Expected    Maximum   Measured
                                             ________    ________  _________
M1 Positions:                                  1000        1200       10
M1 Supervisors:                                  50         240        4
Agents:                                        2000        2400        6
DNISs:                                         1000        5000        0
Activity Codes:                                 500        1000        0
Calls per Hour:                               15000       15000        2
Queues
  ACD-DNs:                                      200
  CDNs:                                          40
  IVRs:                                           0
                                             ________
                                     Total:     240         240       17

Routes
  RAN routes:                                    10
  ACD auto terminate:                            24
  ACD non auto terminate:                       222
                                             ________
                                     Total:     256         256        1
ACD Trunk Level Report                              ON
ACD Trunks
  auto terminate:                                24
  non auto terminate:                           256
                                             ________
                                     Total:     280        2000        5
```

Figure 19-7
Meridian MAX Configuration Report—Part 2

	Expected	Maximum	Measured
Operation Hours			
shifts per day:	3	5	-
hours per day:	24	24	-
days per week:	7	7	-
Storage Duration			
interval data (days):	5	–	5
daily data (days):	32	–	32
weekly data (weeks):	26	–	2
monthly data (months):	12	–	3
event log data (days):	4	–	3
ACD Queue Operations (per interval):			
destination queues per CDN:	4	–	2
destination queues per ACD-DN	5	20	-
remote source queues per ACD-DN:	2	50	-
primary answering queues:	100	–	419
Trunk Reassignment (per interval):			
auto terminate trunk to queue:	20%	–	-
queues receiving call transfers:	2	–	-
Position Reassignment (per interval)			
position to supervisor:	10%	–	-
position to queue:	10%	–	-
Activity Code Usage (per interval)			
activity codes per queue:	6	–	3
num of agents using activity codes	10	–	4
Queues logged in per agent:	3	5	-
Agent Events (per day):			
logins per agent:	4	–	-
walkaways per agent:	10	–	-
Disk Space for Historical Data Database (MB)	480	350	

Note: If MQA is enabled, the *Queues logged in per agent* field shows the number of queues each agent can service. If MQA is disabled, “1” appears in these fields.

Supervisor Database Report

The Supervisor Database Report shows the supervisor profile records created through the Supervisor Definition feature. This includes the supervisor's real–time configuration control profile. For more information on this feature, refer to the "Parameter Administration" chapter, "Supervisor Definition" section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Supervisor Database Report.*"

Selected Supervisor(s)

This field is used to specify the supervisor ID of the supervisors to be included in the report. This can be a single ID or a range of IDs. Leave the field blank to print the profile records for all the supervisors.

Figure 19-8
Supervisor Database Report

```
                 SUPERVISOR DATABASE REPORT                          Page 1

Maxell Inc.                                        Date: 11/20/98    Time:15:09

================================================================================
  MAX SUPERVISOR ID :    1            NAME : Michael Hotchkiss
--------------------------------------------------------------------------------
  MERIDIAN 1 POSITION ID   :  373-3700  LANGUAGE                     :  English

  DEFAULT QUEUE DISPLAY    :  Standard Tabular ACD-DN Display
  STATISTICS UPDATE RATE   :  10        DN DISPLAY                   :  NAMES
  DEFAULT VIEW             :  GLOBAL    DISPLAY NAME                 :  ENABLED
  EMERGENCY STATUS         :  DISABLED  AUDIBLE ALARM                :  DISABLED
  COLOR CUSTOMIZATION      :  ENABLED   DISPLAY DEFINITION           :  ENABLED
  BANNER PAGE              :  ENABLED   GROUP MEMBER DEFINITION      :  ENABLED
  PROFILE MAINTENANCE      :  ENABLED   SYSTEM ADMINISTRATION        :  ENABLED
  GLOBAL STATISTICS        :  ENABLED   PARAMETER ADMINISTRATION     :  ENABLED
  MONITOR MODE             :  DISABLED  SCHEDULE DEFINITION          :  ENABLED
  REPORT DEFINITION        :  ENABLED   GLOBAL CONFIG CONTROL        :  DISABLED
  SYSTEM REPORTS           :  ENABLED   REAL-TIME CONFIG CONTROL     :  ENABLED
  SUPERVISOR MESSAGING     :  ENABLED   REMOTE PRINTING              :  DISABLED
  LOCAL PRINTER OVERRIDE   :  DISABLED  CDN MEMBER DEFINITION        :  ENABLED
  TABULAR PRINTER          :  10TH FLR PRINTER
  GRAPHIC PRINTER          :  10TH FLR PRINTER


  REAL-TIME CONFIGURATION CONTROL DEFINITION
  CHANGE POSITION ASSIGNMENTS          : ENABLED
  CHANGE OVERFLOW THRESHOLDS           : DISABLED
  CHANGE OVERFLOW & INTERFLOW TARGETS  : DISABLED
  CHANGE RECORDED ANNOUNCEMENTS        : DISABLED
  CHANGE NIGHT SERVICE PARAMETERS      : DISABLED
  CHANGE DAY ROUTING TABLES            : DISABLED
  CHANGE NIGHT ROUTING TABLES          : DISABLED
  CHANGE CDN PARAMETERS                : DISABLED
  VIEW MISCELLANEOUS PARAMETERS        : ENABLED
```

Agent Database Report

The Agent Database Report shows the agent identification information created through the Agent Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “Agent Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Agent Database Report.*”

Selected Agent(s)

This field is used to specify the agent ID of the agents to be included in the report. This can be a single ID or a range of IDs. Leave the field blank to print a report on all the agents.

Figure 19-9
Agent Database Report

```
                    AGENT DATABASE REPORT                              Page 1

Maxell Inc.                                          Date: 11/20/98   Time:15:09


     Agent ID       Agent Name           Comment
     1111           Bob Hall             Dept 1234
     2222           Nick Lew             Dept 5678
     3333           Jeff Dagwood         Dept 5678
     4444           Irene McAlister      Dept 9979
     5555           Jim Stone            Dept 1234
     6666           Will Hodges          Dept 1234
     7777           Tom Worsely          Dept 1234
     8888           Jacques Caron        Dept 5678
     9999           Bill Lasorda         Dept 9979
```

ACD–DN/CDN Database Report

The ACD–DN/CDN Database Report shows the information on the ACD–DNs and CDNs entered in the ACD–DN/CDN Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “ACD–DN/CDN Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*ACD–DN/CDN Database Report.*”

Selected ACD–DN(S)/CDN(S)

This field is used to specify the ACD–DNs or CDNs to be included in the report. For a single ACD–DN/CDN entry, the DN name or number can be entered. For a range of ACD–DNs/CDNs, the DN numbers must be used. Leave the field blank to print a report on all the ACD–DNs/CDNs.

Figure 19-10
ACD–DN/CDN Database Report

```
                 ACD-DN/CDN DATABASE REPORT                          Page 1

Maxell Inc.                                      Date: 11/20/98   Time:15:09


  ACD-DN/CDN       ACD/CDN Name          Threshold Number
  555-2885         Service                         1
  555-2888         Sales                           1
  555-2890         Reservations                    6
  555-2891         Inquiries                       1
  555-2896         Promotions                      2
```

Route Database Report

The Route Database Report shows the route identification information entered through the Route Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “Route Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Route Database Report.*”

Selected Route(s)

This field is used to specify the identification numbers of the routes to be included in the report. This can be a single route ID or a range. Leave the field blank to print a report on all the routes.

Figure 19-11
Route Database Report

```
                    ROUTE DATABASE REPORT                    Page 1

Maxell Inc.                                  Date: 11/20/98   Time:15:09


    Route Number       Route Name            Route Access Code
         10            Sales RAN                  810
         11            Service RAN                811
         12            Inquiries RAN              812
         13            Reserv. RAN                813
         14            Promot. RAN                814
         20            Sales RAN 2                820
         23            Reserv. RAN 2              823
         30            Night RAN                  830
         40            Rock Music                 840
         123           Eastern Region
         124           Central Region
         125           Western Region
         9999          INTERNAL
```

DNIS Database Report

The DNIS Database Report shows the name and service level threshold assigned to a DNIS number through the DNIS Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “DNIS Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*DNIS Database Report.*”

Selected DNIS Number(s)

This field is used to specify the identification numbers of the DNIS to be included in the report. This can be a single DNIS ID or a range. Leave the field blank to print a report on all the DNIS numbers.

Figure 19-12
DNIS Database Report

```
                         DNIS DATABASE REPORT                          Page 1

Maxell Inc.                                         Date: 11/20/98    Time:15:09


     DNIS ID             DNIS Name              Service Level Threshold
         358             Product A                           10
        3054             Product B-Main                      20
     4569400             Customer Service                    15
     9467300             Gold Customers                      10
```

Activity Code Database Report

The Activity Code Database Report provides a list of the activity codes entered through the Activity Definition feature. For more information on this feature, refer to the "Parameter Administration" chapter, "Activity Definition" section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Activity Code Database Report.*"

Selected Activity Code(s)

This field is used to specify the activity code to be included in the report. This can be a single activity code or a range of codes. Leave the field blank to print a report on all the activity codes.

Figure 19-13
Activity Code Database Report

```
                    ACTIVITY CODE DATABASE REPORT                  Page 1

Maxell Inc.                                      Date: 11/20/98   Time:15:09



    Activity Code      Activity Name
         121           Activity A
         100           Activity B
         123           Activity C
         200           Activity D
         300           Activity E
         999           Activity F
        1000           Activity G
        1234           Activity H
        9999           Activity I
```

Threshold Definition Database Report

The Threshold Definition Database Report provides a record of the thresholds entered through the Threshold Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “Activity Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Threshold Definition Database Report*.”

Figure 19-14
Threshold Definition Database Report

```
                 THRESHOLD DEFINITION DATABASE REPORT                  Page 1

Maxell Inc.                                         Date: 11/20/98    Time:15:09

  THRESHOLD #  AGENT THRESHOLDS    QUEUE THRESHOLDS         USER DEFINED
       1       ACD Talk       0    Delay Objective     10   UD1> Number Agts . 5
               Not Ready      0    Service Objective   90%  UD2> Unnamed ..... 0
               Wait           0    Avg. Answer Delay   50   UD3> Unnamed ..... 1
               DN In          0    Short Call          10   UD4> Unnamed ..... 2
               DN Out         0    Local Calls Wait    4    UD5> Unnamed ..... 3
               Walkaway       0    Network Calls Wait  6

  THRESHOLD #  AGENT THRESHOLDS    QUEUE THRESHOLDS         USER DEFINED
       2       ACD Talk       3    Delay Objective     10   UD1> Unnamed ..... 0
               Not Ready      3    Service Objective   90%  UD2> Unnamed ..... 0
               Wait           5    Avg. Answer Delay   30   UD3> Unnamed ..... 0
               DN In          1    Short Call          5    UD4> Unnamed ..... 0
               DN Out         3    Local Calls Wait    3    UD5> Unnamed ..... 0
               Walkaway       5    Network Calls Wait  5

  THRESHOLD #  AGENT THRESHOLDS    QUEUE THRESHOLDS         USER DEFINED
       3       ACD Talk       5    Delay Objective     15   UD1> Unnamed ..... 0
               Not Ready      5    Service Objective   85%  UD2> Unnamed ..... 0
               Wait           5    Avg. Answer Delay   45   UD3> Unnamed ..... 0
               DN In          2    Short Call          5    UD4> Unnamed ..... 0
               DN Out         2    Local Calls Wait    4    UD5> Unnamed ..... 0
               Walkaway       5    Network Calls Wait  6
```

Shift Definition Database Report

The Shift Definition Database Report provides a record of the shift time frames created through the Time Frames Definition feature. For more information on this feature, refer to the "Parameter Administration" chapter, "Time Frames Definition" section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Shift Definition Database Report.*"

Figure 19-15
Shift Definition Database Report

```
               ....   SHIFT DEFINITION DATABASE REPORT                Page 1

Maxell Inc.                                           Date: 11/20/98   Time:15:09

  SHIFT          SHIFT NAME                 SHIFT START TIME

    1            Morning                         00:00
    2            Day                             08:00
    3            Evening                         16:00
```

Period Definition Database Report

The Period Definition Database Report provides a record of the period time frames created through the Time Frames Definition feature. For more information on this feature, refer to the “Parameter Administration” chapter, “Time Frames Definition” section.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Period Definition Database Report.*”

Figure 19-16
Period Definition Database Report

```
               ....   PERIOD DEFINITION DATABASE REPORT              Page 1

Maxell Inc.                                          Date: 11/20/98   Time:15:09

  PERIOD         PERIOD NAME                PERIOD START TIME
                                                 (MM/DD)

    1            January                          1/01
    2            February                         2/01
    3            March                            3/01
    4            April                            4/01
    5            May                              5/01
    6            June                             6/01
    7            July                             7/01
    8            August                           8/01
    9            September                        9/01
   10            October                         10/01
   11            November                        11/01
   12            December                        12/01
```


Page grid

List Definition Database Report

The List Definition Database Report shows the list definition(s) created through the List Management feature. For more information on this feature, refer to the “List Management” chapter.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*List Definition Database Report.*”

List Type(s)

This field is used to specify the type of lists to include in the report. Press [Options] to display a selection of available list types. The available types include ACD–DN, position, trunk, route, agent, activity code, supervisor, node, CDN, or queue.

If this field is left blank, all list types are included in the report. You can print the report at this time without completing any other fields.

If this field is left blank to print all list types, the lists are grouped by type with a page break between each type. For example, all position lists are printed, followed by ACD–DN lists, and so on.

Only existing list types are shown when multiple list types are printed. For example, if no position lists exist, Meridian MAX prints the next list type.

Selected List(s)

This field specifies the lists to include in the report. This can be a single list or all lists for a specified type. Press [Options] to display a list of available lists. This field appears only if a value is entered in the *List Type(s)* field. Leave the field blank to print all the list definitions for the list type specified in the *List Type(s)* field.

Figure 19-17
List Definition Database Report

LIST DEFINITION DATABASE REPORT Page 1

Maxell Inc. Date: 11/20/98 Time:15:09
LISTS

LIST TYPE: Agent NAME: Agent List

1000	1001	1002	1003
1004	1005	1006	1007
1010	1011	1012	1013
1014	1015	1016	1017
1018	1019	1020	1021
1022	1023	1024	1025
1026	1027	1028	1029
1030	1031	1032	1033
1034	1035	1036	1037
1038	1039	1040	

LIST TYPE: Agent NAME: French Agents

1000	1002	1004	1006
1010	1012	1014	1016
1018	1020		

LIST TYPE: Agent NAME: English Agents

1021	1023	1025	1027
1029	1031	1033	1035
1037	1039		

Schedule Definition Database Report

The Schedule Definition Database Report shows the schedule definition(s) created through the Schedule Definition feature. The schedule can have reports and change orders attached. For more information on the Schedule Definition feature, refer to the “Schedule Definition” chapter.

Fields

Report Type

This field specifies the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Schedule Definition Database Report.*”

Selected Schedule(s)

This field specifies the schedule definition(s) to include in the report. This can be a single schedule definition or all the definitions. Press [Options] to display a list of available definitions.

Leave the field blank to print all the schedule definitions. If all schedule definitions are printed, a page break occurs between each definition.

Figure 19-18
Schedule Definition Database Report

```
                    SCHEDULE DEFINITION DATABASE REPORT                Page 1

Maxell Inc.                                          Date: 11/20/98    Time:15:09
  SCHEDULES

================================================================================
NAME:   sched1                         LANGUAGE: English
--------------------------------------------------------------------------------
  DATE SELECTIONS                      TIME SELECTIONS
  Date (mm/dd)           :             End of each interval   :
  Start of each week     :             End of each shift
  Start of each period   :             Times in schedule (hh:mm)
                                            14:00  15:00 16:00   17:00
  Every Monday           : *                09:00  10:00 11:00   12:00
  Every Tuesday          :                  13:00
  Every Wednesday        :
  Every Thursday         :
  Every Friday           :
  Every Saturday         :
  Every Sunday           :

  Time restriction       : 9:00 – 17:00

  ATTACHED REPORTS                          COPIES
     Report1                                  2
     Report2                                  1

  ATTACHED CHANGE ORDERS
     Ch_ord1
```

Note: The “Attached Change Orders” section appears at the bottom of the report only if the Configuration Control feature is enabled on your system.

Custom Report Definition Report

The Custom Report Definition Report shows the report definitions created through the Report Parameter Definition option in the Report Definition feature. For more information regarding this option, refer to the "Report Definition" chapter, "Report Parameter Definition" section.

Fields

Report Type

This field specifies the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Custom Report Definition Report.*"

Selected Report(s)

This field specifies the report definition(s) to include in the report. This can be a single report definition or all definitions. Press [Options] to display a list of available definitions.

Leave the field blank to print all definitions. If all definitions are printed, the report includes all personal reports created by you, and all public reports.

Interpreting the report

Figure 19-19 provides a sample of the Custom Report Definition Report. The fields on the report vary depending on the report definition. For example, if the *Time Frame* field is "*Day,*" the *Interval* field does not appear on the report. If the data is grouped by more than one key field, the *And By* field appears. The *Language of Report* field does not appear on reports for unilingual systems.

If all report definitions are printed, two definitions are printed per page.

Figure 19-19
Custom Report Definition Report

```
                    CUSTOM REPORT DEFINITION REPORT                   Page 1

Maxell Inc.                                          Date: 11/20/98   Time:15:09
  REPORTS

================================================================================
NAME:   Report1                    TYPE: Public
--------------------------------------------------------------------------------
USE OF NAME          :   In menus and on reports
STYLE                :   Tabular
FORMAT               :   Summarized ACD-DN Performance Report
TIME FRAME           :   Interval
GROUP BY             :
--------------------------------------------------------------------------------
Interval . . . . . . . . . . . . . . . . . . .   -1
Day . . . . . . . . . . . . . . . . . . . . . .  -1
Destination ACD-DN  . . . . . . . . . . .

OUTPUT DEVICE:   Default Printer
BANNER PAGE    :  Enabled
LANGUAGE OF REPORT:  English
```

Custom Format Definition Report

The Custom Format Definition Report shows the custom format definitions created through the Tabular Format Definition option and the Graphic Format Definition option in the Report Definition feature. For more information regarding these options, refer to the “Report Definition” chapter, “Tabular Format Definition” section, or the “Graphic Format Definition” section.

Fields

Report Type

This field specifies the type of system report to be printed. Press [Options] to display a list of available reports. Select the “*Custom Format Definition Report.*”

Format Styles(s)

This field specifies whether to print tabular or graphic format definitions. Press [Options] to display a list of available styles.

Leave the field blank to print all tabular and graphic formats. You can print the report at this time without completing any other fields.

If all formats are printed, the report contains all of your personal formats and all of the public formats. If all formats are printed, the formats are grouped by style with a page break between each type. For example, all tabular formats are printed followed by all graphic formats. If multiple format definitions are printed, two definitions of a specific style are printed per page.

Selected Format(s)

This field specifies the format definitions to include in the report. Press [Options] to display a list of available formats.

Leave the field blank to print all formats of the specified style.

This field appears only if a value is entered in the *Format Style(s)* field.

Figure 19-20
Custom Format Definition Report with tabular and graphic format definitions

```
                    CUSTOM FORMAT DEFINITION REPORT                  Page 1

Maxell Inc.                                       Date: 11/20/98    Time:15:09
   FORMATS

================================================================================
   FORMAT STYLE & TYPE       :   Tabular – Public
   NAME                      :   Custom Route Tabular Format
   STATISTICS GROUP          :   Trunk Statistics

   CUSTOM HEADINGS (below) & COLUMN SELECTIONS (bottom)
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+----
      ROUTE                         CALLS    CALLS       SRV
      NAME                          OFFRD    ANSWD       LVL
                                                         %

0 ---- 10 ---- 20 ---- 30 ---- 40 ---- 50 ---- 60 ---- 70 ---- 80 ---- 90 ---- 100 ---- 110 ---- 120 ---- 130
 ??????  aaaaaa    .......##### ..##### ..   %%%
base    ROUTE          CALLS  CALLS      SRV
time    NAME           OFFRD  ANSWD      LVL
unit                                      %
```

```
                    CUSTOM FORMAT DEFINITION REPORT                  Page 2

Maxell Inc.                                       Date: 11/20/98    Time:15:09
   FORMATS

================================================================================
   FORMAT STYLE & TYPE       :   Graphic – Public
   NAME                      :   Custom Graphic V Cluster Bar
   STATISTICS GROUP          :   Destination ACD–DN Statistics
   TYPE OF CHART             :   Vertical Clustered Bar
   DATA AXIS TITLE           :   Number of Calls
   KEY AXIS TITLE            :   Time

   AXIS KEY                  :   Base Time Unit
   LEGEND KEY                :   Data Elements

   SELECTED DATA ELEMENTS:
   1. Tot Answered           2.
   3.                        4.
```

Custom Formula Definition Report

The Custom Formula Definition Report shows the custom formula definitions created through the Formula Definition option in the Report Definition feature. For more information regarding these options, refer to the "Custom Calculator" chapter.

Note: This report is available only if the Formula Definition feature is enabled on your system.

Fields

Report Type

This field is used to specify the type of system report to be printed. Press [Options] to display a list of available reports. Select the "*Custom Formula Definition Report.*"

Statistics Group(s)

This field is used to specify the type of statistics group to be used in the report. The available statistics groups include Destination ACD–DN, overflow, agent, route, trunk, DNIS, activity code, RAN route, CDN, and CDN Call Answer Breakdown. Press [Options] to display a list of available statistics groups.

Leave the field blank to print all the formulas for all the statistics groups. You can print the report at this time without completing any other fields.

If all formulas are printed, the formulas are grouped by statistics group with a page break between each group. For example, all Destination ACD–DN formulas will be printed followed by all overflow formulas. If multiple formula definitions are printed for a statistics group, two definitions are printed per page.

Selected Formula(s)

This field is used to specify the formula to include in the report. Press [Options] to display a list of available formulas.

Leave the field blank to print all formulas of the specified statistics group.

This field appears only if a value is entered in the *Statistics Group(s)* field.

Figure 19-21
Custom Formula Definition Report

```
                   CUSTOM FORMULA DEFINITION REPORT                    Page 1

Maxell Inc.                                          Date: 11/20/98    Time:15:09
  FORMULAS

================================================================================
  NAME     Custom IVR Formula
--------------------------------------------------------------------------------
CALCULATION          STATISTICS GROUP             :   Destination ACD-DN Statistics
  IVR Calls Accepted DIVIDE BY ZERO TREATMENT     :   Divide by One
                     DEFAULT DISPLAY FORMAT       :   Numeric
                     MINIMUM DISPLAY WIDTH        :   5

                     LABELS:
                     In Menus                     :   Custom IVR Formula
                     In Graphs                    :   IVR Accepted
                     In Columns                   :   IVR
                                                      CALLS
                                                      ACCPT

================================================================================
  NAME     Custom Accepted Formula
--------------------------------------------------------------------------------
CALCULATION          STATISTICS GROUP             :   Destination ACD-DN Statistics
  Calls Answered     DIVIDE BY ZERO TREATMENT     :   Force to Zero
  Calls Abandoned    DEFAULT DISPLAY FORMAT       :   Numeric
  +                  MINIMUM DISPLAY WIDTH        :   7
  Num LTOF Calls
  -                  LABELS:
  Num NTOF Calls     In Menus                     :   Custom Accepted Formula
  -                  In Graphs                    :   Num Accepted
                     In Columns                   :   CALLS
                                                      ACCPT
```

Chapter 20: Event log reports

Event log reports provide predefined report formats used to collect specific information about the agents' work day and position events. These reports can be used for scheduling, payroll, and other purposes.

Four reports are available:

- ***Agent First Login/Last Logout Report*** This report shows when an agent started and ended the day. It also indicates the length of time spent handling calls or doing work away from the phone.
- ***Agent All Login/Logout Report*** This report shows all the times agents logged on and off of the system during the day.
- ***Agent Detail Log Report*** This report provides details on each agent's time, such as logons, logoffs, walkaways, and return activities.
- ***Position Detail Log Report*** This report provides details on the positions the agents have logged on to. The information is sorted by position ID and time.

Many of the fields on the event logs are unique and cannot be used for custom reports. The data on the event logs is also only available for the length of time defined in your capacity configuration. For more information, refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), “Configuring the Meridian MAX” chapter, “Capacity Configuration” section.

Producing an event log report

Event log reports use predefined formats to collect agent-related information. It is up to you, however, to specify which agents, time, or positions are to be covered in these reports. This is done through the Report Parameter Definition feature.

Procedure 20-1 provides details for producing an event log report through the Report Parameter definition. For details on the fields, refer to the "Report Definition" chapter.

Procedure 20-1
To produce an event log report

1 Select *"Report Definition"* from the main menu.

A submenu menu appears.

2 Select *"Report Parameter Definition"* from the submenu.

The Report Parameter Definition display appears.

3 In the *Report Name* field, enter a name for the report.

4 In the *Use of Name* field, select "in menus" or "in menus and on report" from the Options menu.

Select "in menus" if you want the report name only to appear in pop-up windows in your system and not on your reports. (In this case, the value in the Format field appears as the report name.) Select "in menus and on reports" if you want your report name to appear in the pop-up windows and on your reports.

5 In the *Style* field, select "Event log" from the Options menu.

6 In the *Banner Page* field, specify whether a banner page should accompany this report.

7 In the *Format* field, select one of the event log formats from the Options menu.

8 In the *Day* field, enter the date or range of dates you want the report to cover.

9 In the *Agent* field, enter the agent, range of agents, or list of agents to be included in the report. Leave the field blank if you want to include all agents in the report.

10 If you selected the "Position Detail Log Report," you can use the *Position* field to enter the position, range of positions, or list of positions to be included in the report. Leave the field blank if you want to include all positions in the report. This field does not appear if you are creating another type of event log report.

11 In the *Output Device* field, select a printer from the Options menu.

The report is sent to the default printer defined in your profile. If one is not defined, it is sent to the system printer defined in the Miscellaneous Options feature. If a default printer is not defined in one of these two areas, the report cannot be printed.

If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to the supervisor default printer.

12 In the *Language of Report* field, enter the language to be used to print the report.

13 Press [Commands] and select "*Print this report.*"

If the Banner Page field is enabled, the report will appear with a banner page similar to the one shown in Figure 20-1.

14 If desired, save the report as a personal or public report.

Analyzing the report banner page

If the Banner Page *field* is enabled on the Report Parameter Definition feature, a banner page appears when the report is printed. The banner page is used to confirm the parameters entered in the Report Parameter Definition feature.

Figure 20-1
Report banner page

```
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
  #####    ###     ###     ###
 #     #  #   #   #   #   #   #
       # #     # #     # #     #
  #####  #     # #     # #     #
       # #     # #     # #     #
 #     #  #   #   #   #   #   #
  #####    ###     ###     ###
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Report title          :   Agent First Login/Last Logout Report

Report type           :   Event Log – Agent First Login/Last Logout Report

Time frame            :   Day

Data selections
----------------
Day                   :   04/19/95
Agents                :   All


Generated at          :   Date 04/20/95 Time 20:25
```


Page grid

ID

This field provides the Meridian MAX supervisor ID of the person who printed the report. This appears in large print at the top of the banner page. In Figure 20-1, “3000” appears in this area. If the report is scheduled to print at a particular time, “Scheduled” appears in this field instead of the ID. For more information on printing scheduled reports, refer to the “Schedule Definition” chapter.

Report title

This field provides the name assigned to the report.

Report type

This field has two elements. The entry you made in the *Style* field appears first. In Figure 20-1, this is “Event log.” The second element is the type of event log you selected in the *Format* field.

Time Frame

This field indicates that the report provides daily information.

Day

This field shows the date or range of dates you entered in the *Day* field.

Agents

This field shows the agents, range of agents, or list of agents you entered in the *Agent* field.

Generated at

This field shows the date and time the report was printed.

Analyzing an event log report

This section analyzes the elements that appear in an event log report. The elements are described in Table 20-1.

Figure 20-2
Agent First Login/Last Logout Report

```
1                    Agent First Login/Last Logout Report          Page 1
                                 Daily Report                            5
2  ABC Corporation
   Day: 04/19/95                     Date: 04/20/95       Time: 20:25:10
3
   AGENT PERIOD    START      END       WORKDAY    LOGIN   %WORKDAY WALKAWAY  %LOGIN   6
                   TIME       TIME      DURATN     TIME    DURATN    TIME    TIME IN
   Day 04/19/95                          HH:MM     HH:MM    LOGIN    HH:MM   WALKAWAY

4  1100 WORKDAY   08:23:48  16:16:52    07:53     07:20      93     00:00      0
   1102 WORKDAY   08:44:52  16:45:58    08:01     07:28      93     00:00      0
   1104 WORKDAY   07:47:00  16:46:46    09:00     08:28      94     00:02      0
   1106 WORKDAY   07:47:42  15:47:26    08:00     07:19      92     00:00      0
   1107 WORKDAY   08:50:14  16:46:26    07:56     07:26      94     00:00      0
   1108 WORKDAY   08:48:58  23:59:59    15:11     14:36      96     00:00      0
   1109 WORKDAY   07:46:08  15:46:08    08:01     07:27      93     00:44      9
   1110 WORKDAY   07:46:08  15:46:08    08:00     07:23      92     00:00      0
   1112 WORKDAY   07:46:30  15:45:42    07:59     07:59     100     00:00      0
   1113 WORKDAY   08:15:46  16:52:22    08:36     07:27      93     00:07      1
   1114 WORKDAY   08:56:04  15:41:10    06:45     06:08      91     00:00      0
   1115 WORKDAY   07:46:56  15:40:14    07:53     05:35      71     00:00      0
```

Table 20-1
Description of report elements

Illustration Number	Description
1	This is the name of the report. If a name is assigned in the *Report Name* field and the *Use of Name* field is set to “in menus and on reports,” your customized name appears as the report name. If “in menus” is selected, the system uses the entry in the *Format* field as the report name. These fields are defined in the Report Parameter Definition feature.
2	This is your company name. It is assigned in the *Customer Name* field in the Miscellaneous Options feature.
3	This shows the date(s) covered in the report. This is specified in the *Day* field in the Report Parameter Definition feature.

— continued —

Table 20-1 (continued)
Description of report elements

Illustration Number	Description
4	This is the key field that determines the order used to sort data in the report. The key field on each of the event logs is agent or position ID.
5	This is the date and time the report was printed.
6	The columns are predefined in the event log reports. These columns determine the type of statistics to be collected from the system.

— end —

Disclaimer

The event logs presented in this chapter are examples only. Every Meridian MAX is different and the values in these samples will not match those produced by your system. The analysis section that follows the samples are also provided only as a guide to interpreting the reports. Your operation might have special situations that are not covered in this document.

Agent First Login/Last Logout Report

The Agent First Login/Last Logout Report shows when an agent started and ended the day. It also indicates the amount of time the agent was logged in or walked away to perform another task. This report can be used as a summary for payroll and administration purposes.

Figure 20-3
Agent First Login/Last Logout Report

```
                    Agent First Login/Last Logout Report            Page 1
                                Daily Report

ABC Corporation
Day: 04/19/95                          Date: 04/20/95       Time: 20:25:10

AGENT PERIOD    START      END        WORKDAY    LOGIN   %WORKDAY WALKAWAY  %LOGIN
                TIME       TIME       DURATN     TIME     DURATN    TIME   TIME IN
Day  04/19/95                          HH:MM     HH:MM    LOGIN     HH:MM  WALKAWAY


1100 WORKDAY   08:23:48  16:16:52     07:53     07:20       93     00:00      0
1102 WORKDAY   08:44:52  16:45:58     08:01     07:28       93     00:00      0
1104 WORKDAY   07:47:00  16:46:46     09:00     08:28       94     00:02      0
1106 WORKDAY   07:47:42  15:47:26     08:00     07:19       92     00:00      0
1107 WORKDAY   08:50:14  16:46:26     07:56     07:26       94     00:00      0
1108 WORKDAY   08:48:58  23:59:59     15:11     14:36       96     00:00      0
1109 WORKDAY   07:46:08  15:46:08     08:01     07:27       93     00:44      9
1110 WORKDAY   07:46:08  15:46:08     08:00     07:23       92     00:00      0
1112 WORKDAY   07:46:30  15:45:42     07:59     07:59      100     00:00      0
1113 WORKDAY   08:15:46  16:52:22     08:36     07:27       93     00:07      1
1114 WORKDAY   08:56:04  15:41:10     06:45     06:08       91     00:00      0
1115 WORKDAY   07:46:56  15:40:14     07:53     05:35       71     00:00      0
```

Statistics on the Agent First Login/Last Logout Report

Start Time

This is the time of the first login of the day.

End Time

This is the time of the last logoff of the day.

Workday Duratn

This is the time between the first login and the last logoff of the day.

Login Time
This is the time spent logged in to the system.

% Workday Duratn Login
This is the percentage of the workday duration time that the agent was logged in to the system.

Walkaway Time
This is the time spent in walkaway status.

% Login Time In Walkaway
This is the percentage of login time spent in walkaway status.

Interpreting the report

Two statistics show the productivity of an agent. The *% Workday Duratn Login* statistic indicates the percentage of an agent's workday spent logged onto the system. The *% Login Time In Walkaway* indicates the percentage of login time an agent spent in walkaway status. A high value in this field might justify a change in your working procedures. Both of these fields should be within an acceptable range set by your organization.

Agent All Login/Logout Report

The Agent All Login/Logout Report shows the time and length of each agent's login and logoff during the day. This report can be used to verify shift and breaks.

Figure 20-4
Agent All Login/Logout Report

Agent All Login/Logout Report — Page 1
Daily Report

ABC Corporation

Day: 04/19/95   Date: 04/20/95   Time: 20:22:10

AGENT	PERIOD	START TIME	END TIME	WORKDAY DURATN HH:MM	LOGIN TIME HH:MM	%WORKDAY DURATN LOGIN	WALKAWAY TIME HH:MM	%LOGIN TIME IN WALKAWAY
Day 04/19/95								
1128	LOGIN	10:44:28	15:18:26		04:34		00:00	0
	LOGIN	15:49:10	18:46:26		02:57		00:00	0
	WORKDAY	10:44:28	18:46:26	08:02	07:31	94	00:00	0
1129	LOGIN	08:55:26	10:57:30		02:02		00:00	0
	LOGIN	11:13:14	11:37:58		00:25		00:00	0
	LOGIN	11:41:42	11:43:40		00:02		00:00	0
	LOGIN	12:32:00	14:53:52		02:22		00:00	0
	LOGIN	14:55:30	15:04:20		00:09		00:00	0
	LOGIN	15:10:56	16:38:08		01:27		00:00	0
	WORKDAY	08:55:26	16:38:08	07:43	06:27	84	00:00	0
1130	LOGIN	09:05:24	11:16:48		02:11		00:00	0
	LOGIN	11:18:34	12:25:16		01:07		00:00	0
	LOGIN	12:31:16	13:14:52		00:44		00:00	0
	LOGIN	13:43:58	15:46:18		02:02		00:00	0
	LOGIN	15:49:30	17:16:28		01:27		00:00	0
	WORKDAY	09:05:24	17:16:28	08:11	07:31	92	00:00	0

Statistics on the Agent All Login/Logout Report

Both logon and workday periods appear on this report. The workday period is a summary line for all the logon periods during the day.

LOGIN PERIODS

Start Time
This is the time of each logon throughout the day.

End Time
This is the time of each logoff throughout the day.

Login Time
This is the time spent logged in to the system.

Walkaway Time
This is the time spent in walkaway status.

% Login Time In Walkaway
This is the percentage of logon time spent in walkaway status.

WORKDAY PERIODS

Start Time
This is the time of the first logon of the day.

End Time
This is the time of the last logoff of the day.

Workday Duratn
This is the time between the first logon and the last logoff of the day.

Login Time
This is the sum of all the logon times during the day.

% Workday Duratn Login
This is the logon time as a percentage of the workday duration time.

Walkaway Time
This is the total time spent in walkaway status.

% Login Time In Walkaway
This is the walkaway time as a percentage of logon time.

Interpreting the report

The *Start Time* and *End Time* for each logon period should correspond to the scheduled break times for each agent. The *Start Time* and *End Time* for the workday period should correspond to those of the shift to which the agent is assigned.

Two statistics show an agent's productivity while logged in. The *% Workday Duratn Login* statistic shows the percentage of time an agent spent logged in to the system. The *% Login Time In Walkaway* shows the percentage of logon time an agent was in walkaway status. These fields are affected by the time agents spend at their positions. These should be within an acceptable range set by your organization.

Agent Detail Log Report

The Agent Detail Log Report provides details on each agent's time. It gives the time and length of all logon, logoff, walkaway, and return activities.

Figure 20-5
Agent Detail Log Report

Agent Detail Log Report — Daily Report — Page 1

ABC Corporation

Date: 04/20/95 Time: 20:25:30

Day: 04/19/95

AGENT	PERIOD	START TIME	END TIME	WORKDAY DURATN HH:MM	LOGIN TIME HH:MM	%WORKDAY DURATN LOGIN	WALKAWAY TIME HH:MM	%LOGIN TIME IN WALKAWAY
Day	04/19/95							
8850	WALKAWAY	12:25:43	12:26:11				0:00	
	WALKAWAY	12:27:39	12:28:51				0:01	
	WALKAWAY	12:29:25	12:38:51				0:09	
	LOGIN	12:23:21	14:05:45		1:42		0:11	10
	WORKDAY	12:23:21	14:05:45	1:42	1:42	100	0:11	10
8963	WALKAWAY	12:27:19	12:29:05				0:02	
	LOGIN	12:23:35	14:05:45		1:42		0:02	1
	WORKDAY	12:23:35	14:05:45	1:42	1:42	100	0:02	1

Statistics on the Agent Detail Log Report

There are walkaway, logon, and workday periods on this report.

WALK-AWAY PERIODS

Start Time

This is the time the agent walked away.

End Time

This is the time the agent returned.

Walkaway Time

This is the time spent in walkaway status.

LOGIN PERIODS

Start Time

This is the time of each logon throughout the day.

End Time
This is the time of each logoff throughout the day.

Login Time
This is the time spent logged in to the system.

Walkaway Time
This is the total time spent in walkaway status during the logon period.

% Login Time in Walkaway
This is the walkaway time as a percentage of the logon time.

WORKDAY PERIODS

Start Time
This is the time of the first logon of the day.

End Time
This is the time of the last logoff of the day.

Workday Duratn
This is the time between the first logon and the last logoff of the day.

Login Time
This is the sum of all the logged-in times during the day.

% Workday Duratn Login
This is the logon time as a percentage of workday duration.

Walkaway Time
This is the total time spent in walkaway status.

% Login Time in Walkaway
This is the walkaway time as a percentage of logon time.

Interpreting the report

The interpretation of the logon and workday periods is the same as for the Agent All Login/Logout Report.

Walkaway times can indicate if an agent is absent from the position ID to find reference material or to get assistance.

Position Detail Log Report

The Position Detail Log Report provides details on the positions being serviced by agents at particular times. The information is sorted by position ID and time. The agent ID is provided to allow you to track the performance of specific agents. The report also provides the time and length of all logon, logoff, walkaway, and return activities.

Figure 20-6
Position Detail Log Report

```
                    Position Detail Log Report                    Page 1
                          Daily Report

ABC Corporation
                                          Date: 04/20/95   Time: 20:22:40
Day: 04/19/95

POSITION    PERIOD       START     END      AGENT   LOGIN    WALKAWAY  %LOGIN
                          TIME     TIME              TIME      TIME    TIME IN
                                                     HH:MM     HH:MM   WALKAWAY
Day 04/19/95

   3001   LOGIN       0:00:00   9:49:16    1004     9:49      0:00        0

   3002   LOGIN       0:00:00   9:56:55    2000     9:57      0:00        0

   3004   WALKAWAY    9:50:20   9:50:42    2006               0:00
          WALKAWAY    9:51:10   9:51:28    2006               0:00
          LOGIN       9:50:08   9:53:04    2006     0:03      0:01       22
          LOGIN       9:53:52   9:53:52    8023     0:00      0:00        0

   3005   LOGIN       0:00:00   9:49:14    8023     9:49      0:00        0
          LOGIN       9:50:58   9:53:38    8023     0:03      0:00        0
          WALKAWAY    9:54:04   9:54:14    2006               0:00
          LOGIN       9:53:16   9:54:14    2006     0:01      0:00       17
```

Statistics on the Position Detail Log Report

There are walkaway and logon periods on this report.

WALKAWAY PERIODS

Start Time

This is the time the agent walked away.

End Time

This is the time the agent returned.

Agent

This is the identification of the agent servicing this position.

Walkaway Time

This is the time spent in walkaway status.

LOGIN PERIODS

Start Time

This is the time of each logon throughout the day.

End Time

This is the time of each logoff throughout the day.

Agent

This is the identification of the agent servicing this position.

Login Time

This is the time spent logged in to the system.

Walkaway Time

This is the total time spent in walkaway status during the logon period.

% Login Time in Walkaway

This is the walkaway time as a percentage of the logon time.

Interpreting the report

This report shows when a position is used by an agent to log in to the system. Frequent or lengthy walkaway periods can indicate a problem area.

Chapter 21: Configuration Control

The Configuration Control feature allows you to alter Meridian 1 options to make the call center perform more efficiently.

The Configuration Control interface is object oriented. You do not need to learn a series of command sequences to perform load management functions. Instead, you simply specify the type of object (ACD-DN, position ID, CDN, or trunk) that you want to change, and the system presents a table showing the selected objects and their current settings.

After modifying a Configuration Control feature and returning to your Meridian MAX real–time displays, you should select "*Refresh display*" from the Commands menu. This updates your display with any configuration changes made in the system by you or others.

> ***Note:*** The Configuration Control feature uses a Load Management Link, which is also referred to as a Configuration Control Link.

Global Configuration Control versus Real–time Configuration Control

Meridian MAX provides two ways to use the Configuration Control feature: Global Configuration Control and Real–time Configuration Control.

Global Configuration Control allows you to access all of the Configuration Control options from the Meridian MAX main menu. For more information, refer to the “Using Global Configuration Control” section.

The Real–time Configuration Control provides you with restricted access to the Configuration Control options. These options are accessed through the real–time displays. For more information, refer to the “Using Real–time Configuration Control” section.

Using Global Configuration Control

Global Configuration Control allows you to access the Configuration Control feature directly from the main menu.

Prerequisites

The Configuration Control feature can only be accessed if the *Global Config Control* field is enabled in your profile record. For more information on this field, refer to the “Parameter Administration” chapter, “Supervisor Definition” section.

To access from the main menu

Follow Procedure 21-1 to access the Configuration Control feature from the main menu.

Procedure 21-1
To access the Configuration Control feature from the main menu

1 Display the Meridian MAX main menu.

2 Move the cursor to *Configuration Control* and press Enter.

The Configuration Control submenu appears as shown in Figure 21-1.

Figure 21-1
Configuration Control submenu

```
                                                              12:00:00
 Configuration Control

          1. Exit
          2. Change Position Assignments & Parameters
          3. Change Overflow Threshold Values
          4. Change Overflow & Interflow Targets
          5. Change Recorded Announcements
          6. Change Night Service Parameters
          7. Change Day Routing Tables
          8. Change Night Routing Tables
          9. Change Trunk Assignments
         10. Change CDN Parameters
         11. View Miscellaneous Parameters
         12. Run Configuration Update
         13. Create or Modify Change Orders
         14. Create or Modify Lists
         15. View Transaction Log

HELP = Help   F10 = Display Execution Queue
```

Note*: When the NACD option is enabled, two additional features appear in the Configuration Control submenu: Change Day Routing Tables and Change Night Routing Tables. For more information, refer to the “Using Network Automatic Call Distribution)” chapter. The Change CDN Parameters selection appears only when CCR is enabled.*

3 Move the cursor to *a selection in the Configuration Control* submenu and press Enter.

The corresponding display appears.

For more information on a selection, refer to Table 21-1.

Table 21-1
Configuration Control submenu options

For information on	**Refer to the following section in this chapter**
Change Position Assignments and Parameters	Changing Position Assignments and Parameters
Change Overflow Threshold Values	Changing Overflow Threshold Values
Change Overflow & Interflow Targets	Changing Overflow & Interflow Targets
Change Recorded Announcements	Changing Recorded Announcements
Change Night Service Parameters	Changing Night Service Parameters
Change Day Routing Table	Changing Day Routing Table
Change Trunk Assignments	Changing Trunk Assignments
Change CDN Parameters	Changing CDN Parameters
View Miscellaneous Parameters	Viewing Miscellaneous Parameters
Run Configuration Update	Running Configuration Update
Create or Modify Change Orders	Creating or Modifying Change Orders
Create or Modify Lists	Creating or Modifying Lists
View Transaction Log	Viewing the Transaction Log

Using Real–time Configuration Control

The Real–time Configuration Control feature allows you to access the Configuration Control feature through the real–time queue statistics displays and the agent statistics displays. Access to the different Configuration Control selections can be restricted through your profile record.

Follow these procedures to use the Real–time Configuration Control feature:

- Enabling the Real–time Configuration Control restrictions. For more information, refer to “Enabling the restrictions.”
- Accessing the Configuration Control feature through the queue statistics displays. For more information, refer to “Using the queue statistics displays.”
- Accessing the Configuration Control feature through the agent statistics displays. For more information, refer to “Using the agent statistics displays.”

Enabling the restrictions

Follow Procedure 21-2 to enable the Real–time Configuration Control feature and define the restrictions.

Procedure 21-2
To enable the Real–time Configuration Control feature and set the restrictions

1 Display the supervisor’s record through the Supervisor Definition display.

For more information on this display, refer to the “Parameter Administration” chapter, “Supervisor Definition” section.

2 In the Supervisor Definition display, set the *Real–time Config Control* field to “*Enabled*”.

A new function key, [Real–time CC], appears.

3 Press the [Real–time CC] function key.

The Real–time Configuration Control Definition display appears, as shown in Figure 21-2.

Note: *If the Real–time Config Control field is enabled, the supervisor’s profile can only be saved if you enter the Real–time Configuration Control Definition screen at least once.*

Not all the options may appear as shown in this figure due to system configurations and security restrictions, such as those defined in the Supervisor Definition feature.

Figure 21-2
Real–time Configuration Control Definition display

```
                                                                     12:00:00
 Supervisor Definition - Real-time Configuration Control Definition

                CHANGE  POSITION ASSIGNMENTS                    Yes
                CHANGE  OVERFLOW THRESHOLDS                     No
                CHANGE  OVERFLOW & INTERFLOW TARGETS            No
                CHANGE  RECORDED ANNOUNCEMENTS                  No
                CHANGE  NIGHT SERVICE PARAMETERS                No
                CHANGE  DAY ROUTING TABLES                      No
                CHANGE  NIGHT ROUTING TABLES                    No
                CHANGE  CDN PARAMETERS                          No
                VIEW MISCELLANEOUS PARAMETERS                   Yes

HELP = Help  PF1 = Exit      PF2 = Options
```

4 Move the cursor to a selection to be enabled.

5 Press the [Options] function key and select “*Yes*” or “*No*”.

6 Repeat Steps 4 and 5 until all the selections have been set.

Note: *At least one selection must be set to “Yes” before the supervisor profile can be saved.*

7 When finished, press the [Exit] function key.

The Supervisor Definition display appears.

8 Complete the Supervisor Definition display and exit from it.

Using queue statistics displays

Only the features enabled on the Real–time Configuration Control Definition display can be accessed through the queue statistics displays.

Follow Procedure 21-3 to use the Configuration Control feature through the queue statistics displays.

Procedure 21-3
To use the Configuration Control feature through the queue statistics display

1 Make certain you have been given Real–time Configuration Control privileges in your supervisor profile.

For more information, refer to the "Enabling the restrictions" section in this chapter.

2 Access a queue statistics display.

For information on accessing a queue statistics display, refer to the "Queue Statistics Display" chapter.

3 Press the [Configuration Control] function key.

A popup menu appears with a list of available Configuration Control features. Only those options enabled on the Real–time Configuration Control Definition display in your profile are shown.

If you are using a display containing ACD statistics, the "Which ACD Option?" popup menu appears. This popup contains a subset of the options available in the Configuration Control main menu and represents those selections which perform operations on ACD–DNs. To appear in this popup, the options must also be enabled on the Real–time Configuration Control Definition display accessed through your profile record.

If you are using a display containing CDNs, the "Which CDN Option? popup menu appears. It offers the options you can use to perform operations on CDNs.

Table 21-2 describes where to go for more information on each submenu option.

4 Move the cursor to an option in the popup menu and press {Enter}.

The selection appears in a small window at the bottom of the real–time display. Figure 21-3 shows how the display appears after the View Miscellaneous Parameters option has been selected.

Figure 21-3
Queue Statistics Display with View Miscellaneous Parameters

```
                                                                          12:00:00
 Standard Tabular ACD-DN Display - Global View
 ACD-DN      AVERAGE    SERVICE    CALLS      CALLS      CALLS_WAITING  TIME   OVERFLOW
             DELAY      LEVEL %    ABANDONED  ANSWERED   DIRECT VIRTUAL  IN      OUT

 Sales         5          92         0          44         1         1    11       14
 Service       8          86         2          33         0         0     0        0
 Inquire       6          91         0          41         1         1     8       13

                  - Position Status Counts Display -
 ACD-DN    ACD CALL     NOT READY    WAITING  DN CALL  SPARE          TOTAL

 Sales                                         3           1            4
 Service                  1             1                  2            4
 Inquire                                2                  2            4

   Configuration Control - View Miscellaneous Parameters
                    Maximum PBX  Music     Call          Observe
       ACD-DN       Positions    Route     Forcing       Warning Tone

       SALES            4        ***       No            No

HELP = Help  PF1 = Commands  PF2 = Enter CC Window  PF3 = Remove CC Window  F20 = >>
```

5 Press the [Enter CC window] function key.

The cursor moves into the Configuration Control window at the bottom of the display. This allows you to modify the values in the window.

6 Use the up/down arrow keys to display other queues in the Configuration Control window.

Only the parameters and options for one queue can be viewed and modified at a time. While the Configuration Control window is active, the ACD–DN queue being viewed is also highlighted above in the queue statistics portion of the display.

7 When you reach the desired queue, use the left/right arrow keys to move the cursor to a specific field.

8 Modify the field by typing the new value directly over the existing value.

9 After you have finished modifying the fields, press the [Commands] function key and select “*Execute.*”

A message appears at the bottom stating: “Configuration Control request has been initiated.”

10 After the request is completed, select "*Exit.*"

The queue statistics display becomes active and the cursor returns to it.

11 Press [Remove CC window] to remove the Configuration Control window from the display.

12 Press [Commands] and select "*Exit*" to return to the Meridian MAX main menu.

Selections from the "Which ACD Option?" or "Which CDN Option?" submenu

The "Which ACD Option?" submenu or "Which CDN Option?" submenu provides a list of Configuration Control features, which can be accessed from the queue statistics displays.

Table 21-2 provides a list of options that can be accessed from the submenu, depending on your profile privileges. The table also indicates where to find more information on an option.

Table 21-2
Configuration Control submenu options

For information on	Refer to the following section in this chapter
Change Overflow Threshold Values	Changing Overflow Threshold Values
Change Overflow & Interflow Targets	Changing Overflow & Interflow Targets
Change Recorded Announcements	Changing Recorded Announcements
Change Night Service Parameters	Changing Night Service Parameters
Change Day Routing Table	Changing Day Routing Table
Change Trunk Assignments	Changing Trunk Assignments
Change CDN Parameters	Changing CDN Parameters
View Miscellaneous Parameters	Viewing Miscellaneous Parameters

Using agent statistics displays

If you have Real–time Configuration Control privileges, you can use the agent statistics display to access only one Configuration Control display. This display is called Change Position Assignments & Parameters.

The Change Position Assignments & Parameters can be used to reassign the queues, priorities, supervisors, and keys used by the agent(s). Agents, however, cannot be added or deleted through this pop-up window. For more information on the fields in this window, refer to the "Changing Position Assignments & Positions" section.

Any Configuration Control changes made to positions through the agent statistics display are reflected in your scheduled change orders waiting to be executed. For example, a change order can be created to assign Position 1234 to ACD-DN 5678. Before the change order is executed, a supervisor might activate the Configuration Control feature through an agent statistics display to assign Position 1234 to ACD-DN 9012. When the change order is executed, Position 1234 is assigned to ACD-DN 5678, not ACD-DN 9012. For more information on scheduling change orders, refer to the "Schedule Definition" chapter.

Follow Procedure 21-4 to use the Configuration Control feature through the agent statistics displays.

Procedure 21-4
To use the Configuration Control feature through the agent statistics display

1 Make certain you have been given Real–time Configuration Control privileges in your supervisor profile.

For more information, refer to the "Enabling the restrictions" section in this chapter.

2 Access an agent statistics display.

For information on accessing an agent statistics display, refer to the "Agent Status Display" chapter.

3 If the Agent Status Timer Display is shown by agent names, switch to another agent statistics display.

The [Configuration Control] function key is not available on the Agent Status Timer Display if it is shown by agent names.

For information on accessing another agent statistics display, refer to the "Agent Status Display" chapter.

4 Press the [Configuration Control] function key.

The Change Position Assignments & Parameters appears in a small window at the bottom of the agent statistics display.

Note: *This function key is available only if the Change Position Assignments & Parameters option is enabled in your real–time configuration control profile.*

Figure 21-4 indicates how an agent statistics display appears with the Change Position Assignments & Parameters window.

Figure 21-4
Agent statistics display with the Change Position Assignments & Parameters window

```
                                                                     12:00:00
 Agent Status by ACD-DN Display - Global View

 ACD-DN      POSITION  STATUS     AGENT..NAME  POSITION  STATUS     AGENT..NAME

 Inquire     3704      NOT READY  Allan Brady
 Promotio    3802      ACD        Bob Wells    3805      WAIT       Frank Jones
 Reservat    3700      SPARE                   3701      DN OUT     John Smith
             3702      ACD        Ernie Banks  3703      SPARE
             3706      SPARE                   3707      ACD        Peter Jones
             3708      SPARE                   3709      SPARE
             3810      ACD        Julie Ronie  3813      NOT READY  Lucy White
             3814      SPARE
 Sales       3705      DN IN  ◆   Mary Carney  3806      WAIT       Paul Baxter
             3807      WAIT       Carol Cassy
 Service     3801      NOT READY  George Barry 3808      SPARE

   Configuration Control - Positions
 Position          ACD-DN     Supervisor    Key    Priority  Current Agent

 3704              Inquiries 3700           14        1      2222 Allan Brady

 HELP = Help   PF1 = Exit   PF2 = Enter CC Window   PF3 = Remove CC Window   F6 = Print
```

Notice that one of the fields under the Position heading is highlighted, and the Configuration Control information for that position is shown in the Configuration Control window. Use the arrow keys to move the highlighting bar to the position you want to view or change.

5 Press the [Enter CC window] function key.

The cursor moves into the Configuration Control window at the bottom of the display. This allows you to modify the values in the window.

If MQA is enabled, this window provides five lines to display all the queues being serviced by the agent. The status of the queues is presented at the time the screen is invoked. If the data changes while the queues are being viewed, the new data might not be included until the window is refreshed, or you exit and return to it.

6 Use the up/down arrow keys to display other queues in the Configuration Control window.

7 When you reach the desired queue, use the left/right arrow keys to move the cursor to a specific field.

8 Modify the field by typing the new value directly over the existing value.

9 After you have finished modifying the fields, press the [Commands] function key and select "*Execute*".

A message appears at the bottom stating: "Configuration Control request has been initiated."

10 After the request is completed, select "*Exit.*"

The agent statistics display becomes active and the cursor returns to it.

11 Press [Remove CC window] to remove the Configuration Control window from the display.

12 Press [Commands] and select "*Exit*" to return to the Meridian MAX main menu.

Changing position assignments and parameters

The Change Position Assignments & Parameters feature is used to reassign and display the queues, priorities, supervisors, and keys used by each agent.

MQA enabled

With MQA, this feature shows all the queues being serviced by an agent up to a maximum of five. The order an agent uses to log on to the queues determines how they appear on the screen. The primary queue is the first one logged on to by an agent. It is the only one that shows the position, supervisor, and agent. Five lines are available for every position on the screen even if the lines are blank.

Queues, priorities, and supervisors can be changed but not added or deleted. For example, if an agent logs on to two queues, the supervisor can reassign the agent to other queues but cannot add a third one. The number of queues can only be changed by having the agent log off and log back on to a different number of queues.

Changes made on the screen take effect immediately after being executed. However, an active call cannot be interrupted by changes. For example, an agent can be engaged in a call on one queue and logged on to two other queues when a supervisor changes the active queue and one of the others. In this scenario, the inactive queue changes immediately, and the active queue changes only when the call is completed.

All the fields show the current values regardless of whether the agent is logged on. An asterisk (*) appears in a field if a value has not been assigned. For example, an * appears in the *Current Agent* field if an agent is not logged on to the system.

MQA disabled

Without MQA, this screen displays the single queue to which an agent is assigned. The queue, priority, supervisor, and key can be changed.

Figure 21-5
Configuration Control—Positions screen using MQA

```
                                                                    12:00:00
Configuration Control - Positions
Position          ACD-DN    Supervisor  Key      Priority       --Current Agent--

123-3000         Billing            3020   **           1        4300   Allan Brady


123-3002         Inquiry            3020   **           3        *
                 Credit                                 4
                 Billing                                4

123-3003         Inquiry            3020   11          20        2004   George Barry
                 Credit                                20
                 Billing                               20

200-1000         Credit         ***-****   **           3        75     Emily Chan
                 Silver Members                         3
                 Gold Members                           3

HELP = Help  PF1 = Commands  PF2 = Options  REMOVE= Delete entry  F20 = >>
```

Follow Procedure 21-5 to change the positions.

Procedure 21-5
To change positions

1 Select “*Configuration Control*” from the main menu.

A submenu appears.

2 Select “*Change Position Assignments & Parameters”* from the submenu.

The Configuration Control – Positions screen appears.

3 In the *Position* field, enter a single position ID, a single asterisk (*****) for all positions in the configuration, or a position list.

The records corresponding to your entry appear.

4 Change any of the fields.

5 Press [Commands] and select “*Execute.”*

This validates your entries.

6 Select “*Exit”* from the Commands menu.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

The command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=Position lists

This function key displays a pop-up window of the position lists defined in the List Management feature. The key does not appear if there are no defined position lists. Refer to the “List Management” chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name, for each position in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements in the list.

To remove the list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

This function key removes the position list popup from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section in this chapter for more information.

Remove=Delete entry

This function key removes an entry from a list.

Remove=Delete list

This function key removes the list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This function key separates the list from the list entries so individual changes can be made to each entry. This option appears while the cursor is on the list terminator, shown as ‘======’.

Fields

Position

This field contains the identification number or name assigned in the Meridian 1 switch to the phoneset. This identification can be the position ID, position list name, or an asterisk (*) followed by {RETURN}. Enter an asterisk to display all the position records.

The corresponding ACD-DN, supervisor ID, key, priority, and agent ID appear after the position is entered.

ACD-DN

This field contains the number(s) or name(s) of the ACD-DNs assigned to the agent. If you enter a new agent position, the field is highlighted or underlined depending on your terminal.

Supervisor

This field contains the Meridian 1 supervisor ID of the supervisor assigned to the agent. This field is highlighted if the agent position is changed. The supervisor ID can be up to seven digits, in the form ###-####.

Key

This field contains the key number assigned to the position on the Meridian 1 supervisor's set. This number is programmed in to the agent key on the supervisor's set. If the supervisor wants to communicate with the agent, the agent key is pressed. If "**" appears in this field, it indicates that a key is not assigned.

Priority

This field contains the priority number assigned to a queue. If two agents are free when a call comes in, the agent with the highest priority (the number closest to one) receives the call.

For example, an agent can serve an English customer service queue as a high priority and a similar French queue at a lower priority if he is less fluent in French.

This field only appears if the Agent Priority feature is installed on the Meridian 1 switch, and it contains the priority of this position. This number must be between one and 32 or 48, where one is the highest priority. The limit of 32 or 48 depends on the size of your Meridian PBX.

If MQA is enabled, this field can display up to five priorities per position. These agents can also have a different priority in each queue. Calls from queues with the highest priority are handled first.

Current Agent

This field displays the ID and name of the agent currently logged on to the position. This field is for display only and cannot be changed.

An asterisk (*) appears in this field if the agent is not logged on to the system.

Changing overflow threshold values

The Change Overflow Threshold Values feature allows you to control the thresholds and blinking speed of the Call Waiting lamp on the agent's phoneset and the Display Queue lamp on the supervisor's phoneset. This blinking lamp indicates the number of calls waiting in queue, whether a queue is in an overloaded state, and so on. This feature also controls automatic overflow decisions.

The fields that appear on your screen depend on the options and packages enabled on your Meridian 1. Figure 21-6 shows the screen prior to X11 and X11 International Release 15. Figure 21-7 shows the screen for the X11 and X11 International Release 15 and onward.

Figure 21-6
Configuration Control—Thresholds screen prior to X11 and X11 International Release 15

```
                                                                    12:00:00
 Configuration Control - Thresholds
                        Calls                      Queue
   ACD-DN               Waiting        Busy        Overflow

   SALES                  3              4            5
   SERVICE                2              3            4
   INQUIRIES              5              6            8
   RESERVATIONS           4              6            7
   PROMOTIONS             1              3            5

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Delete entry   F20 = >>
```

Figure 21-7
Configuration Control—Thresholds screen for the X11 and X11 International Release 15 and onward

12:00:00

Configuration Control - Thresholds

ACD-DN	-Calls Waiting Lamp- Steady	Flash	Wink	Busy	Queue	Overflow Time	NTWK Q Size	Call Forc. Time
Sales	2	0	5	****	5	****	10	0
SERVICE	0	0	0	****	5	20	160	5
INQUIRIES	0	0	0	****	5	20	92	12
RESERVATIONS	0	0	0	****	5	20	17	30
PROMOTIONS	0	0	0	****	5	20	25	22
899	0	0	0	****	5	20	100	9

HELP = Help PF1 = Commands PF2 = **Options** REMOVE= Delete entry F20 = >>

Follow Procedure 21-6 to change the configuration control thresholds.

Procedure 21-6
To change configuration control thresholds

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*Change Overflow Threshold Values*” from the submenu.

The Configuration Control – Thresholds screen appears.

3 In the *ACD-DN* field, enter the name or number of the ACD-DN to be changed. You can also enter an ACD-DN list or a single asterisk (*) for all ACD-DNs in the configuration.

The records appear corresponding to your entry. If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter “Y”, the system adds the remaining records in blocks of 25.

4 Change any of the fields.

5 Press [Commands] and select “*Execute.”*

This validates your entries.

6 Select “*Exit”* from the Commands menu.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=ACD-DN lists

This function key displays a pop-up window of the ACD-DN lists defined in the List Management feature.

This function key does not appear if there are no defined ACD-DN lists. Refer to the “List Management” chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries can be made. Press [Delete entry] while positioned on an element in a list to remove the entry and expand the list.

PF3=No selection

This function key removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Viewing the execution queue" section in this chapter for more information.

Remove=Delete entry

This function key removes an entry from a list.

Remove=Delete list

This function key removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This function key separates the list from the list entries so individual changes can be made to each entry. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN

This field contains the identification number or name of the ACD-DN. You can enter the ACD-DN name, number, or list name. You can also enter an asterisk (*) to display all the ACD-DN records in the configuration. If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter “Y”, the system adds the remaining records in blocks of 25.

Calls Waiting

This field determines the number of calls that must be queued before the Call Waiting and Display Queue lamps are activated. This threshold has no effect on overflow operation.

Some queues might have the NCWL package disabled on the Meridian 1, in which case the *Flash* and *Wink* thresholds are not used for these queues. Instead, the *Busy* and *Queue Overflow* thresholds control the lamp.

The installer must enter “*Yes*” to the *NCWL* prompt in the Meridian 1 switch software to separate the control of the Call Waiting lamp and Display Queue lamp from the overflow thresholds. The *Busy* threshold and the *Queue Overflow* threshold still affect the overflow of calls to and from the ACD-DN, but they no longer affect the lamps on the phonesets.

Steady determines the number of calls that must be queued for the lamps to light steadily. *Flash* determines the number of calls that must be queued for the lamps to flash slowly. *Wink* determines the number of calls that must be queued for the lamps to flash quickly.

Busy

This field determines the number of calls that must be queued to cause the appropriate lamps on the phonesets to flash slowly. Once the queue has reached this busy state, no more overflowed calls are accepted from other ACD-DNs, although direct calls, calls interflowed, and calls night forwarded are still accepted. If this threshold is less than or equal to the *Calls Waiting* threshold, the status lamps remain steadily lit rather than flash. A series of asterisks in this field indicates that the field is not being used.

Queue Overflow

This field determines the number of calls in a queue that must be reached before the lamps on the phonesets flash to indicate that the ACD-DN is overloaded. Once this state is reached, newly arriving direct calls attempt to overflow or interflow, if these options are specified.

If a call overflows to a defined night service number that is within the same switch, that call is pegged as a queue overflow call.

Time Overflow

This field only appears if the Timed Overflow feature is enabled on your Meridian 1. A call waiting in the queue overflows to a target overflow queue when the threshold waiting time is exceeded. A time overflow threshold cannot be defined for a queue that has a day target table defined (although this definition is not checked until the Configuration Control change is executed).

Network Queue Size

This field appears only if your Meridian 1 is equipped with the ACD Networking feature. This threshold sets a limit on the number of calls received locally and from other nodes that can be queued for the ACD-DN. The network queue size must be greater than the flow control threshold (FCTH) defined on the Meridian 1 switch.

Call Force Time

This field appears only if your Meridian 1 is equipped with the Call Forcing option. This threshold determines the number of seconds that must elapse after disconnecting from a call before an ACD agent is considered idle and ready to receive another ACD call.

Changing overflow and interflow targets

The Change Overflow and Interflow Targets feature allows you to change the overflow targets and interflow number assigned to queues.

Figure 21-8
Configuration Control—Overflow Targets

```
                                                                        12:00:00
Configuration Control - Overflow Targets
                    -------Overflow Targets-------              Interflow
 ACD-DN                 1st          2nd             3rd        Number

 SALES              SERVICE      INQUIRIE        RESERVAT
 SERVICE            SALES        RESERVAT        PROMOTIO
 INQUIRIES          ********     ********        ********
 RESERVATIONS       ********     ********        ********
 PROMOTIONS         ********     ********        ********

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Delete entry   F20 = >>
```

Follow Procedure 21-7 to change overflow and interflow targets.

Procedure 21-7
To change overflow and interflow targets

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*Change Overflow & Interflow Targets*” from the submenu.

The Configuration Control – Overflow Targets screen appears.

3 In the *ACD-DN* field, enter the name or number of the ACD-DN to be changed. You can also enter an ACD-DN list or a single asterisk (*) for all ACD-DNs in the configuration.

The records appear corresponding to your entry.

If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter “Y”, the system adds the remaining records in blocks of 25.

4 Change any of the fields.

5 Press [Commands] and select “*Execute.”*

This validates your entries.

6 Select “*Exit”* from the Commands menu.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit
This command returns the system to the Configuration Control submenu.

Clear the table
This command removes any data from the screen.

Remove changes
This command updates your display with any configuration changes made in the system while you were working on this screen.

Execute
This command sends the data to the execution queue.

Refresh display
This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=ACD-DN lists

This function key displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the “List Management” chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries can be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

This function key removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section in this chapter for more information.

Remove=Delete entry

This function key removes an entry from a list.

Remove=Delete list

This function key removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This function key removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN

This field contains the identification number or name of the ACD-DN. You can enter the ACD-DN name, number, or list name. You can also enter an asterisk (*) to display all the ACD-DN records in the configuration. If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter "Y", the system adds the remaining records in blocks of 25.

Overflow Targets

These fields contain space for up to three overflow targets for this queue. Each of the targets should be either the number or name of another ACD-DN, or "***" to indicate that no target is assigned. If you show a target as "***" and then follow it with an assigned target, the "***" disappears and the assigned target moves to that space. For an overflow target to work, a time overflow threshold or queue overflow threshold must also be defined.

Interflow Number

This field contains the number to which interflowed calls are routed when interflow is enabled. (Interflow can be enabled from a key on the supervisor's set, or automatically at the Meridian 1.) This number can be an internal ACD or non-ACD number, an extension number, or an external number. It can be up to 23 characters long, including the "*" character where necessary to indicate a dialing pause. For an interflow number to work, a queue overflow threshold must be defined.

Changing recorded announcements

The Change Recorded Announcements feature allows you to set or change the thresholds and routes for the first and second recorded announcements for particular queues.

Figure 21-9
Configuration Control—Recorded Announcements

```
                                                                              12:00:00
 Configuration Control - Recorded Announcements
                 -1st Announcement-     -2nd Announcement-
 ACD-DN       Threshold    Route     Threshold    Route

 SALES               10          10          15         12
 SERVICE             15          10          30         18
 INQUIRIES           15          15          25         19
 RESERVATIONS        20          20          30         25
 PROMOTIONS          20          20          30         25

HELP=Help  PF1=Commands  PF2=Options  REMOVE=Delete entry                    F20=>>
```

Follow Procedure 21-8 to change thresholds for recorded announcements.

Procedure 21-8
To change thresholds for recorded announcements

1 Select "*Configuration Control*" from the main menu.

A submenu appears.

2 Select "*Change Recorded Announcements*" from the submenu.

The Configuration Control – Recorded Announcements screen appears.

3 In the *ACD-DN/CDN* field, enter the name or number of the ACD-DN/CDN to be changed. You can also enter a queue list or a single asterisk (*****) for all ACD-DNs/CDNs in the configuration.

The records appear corresponding to your entry.

If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter “Y,” the system adds the remaining records in blocks of 25.

4 Change any of the fields.

5 Press [Commands] and select “*Execute.”*

This validates your entries.

6 Select “*Exit”* from the Commands menu.

Function keys

Help=Help

This command provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=Queue lists

This function key displays a pop-up window of the queue lists defined in the List Management feature. This function key does not appear if no queue lists are defined. Refer to the “List Management” chapter for more information regarding lists.

When a list is added to the screen, table entries are added for each ACD-DN/CDN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list. To remove the entire list from the screen, move the cursor to the list name and press [Delete list]. To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries might be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

This function key removes the queue list pop-up window from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section for more information.

Remove=Delete entry

This function key removes an entry from a list.

Remove=Delete list

This function key removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This function key removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as ‘======’.

Fields

ACD-DN/CDN

This field contains the identification number or name of the ACD-DN or CDN. You can enter the ACD-DN or CDN name, number, or list name. You can also enter an asterisk (*) to display all the ACD-DN or CDN records in the configuration. If an asterisk (*) is entered, a pop-up window can appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter “Y”, the system adds the remaining records in blocks of 25.

Threshold

The two *Threshold* fields contain the number of seconds a call should wait before receiving either the first or second recorded announcement.

Route

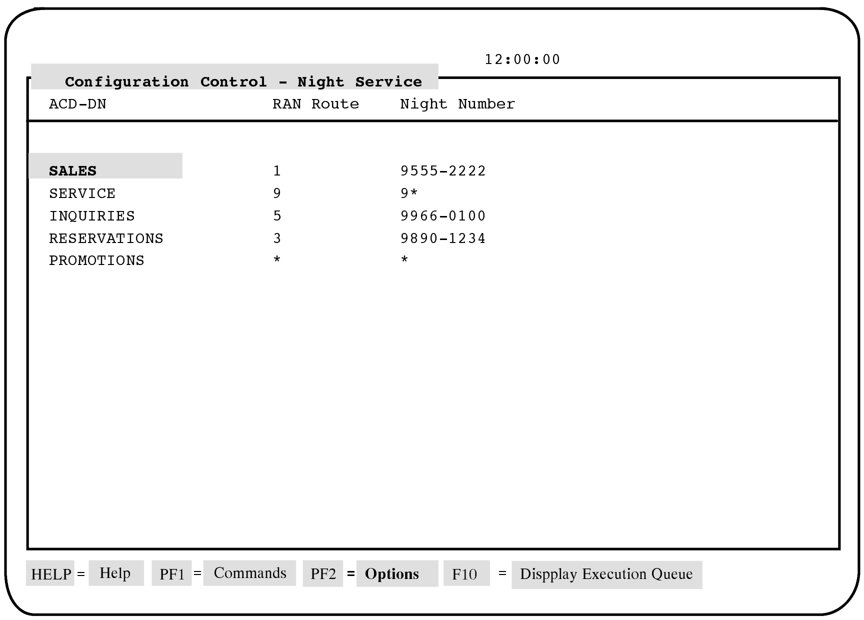
The two *Route* fields contain the RAN Route number for the first or second recorded announcement.

Changing night service parameters

The Change Night Service Parameters feature allows you to set or change the night RAN routes and night numbers for each queue. This determines the number to which a call is directed when the queue is in night service.

Night service can be invoked from a supervisor's set or when all agent positions for the queue are logged off. Meridian MAX can also collect data on the calls abandoned in night service mode and use it to produce reports to enhance customer service.

Figure 21-10
Configuration Control—Night Service



Follow Procedure 21-9 to assign RAN routes to night service numbers.

Procedure 21-9
To assign RAN routes to night service numbers

1 Select "Configuration Control" from the main menu.

A submenu appears.

2 Select “*Change Night Service Parameters*” from the submenu.

The Configuration Control – Night Service screen appears.

3 In the *ACD-DN* field, enter the name or number of the ACD-DN to be changed. You can also enter an ACD-DN list or a single asterisk (*) for all ACD-DNs in the configuration.

The records appear corresponding to your entry.

If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you would like to add more entries. If you enter “Y,” the system adds the remaining records in blocks of 25.

4 In the *RAN Route* field, assign the night RAN route.

The RAN route must be predefined in the Route Definition feature in Parameter Administration.

5 In the *Night Number* field, enter the phone number to which calls are forwarded when the queue is in night service.

6 Press [Commands] and select “*Execute.”*

This validates your entries.

7 Select “*Exit”* from the Commands menu.

Function keys

Help=Help

This command provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This command removes the Commands pop-up window from the screen.

PF2=Options

This command displays a description or list of valid entries for the field.

PF2=Remove options popup

This command removes the Options pop-up window from the screen.

PF3=ACD-DN lists

This command displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the “List Management” chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries can be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

This command removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

This command displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section in this chapter for more information.

Remove=Delete entry

This command removes an entry from a list.

Remove=Delete list

This command removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This command removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN

This field contains the identification number or name of the ACD-DN. You can enter the ACD-DN name, number, or list name. You can also enter an asterisk (*) to display all the ACD-DN records in the configuration. If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you would like to add more entries. If you enter "Y", the system adds the remaining records in blocks of 25.

RAN Route

This field provides the number of the night RAN route. This number must be predefined in the Route Definition feature in Parameter Administration. If a series of asterisks appear in this field, it indicates a RAN route has not been assigned.

Night Number

This field contains the number to which calls are forwarded when the queue is in night service. This number can be an internal ACD or non-ACD number, an extension number, or an external number. It can be up to 23 characters long, including the "*" character to indicate a dialing pause, and the code to exit the switch. If the defined night service number is within the same switch, a call that overflows to it is pegged as a Queue Overflow call.

Changing the day routing table

The Change Day Routing Table feature allows you to change the routing of incoming calls during normal daily operation. This feature is only available if your system has Network Automatic Call Distribution (NACD). For more information, refer to the “Using Network Automatic Call Distribution” chapter, ”Configuration Control menu” section.

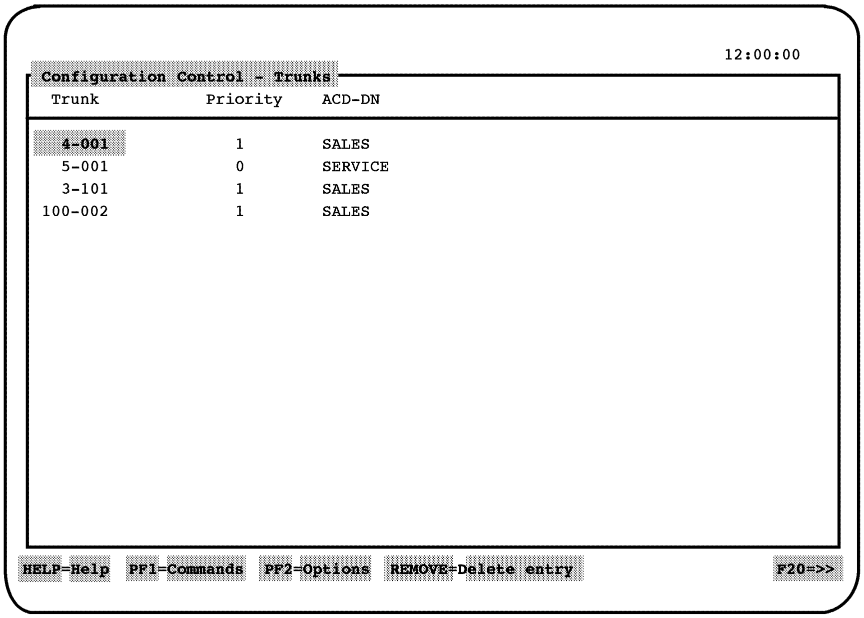
Changing the night routing table

The Change Night Routing Table feature allows you to change the routing of incoming calls when your system is in night service. This feature is only available if your system has Network Automatic Call Distribution (NACD). For more information, refer to the “Using Network Automatic Call Distribution” chapter, ”Configuration Control menu” section.

Changing trunk assignments

The Change Trunk Assignments feature allows you to change trunk assignments and priorities.

Figure 21-11
Configuration Control–Trunks



Follow Procedure 21-10 to change trunk assignments.

Procedure 21-10
To change trunk assignments

1 Select "Configuration Control" from the main menu.

A submenu appears.

2 Select "*Change Trunk Assignments*" from the submenu.

The Configuration Control – Trunks screen appears.

3 In the *Trunk* field, enter the name or number of the trunk to be changed. You can also enter a trunk list or a single asterisk (*) for all trunks in the configuration.

The records appear corresponding to your entry.

If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter "Y," the system adds the remaining records in blocks of 25.

4 Change any of the fields.

5 Press [Commands] and select "*Execute.*"

This validates your entries.

6 Select "*Exit*" from the Commands menu.

Function keys

Help=Help

This command provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=Trunk lists

This function key displays a pop-up window of the trunk lists defined in the List Management feature. This function key does not appear if there are no defined trunk lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each trunk in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list. To remove the entire list from the screen, move the cursor to the list name and press [Delete list]. To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries can be made. Press [Delete entry] while positioned on an element in a list to be remove the entry and expand the list.

PF3=No selection

This function key removes the trunk list pop-up window from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Viewing the execution queue" section in this chapter for more information.

Remove=Delete entry

This function key removes an entry from a list.

Remove=Delete list

This function key removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

This function key removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

Trunk

This field contains the trunk number, which is expressed in the form "rrr-mmm," in which "rrr" is the route number (from 0–511), and "mmm" is the member number (from 1–126).

You can enter a trunk number, list name, or an asterisk to display all trunk information. If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter "Y," the system adds the remaining records in blocks of 25.

For each Trunk number or List name entered, the associated Priority and ACD–DN appear and might change.

> *Note:* A trunk list can contain entries to be used in the Configuration Control and Report Definition features. The format for the entries designed for the reports is "mmm." However, these entries appear as "0-mmm" if they are used in Configuration Control. For example, a trunk entered as "123" appears as "0-123."

For each trunk number or list name entered, the associated Priority and ACD-DN/CDN appear and might change. Only autoterminating trunks can be changed.

ACD–DN

This field contains the number or name of the ACD–DN to which this trunk is currently assigned. If you have entered a new trunk value, this field is highlighted.

Priority

This field shows the priority status of the trunk. A "0" in this field means no priority and a "1" means priority. Calls coming in over priority trunks are handled before nonpriority calls. This feature is especially useful for long-distance trunks.

ACD-DN/CDN

This field contains the number or name of the ACD-DN or CDN to which this trunk is assigned.

Changing CDN parameters

The Change CDN Parameters feature allows you to view and change the parameters that affect the way a CDN is handled. This option is only available if you have the CCR/EAR MIS option.

Figure 21-12
Configuration Control—CDN Parameters

12:00:00

Configuration Control - CDN Parameters

Control DN	CDN Mode	Default ACD-DN	Call Ceiling	Call Waiting	Busy	Queue Overflow	Music Route
500	Control	555-5000	63	167	44	99	***
501	Default	555-5100	1836	111	246	1089	***
502	Control	555-5000	84	8	184	2046	***
503	Default	555-5100	175	77	164	839	***
504	Control	555-5000	9	16	129	925	***
505	Default	555-5100	34	239	33	995	***
506	Control	555-5000	729	33	90	598	***
507	Default	555-5100	222	100	221	88	***
508	Control	555-5000	0	83	178	2000	***
509	Default	555-5100	59	27	69	678	***
510	Control	555-5000	3	202	29	921	***
511	Default	555-5100	199	1055	93	901	***
512	Control	555-5000	66	44	55	44	***
513	Default	555-5100	69	80	189	798	***
514	Control	555-5000	2	175	167	1033	***
515	Default	555-5100	81	185	239	1098	***

HELP = Help   PF1 = Commands   PF2 = **Options**   F10 = Display Execution Queue

Follow Procedure 21-11 to change the CDN parameters.

Procedure 21-11
To change CDN parameters

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*Change CDN Parameters*” from the submenu.

The Configuration Control – CDN Parameters screen appears.

3 In the *Control DN* field, enter the name or number of the CDN to be changed. You can also enter a CDN list or a single asterisk (*****) for all trunks in the configuration.

The records appear corresponding to your entry.

If an asterisk (*) is entered, a pop-up window might appear notifying you that 25 records are shown on the screen and asking if you want to add more entries. If you enter "Y," the system adds the remaining records in blocks of 25.

4 Change any of the fields.

5 Press [Commands] and select "*Execute.*"

This validates your entries.

6 Select "*Exit*" from the Commands menu.

Function keys

Help=Help

This command provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the Configuration Control submenu.

Clear the table

This command removes any data from the screen.

Remove changes

This command ignores any changes made during the current session.

Execute

This command sends the data to the execution queue.

Refresh display

This command updates your display with any configuration changes made in the system while you were working on this screen.

PF1=No selection

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF3=CDN lists

This function key displays a pop-up window of the CDN lists defined in the List Management feature. This function key does not appear if there are no defined CDN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each CDN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Viewing the execution queue" section in this chapter for more information.

Fields

Control DN

This field contains the number or name of the CDN.

CDN Mode

This field indicates whether the CDN is in default or control mode. While in default mode, calls to the CDN are transferred to the default ACD-DN (see the next field), and statistics are accumulated against that ACD-DN (except for *Call Termination: Busy* statistics). If the CDN is in controlled mode, the CCR/EAR application directs the treatment of the calls. For more information on CDN operating modes, refer to the *CCR User Guide* (P0729367).

Default ACD-DN

This field indicates the number for a local ACD-DN. If the CDN is in default mode, the calls are transferred to this CDN.

Call Ceiling

This field shows the maximum number of calls that this CDN can place in its default ACD-DN when operating in default mode. Enter a number between 0 and 2047 (inclusive).

Call Waiting

This field determines the number of calls that must be queued at the CDN before the lamp on the supervisor's phoneset goes on and remains lit.

Busy

This field determines the number of calls that must be queued at the CDN for the supervisor’s lamp to flash slowly. Enter a number between 0 and 2047 (inclusive).

Queue Overflow

This field determines the number of calls that must be queued at the CDN for the supervisor’s lamp to flash quickly. Enter a number between 0 and 2047 (inclusive).

Music Route

This field contains the route that supplies music to a caller. You cannot change this field. This field is set at the Meridian 1 switch, and appears here for informational purposes only.

Viewing miscellaneous parameters

The View Miscellaneous Parameters feature offers read-only information regarding all queues in the system. This information cannot be changed from this display.

Figure 21-13
Configuration Control—View Miscellaneous Parameters

12:00:00

Configuration Control - View Miscellaneous Parameters

ACD-DN	Maximum PBX Positions	Music Route	Call Forcing	Observe Warning Tone
SALES	3	***	No	No
INQUIRIES	8	***	No	No
RESERVATIONS	5	***	No	No
SERVICE	5	***	No	No
PROMOTIONS	9	***	No	No

HELP = Help PF1 = Exit F10 = Display Execution Queue

Follow Procedure 21-12 to view the miscellaneous parameters.

Procedure 21-12
To view the miscellaneous parameters

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*View Miscellaneous Parameters”* from the submenu.

The Configuration Control – View Miscellaneous Parameters screen appears. The information is provided for display purposes only and cannot be changed.

3 Use the cursor movement keys to move around the screen.

4 Press [Commands] and select “*Exit.”*

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Exit

This function key returns the system to the Configuration Control submenu.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section in this chapter for more information.

Fields

ACD-DN

This field contains the identification number or name of the ACD-DN.

Maximum PBX Positions

This field contains the maximum number of positions that can be assigned to the queue.

Music Route

This field contains the route that supplies music to callers waiting in this queue.

Call Forcing

This field indicates whether the Call Forcing option has been activated on the Meridian 1 switch. If it is activated, calls are forced to an agent in an answered state. When the agent finishes the call, another call is automatically presented.

Observe Warning Tone

This field indicates whether the Observe Agent option has been activated on the Meridian 1 switch. Depending on the setting of this option, the caller, agent, and/or supervisor hears a tone when the supervisor is monitoring the agent’s call. “*No*” indicates that a tone is not heard. “*Agent Only*” indicates that the tone is heard only by the agent. “*All Parties*” indicates that the tone is heard by the caller, agent, and supervisor.

Running configuration update

The Run Configuration Update feature queries the Meridian 1 and updates the Configuration Control data stored in the Meridian MAX.

The configuration update must be performed

- to determine all the attributes set for the ACD-DNs or CDNs
- after a new CDN is added to the Meridian 1
- if the default DN of a CDN is changed on the Meridian 1
- if the RAN route of an ACD-DN is changed on the Meridian 1
- if the Report Control prompt for an ACD-DN is set to “On” on the Meridian 1

Table 21-3 provides a summary of when a configuration update should be run, and the impact on the Meridian MAX of any PBX changes made on the Meridian 1.

A configuration update is automatically run when the Meridian MAX is rebooted, or when the Meridian 1 is reinitialized.

If a customer is running X11 R17 or higher, Meridian MAX is notified of additions or deletions of positions and queues immediately. Meridian MAX is not notified of the configured attributes associated with the positions and queues.

For example, if the Report Control setting for an ACD-DN or CDN queue is changed to “*On*” (using Overlay 23), Meridian MAX is notified of the queue’s existence, the positions and trunks assigned to it, and the queues’ day and night tables.

If a customer is running X11 R16 or lower, the Meridian 1 must be reinitialized or the Meridian MAX system must be restarted.

Follow Procedure 21-13 to run a configuration update from the main menu.

A configuration update can also be run by setting the *Run a Configuration Update* field to “*Yes*” in the Create or Modify Change Orders feature. For more information, refer to the “Creating or modifying change orders” section in this chapter.

Procedure 21-13
To run a configuration update from the main menu

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*Run Configuration Update*” from the submenu.

A message appears stating, “Configuration update has been initiated.” It can take several minutes for the update to occur. The message disappears when the update is finished. No other screens are shown and you remain on the main menu.

PBX configuration changes

PBX configuration changes can also be made directly on the Meridian 1. Table 21-3 provides a summary on how these changes affect the Meridian MAX.

Table 21-3
Impact of PBX configuration changes (for X11 Release 17 or higher)

IF the PBX configuration is changed by	THEN
adding an ACD-DN	Meridian MAX is updated automatically.
removing an ACD-DN	Meridian MAX is updated automatically.
adding a supervisor position	Meridian MAX is updated automatically.
adding an agent position	Meridian MAX is updated automatically.
removing a position	Meridian MAX is updated automatically.
changing a supervisor to an agent	start the Meridian MAX. If this is not done, the position ID still appears as the supervisor ID.
changing an agent to a supervisor	start the Meridian MAX. If this is not done, a supervisor ID is not shown. An error message also appears during the configuration update stating, “Position selected must be an agent, not a supervisor.”
changing a supervisor of an agent	Meridian MAX is updated automatically.
adding a trunk	Meridian MAX is updated automatically.

–continued–

Table 21-3 (continued)
Impact of PBX configuration changes (for X11 Release 17 or higher)

IF the PBX configuration is changed by	THEN
removing a trunk	Meridian MAX is updated automatically.
changing or reassigning a trunk	Meridian MAX is updated automatically.
adding a CDN	run a configuration update. If this is not done, the default DN is not shown.
removing a CDN	Meridian MAX is updated automatically.
changing the default DN of a CDN	run a configuration update. If this is not done, the default DN is not shown.
adding a RAN route	Meridian MAX is updated automatically.
removing a RAN route	Meridian MAX does not use the deleted RAN route. However, the RAN route table on the Meridian MAX still shows the deleted RAN as being assigned to the queues. The Meridian 1 also shows the deleted RAN in queue information.
changing the RAN route of an ACD-DN	run a configuration update. If this is not done, Meridian MAX does not notice the change.
changing the RACD prompt of a route on the Meridian 1 to YES	Meridian MAX is updated automatically.
changing the RACD prompt of a route on the Meridian 1 to NO	Meridian MAX is updated automatically.
turning the Report Control prompt for an ACD-DN to ON	run a configuration update. If this is not done, the configuration control parameters show “0” or “ * ”.
turning the Report Control prompt for an ACD-DN to OFF	Meridian MAX is updated automatically. The ACD-DN is removed from all the real-time screens and configuration control screens.

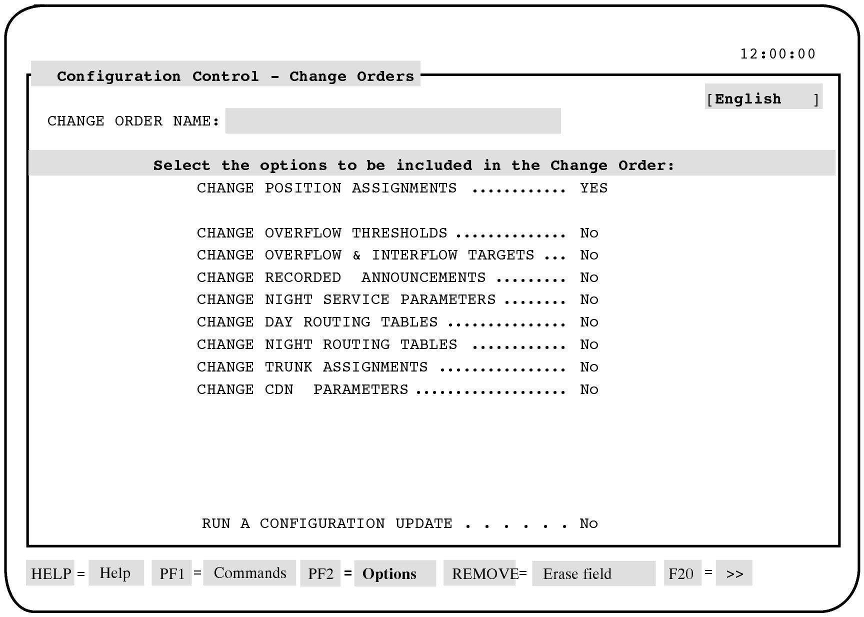
–end–

Creating or modifying change orders

The Create or Modify Change Orders feature allows you to activate changes in the Configuration Control features in batch mode. These can be changed at a scheduled time or immediately. For example, you can create an order to change overflow thresholds, night service parameters, and trunk assignments at a specific time each day. For more information about running change orders at a specific time, refer to the “Schedule Definition” chapter.

> ***Note:*** Configuration changes made in ad hoc mode can impact the values in the change orders waiting to be executed. The only fields in the change orders that are not impacted by ad hoc changes are highlighted fields that have been assigned specific values.
>
> For example, you can create a change order to assign a Priority 1 to Agent 1234, who is monitoring the Billing queue. This is done on the Configuration Control Position display. In this order, however, you do not change the agent’s supervisor (Supervisor 1000). Before the change order is executed, Supervisor 1000 uses the ad hoc Configuration feature to assign Agent 1234 to Supervisor 2000. When the change order is executed, Agent 1234 monitors the Billing queue with a Priority 1. However, his supervisor is Supervisor 2000.
>
> If Supervisor 1000 also changes the agent’s priority in ad hoc mode, it reverts to a Priority 1 when the change order is executed. This is because you assigned a specific value to the *Priority* field in your change order, but not to the *Supervisor* field.

Figure 21-14
Configuration Control—Change Orders



Follow Procedure 21-14 to create or modify a change order.

Procedure 21-14
To create or modify a change order

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*Create or Modify Change Orders*” from the submenu.

The Configuration Control – Change Orders screen appears.

3 In the *Change Order Name* field, assign a name to the change order.

A name must be assigned to save the change order and run it at a scheduled time.

4 In the *Language* field, assign the language used to enter the change order name.

This field appears in square brackets in the upper right corner of the screen. It does not appear in unilingual systems.

5 In the remaining fields, enter “*Yes”* or “*No”* to indicate whether the corresponding Configuration Control feature is to be included in this change order.

If “Yes” is entered, the system displays the screen associated with the Configuration Control feature.

For example, if “*Yes”* is entered in the Change Overflow Thresholds field, the Configuration Control – Thresholds screen appears. This is the same screen which appears if selected from the Configuration Control submenu.

6 Make your changes to the Configuration Control screen.

7 When finished, press [Commands] and select “*Exit.”*

You are returned to the Configuration Control – Change Orders screen.

8 If you want to view or modify the changes specified under one of the fields set to “*Yes,”* move the cursor to that field and press [Enter changes screen].

The corresponding Configuration Control screen appears. Return to the Configuration Control – Change Order screen when you are finished.

9 After completing the change order, press [Commands] and select “*Save as a new change order.”*

10 To execute the change order immediately, select “*Execute the change order.”* To execute the change order at a scheduled time, exit from the change order and refer to the “Schedule Definition” chapter.

If you encounter an error message while executing a change order, refer to the “Handling error messages” section in this chapter.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit (without saving changes)

This command returns the system to the Configuration Control submenu. Changes to the screen that have not been saved are deleted.

Clear the form

This command clears all of the information from the screen.

Read an existing change order

This command displays a pop-up window list of existing change orders. Select one and it appears on the screen.

Undo changes to change order

This command voids any changes made to the change order during the current session.

Save as a new change order

This command saves the change order currently on display.

Overwrite an existing change order

This command replaces an existing change order with the one currently on display. This command is used when the original change order is no longer needed.

Delete change order(s)

This command permanently removes a change order from the system.

Execute this change order

This command executes the currently displayed change order. The change order is sent to the execution queue.

Read adhoc change order

This command displays the existing ad hoc change order.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key removes the Options pop-up window from the screen.

PF3=Enter changes screen

This function key displays the corresponding Configuration Control screen for the field on the change order screen. This function key is only available if *"Yes"* appears in one of the fields of an existing change order. For example, if *"Yes"* appears in the *Change Day Routing Tables* field, this function key can be used to display the corresponding Configuration Control–Day Tables feature.

Remove=Erase field

This function key removes the contents of a field.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Viewing the execution queue" feature in this chapter for more information.

Fields

Change Order Name

This field contains the name of the change order, which can be up to 40 alphanumeric characters. A name must be assigned to the change order or it cannot be saved. The name is also needed to run an existing change order or assign it to a schedule.

If your system supports multiple languages, you can enter the title in each language through the use of the *Language* field. The name must be defined in the customer's default language; other languages are optional.

Language

This field contains the language in which the name of the change order is entered. This field, located in the upper right corner in square brackets, appears only in unilingual systems. To define the name in another language, select the language and then enter the new change order name.

Change fields

These fields are used to indicate whether the corresponding Configuration Control feature is to be included with this change order.

If you change a field to “*Yes,*” you are switched in to the corresponding Configuration Control screen. Specify your changes on the Configuration Control screen and select “Exit” from the Commands menu to return to the change order.

If you want to view or modify the changes specified under one of the fields set to “*Yes,*” move the cursor to that field and press [Enter changes screen].

Creating or modifying lists

The Create or Modify Lists feature allows you to create lists through the List Management feature. This feature is described in the “List Management” chapter.

Viewing the transaction log

The View Transaction Log feature allows you to view a log of Configuration Control transactions. It shows all requested change orders, who requested them, and any errors that occurred. All change orders, whether they succeeded or failed, are shown.

The last executed change order appears first in the log. If any errors are encountered, additional error information appears. Up to 2000 lines of information from past requests is recorded in this log. When the transaction log reaches a size of 2000 lines, the system automatically truncates the file to the most recent 200 lines.

Each transaction record includes the kind of error that occurred (for example, failed change order or threshold change error), the time and date the error occurred (in the form hh:mm mm/dd/yy), who made the request, an error message, and a brief description of the error.

Figure 21-15
Configuration Control—Transaction Log

```
                                                                          12:00:00
 Configuration Control - Transaction Log

  Requested by        :  Scheduler
  Change Order        :  New

  Started at          :  15:00  7/28/95
  Number of errors    :  11

  -- Too many errors in change order; change order aborted.



  *** Network Status Message Received **************************** 15:00  7/28/95

  Requested by        :  Scheduler
  -- <002> Timeout occurred while attempting a remote database request.

  ACD-DN:  999-9999   Table : Night Table  TARGET: 338880



 [line 341 of 360]
HELP = Help   PF1 = Exit   F6 = Print   F10 = Display Execution Queue
```

Follow Procedure 21-15 to view a transaction log.

Procedure 21-15
To view a transaction log

1 Select “Configuration Control” from the main menu.

A submenu appears.

2 Select “*View Transaction Log”* from the submenu.

The Configuration Control – Transaction Log screen appears. The bottom of the transaction log is shown initially. This shows the last change order executed in the system.

3 To move around in the log, use the arrow keys.

The message “Line nn of mm” near the bottom of the screen indicates the position of the cursor. The “nn” indicates the number of lines the cursor is positioned from the top of the log. The “mm” indicates the total number of lines in the log.

4 When finished, press [Commands] and select “*Exit.”*

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Exit

This function key returns the system to the Configuration Control submenu.

F6=Print

This function key prints the transaction log.

The log is sent to the default tabular printer defined in your profile. If the printer is not defined, the log is sent to the system default tabular printer defined in the Miscellaneous Options feature. If a default printer is not defined in one of these areas, the report cannot be printed. If you are logged on to a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not to your supervisor default printer.

F10=Display Execution Queue

This function key displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the “Viewing the execution queue” section in this chapter for more information.

Viewing the execution queue

The Execution Queue feature allows you to view the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made by users, but not yet executed by the system. Scheduled change orders automatically go in to this queue at the time for which they are scheduled.

Figure 21-16
Configuration Control—Execution Queue

Follow Procedure 21-16 to view the execution log.

Procedure 21-16
To view the execution log

1 If available, press [Display Execution Queue] from a Configuration Control screen.

The Configuration Control – Execution Queue screen appears. This information is read-only and cannot be changed.

2 To move around in the log, use the cursor movement keys.

3 When finished, press [Exit].

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

F10=Exit

This function key returns the system to the screen which called this feature.

Fields

Number of Commands Queued

This field contains the number of change requests waiting to be executed.

Time

This field shows the time the request was made in the form hh:mm:ss.

Originator

This field contains the name of the supervisor who issued the request. "*Scheduler*" appears if it was a scheduled change order.

Request Description

This field indicates the type of request issued (for example, thresholds or configuration update).

Handling error messages

Most of the errors encountered while executing configuration changes are detected immediately after the changes have been entered. Verification is done against the Meridian 1 ACD configuration database which is maintained on Meridian MAX. This database is built during the Meridian MAX initialization and is meant to reflect the current state of the switch database. Instantaneous verification detects the following configuration-dependent errors:

- unknown position ID entered
- unknown supervisor ID entered
- Unknown ACD–DN
- unknown ACD-DN/CDN entered
- unknown trunk entered

In those instances where changes have been made to the Meridian 1 ACD configuration and an initialization has not been performed on the Meridian MAX processor, it is possible that errors are only detected by the switch after the Configuration Control command is executed. For this reason, it is recommended that a configuration update be run whenever major changes are made to the Meridian 1 ACD database. Other error conditions can exist that cannot be verified by the MAX database and require the Meridian 1 to report the error. This situation occurs when change orders are executed. No verification can be done until run time.

Whenever a change is made to a table selected from the Configuration Control main menu, instant verification against the Meridian MAX switch ACD database occurs. This verification is done as soon as you make a field entry and press either the [Execute] key or a direction key to move the cursor out of the current field. If you make an entry that is invalid according to the Meridian MAX database, the cursor remains at the erroneous field and an error message appears. If this occurs, enter a new value or restore the original value.

If an error condition occurs after the table has been changed and executed, an error pop-up window appears with an explanation of the error (for example, “Link is down — please try again”). Exiting from Configuration Control at this time causes all of the changes to the current table to be lost.

Since change orders are usually created at one time and executed sometime later, no validity check is performed on the values entered at the time they are entered. Rather, the validity check is executed by the switch at run time.

It is recommended that the error log be examined to verify that the change orders occurred without any problems. Select this option to create or modify lists of ACD–DNs, Positions, and Trunks in conjunction with various Configuration Control option screens.

This field allows you to select up to 100 elements to be included in the list. The system checks that the syntax of your entry is valid; however, except for ACD–DNs it does not check whether or not the entered element exists or is already in the list. Press the Options key to see what form the List Elements should take.

You can enter a list name wherever you would normally use an individual ACD–DN, position number, or trunk. The defined list of items is displayed with their current parameters. A string of equal signs (“==========”) marks the end of the list.

Real–time displays and error messages

Errors in the Configuration Control feature generated through real–time displays are detected and handled in much the same way as those generated from the Configuration Control feature selected from the main menu. However, in the real–time displays, only one position or ACD-DN/CDN could have generated the error.

A log file is maintained to keep track of errors encountered when Configuration Control change orders are run and errors are located in previously executed ad hoc Configuration Control commands. Refer to the “Viewing the transaction log” section.

When an error occurs, a time stamp is written to the log file, along with the object and option in which the error occurred, a short explanation of the error (if possible), and the desired and current field values. This transaction log can be printed to keep a record of errors encountered.

Chapter 22: Schedule Definition

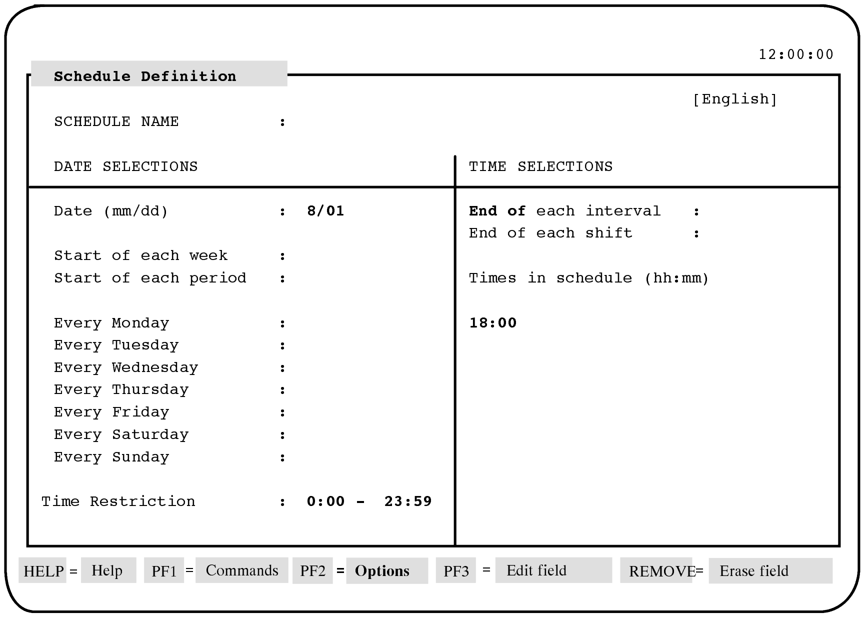
The Schedule Definition feature allows you to print public reports or execute configuration control change orders at specific times or recurring intervals. This feature might not appear on your main menu if it has been disabled in your profile by the system administrator.

For the maximum number of schedule definitions allowed on your system, refer to the "Getting started" chapter, "Meridian MAX system limits" section.

Accessing this feature

To access this feature, select *"Schedule Definition"* from the main menu.

Figure 22-1
Schedule Definition screen



Creating a schedule

Note: With Meridian MAX, you can print a report showing the data entered in one or more schedule definitions. The Schedule Definition Database Report might have reports and change orders attached to it. For more information on printing these definitions, refer to the "System reports" chapter.

ATTENTION

It is important that the MTE session for the local printer that is receiving the scheduled reports is running. If it is not running, the scheduled reports are queued in Meridian MAX and not printed until the MTE session restarts.

Follow Procedure 22-1 to create a schedule.

Procedure 22-1
To create a schedule

1. Select *"Schedule Definition"* from the main menu.

   The Schedule Definition screen appears.

2. In the *Schedule Name* field, assign a name to the schedule.

   A name must be assigned to save the schedule.

3. If you want the schedule to be activated on certain dates, enter the date(s) in the *Date* field in an mm/dd format, or use an asterisk (*) as a wildcard. Leave the field blank if you do not want to specify a date.

   To use the wildcard, you can enter */01 to indicate the first of every month, 06/* to indicate every day in June, or */* for every day of every month.

4. If you want the schedule to be activated at the start of each week, enter an asterisk (*) in the *Start of each week* field. If you do not want to use this field, leave it blank.

   The start of the week is specified in the Time Frames Definition feature in Parameter Administration.

5. If you want the schedule to be activated at the start of each period, enter an asterisk (*) in the *Start of each period* field. If you do not want to use this field, leave it blank.

   The start of the period is specified in the Time Frames Definition feature in Parameter Administration.

6. If you want the schedule to be activated on a specific day of the week, enter an asterisk (*) in the corresponding field in the *Every Monday, Tuesday...* field. If you do not want to use these fields, leave them blank.

   For example, enter an asterisk (*) in the *Every Monday* field to run the schedule every Monday.

7. In the *Time restriction* field, enter the start and end of the time range in which the schedule can be activated.

   The times specified in the *Times in schedule* field must fall into this range.

8. If you want the schedule to be activated at the end of each interval, enter an asterisk (*) in the *End of each interval* field. If you do not want to use this field, leave it blank.

9 If you want the schedule to be activated at the end of each shift, enter an asterisk (*) in the *End of each shift* field. If you do not want to use this field, leave it blank.

10 If you want the schedule to be run at a specific time, enter the time(s) in the *Times in schedule* field.

The times must be in the range specified in the *Time restriction* field.

11 To attach reports to this schedule, refer to the "Schedule Definition – Attached Reports" section in this chapter. To attach change orders to this schedule, refer to the "Schedule Definition – Attached Change Orders" section in this chapter.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit (without saving changes)

This command returns the system to the main menu.

Clear the form

This command clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

Read an existing schedule definition

This command displays an existing schedule definition.

Undo changes to schedule definition

This command removes all changes made to the schedule definition currently on display, providing they were not saved.

Save as a new schedule definition

This command saves the information as a new schedule definition.

Overwrite an existing schedule definition

This command replaces an existing schedule definition with the schedule definition currently on display.

Delete an existing schedule definition

This command removes the schedule definition from the system.

Attach reports to this schedule

This command allows reports to be attached to the schedule.

Attach change orders to this schedule

This command allows change orders to be attached to the schedule.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up

This function key removes the Options pop-up window from the screen.

PF3=Edit field

This function key allows the field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

Fields

Schedule Name

This field specifies the name of the schedule. A name must be entered or the schedule cannot be saved. This name appears in schedule definition menus.

Date (mm/dd)

This field specifies the date(s) to be used to activate this schedule. The date is entered in mm/dd format or by using an asterisk (*) as a wildcard.

For example

- */01 means “the first of every month”
- 06/* means “every day in June”
- */* means “every day of every month”

Start of each week

If you want the report(s) and change order(s) attached to this schedule to print and execute at the start of each week, enter an asterisk. The start of the week is defined in the Time Frames Definition feature.

Start of each period

If you want the report(s) and change order(s) attached to this schedule to print and execute at the start of each period, enter an asterisk. The start of the period is defined in the Time Frames Definition feature.

Every Monday, Tuesday....

If you want the report(s) and change order(s) attached to this schedule to print and execute on specific days of the week, enter an asterisk next to those days.

Time restriction

This field specifies the times of the day during which the report(s) and change order(s) attached to this schedule can be printed and executed. This field only applies to schedules in which you have specified *End of each shift/End of each interval* or *Times in schedule.*

End of each interval

If you want the attached report(s) to print and the change order(s) to be executed at the end of each of the day's 48 half-hour intervals, enter an asterisk.

End of each shift

If you want the attached report(s) to print and the change order(s) to be executed at the end of each of the day's predefined work shifts, enter an asterisk. The shifts are defined in the Time Frames Definition feature.

Times in schedule

If you want the attached report(s) to print and the change order(s) to be executed at specific times on the scheduled periods, enter the times here. Use the 24-hour clock format or an asterisk as a wild card for the hour. For example, "*:10" means "10 minutes past every hour."

> ***Note:*** A report is printed more than once depending on the time selection in the schedule. For example, if * is entered in the *End of each interval* field and "4:30" is specified in the *Times in schedule*, the same report is printed twice at 4:30 a.m.

ATTENTION

Allow midnight routines to run to completion before scheduling reports or altering the time on the Meridian 1 clock.

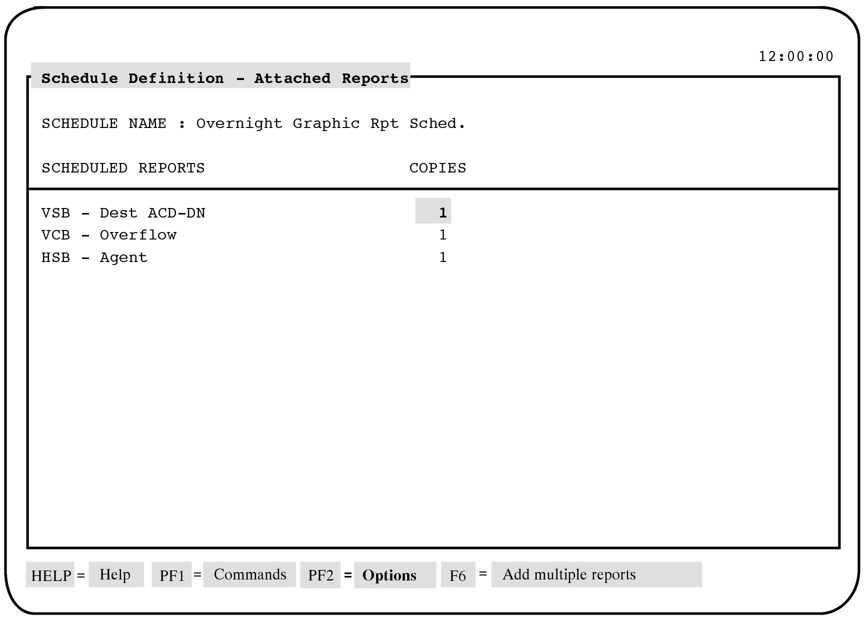
It is not recommended to schedule reports between midnight and 01:00. This time is needed to allow the midnight database aging routines to run to completion. When you need to change the time, ensure that the following conditions are met: the time is not changed between midnight and 01:00; and the new time does not fall between midnight and 01:00.

Schedule Definition – Attached Reports

The Schedule Definition – Attached Reports feature allows you to attach public reports to a schedule. Reports and change orders can be attached to the same schedule.

> ***Note:*** Only public reports, not personal reports, can be attached to a schedule definition.

Figure 22-2
Schedule Definition – Attached Reports screen



Reports attached to a schedule do not always go to the output device defined in the Report Parameter Definition feature. Table 22-1 lists the output devices that can be assigned to a report when it is attached to a schedule.

Table 22-1
Report destinations

Defined Output Device	Destination when attached to a schedule
VDT/MTE Display	System default
Default printer	System default
NAC remote printer	NAC system default printer
Specified printer	Specified printer

Attaching reports to a schedule

Follow Procedure 22-2 to attach reports to a schedule.

Procedure 22-2
To attach reports to a schedule

1 Follow the steps in the “Creating a schedule” section to define the schedule parameters.

2 After creating the schedule definition, press [Commands] and select “*Attach reports to this schedule*.”

The Schedule Definition – Attached Reports screen appears. The Schedule Name field displays the name assigned to the schedule in the Schedule Definition feature.

3 If you want to add a single report to the schedule, press [Options] in the *Scheduled Reports* field, and select the report from the pop-up window that appears.

The report name appears in the Scheduled Reports field.

4 If you want to add more than one report to the schedule, press [Add multiple reports] in the *Scheduled Reports* field, and select each of the reports from the pop-up window that appears.

Each of the report names appear in the Scheduled Reports field. Up to 100 reports can be attached to a schedule.

5 If you are adding multiple reports, press [Stop adding] after all the reports have been included in the schedule.

6 To delete an existing report from the schedule, highlight it with the cursor and press [Remove report].

7 In the *Copies* field, indicate the number of copies to be made of each report.

This number can range from one to nine.

8 If you want to attach change orders to this schedule, refer to the "Schedule Definition – Attached Change Orders" section in this chapter.

9 When you are finished with this schedule, press [Commands] and select "*Save as a new schedule definition*."

Once it is saved, the schedule is activated based on the times you indicated.

Note: Multiple reports are executed in reverse order. For example, if reports A, B, and C are attached to a schedule, they are executed as C, B, and A.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit (without saving changes)
This command returns the system to the main menu.

Clear the form
This command clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

Read an existing schedule definition
This command displays an existing schedule definition.

Undo changes to schedule definition
This command removes all changes made to the schedule definition currently on display, providing they were not saved.

Save as a new schedule definition
This command saves the information as a new schedule definition.

Overwrite an existing schedule definition
This command replaces an existing schedule definition with the schedule definition currently on display.

Delete an existing schedule definition
This command removes the schedule definition from the system.

Attach reports to this schedule
This command allows reports to be attached to the schedule.

Attach change orders to this schedule
This command allows change orders to be attached to the schedule.

Return to main schedule screen
This command allows you to return to the Schedule Definition feature.

PF1=Select no command
This function key removes the Commands pop-up window from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up
This function key removes the Options pop-up window from the screen.

F6=Add multiple reports
This function key allows you to add more than one report to the schedule. A pop-up window, which lists the available reports, appears after this key is pressed in the *Scheduled Reports* field. Select the reports from the window and they appear on the screen.

F6=Stop adding
This function key allows you to indicate that you have finished adding multiple reports to the schedule.

Delete=Remove report
This function key removes a report from the schedule. The report must be highlighted by the cursor before it can be deleted.

Fields

Schedule Name

This field shows the name assigned to the schedule in the Schedule Definition feature. It is provided for display purposes only.

Scheduled Reports

This field provides the names of the reports attached to this schedule. Only public reports can be attached to a schedule. Press [Options] to add a single report. Press [Add multiple reports] to add more than one report. A maximum of 100 reports can be attached to a schedule.

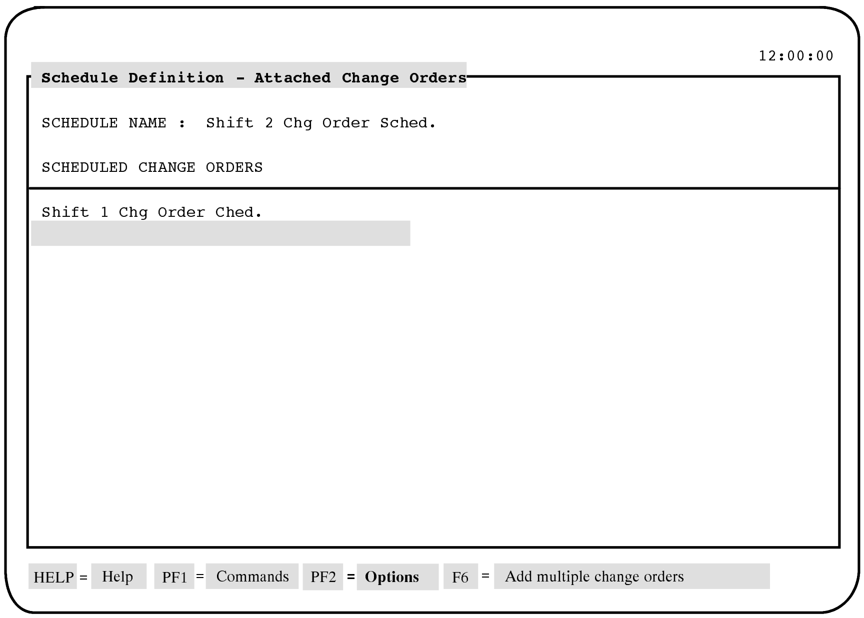
Copies

This field indicates the number of copies to be made of the report. The number can range from one to nine. By default, Meridian MAX indicates that one copy is to be printed of each report.

Schedule Definition – Attached Change Orders

The Scheduled Definition – Attached Change Orders feature allows you to attach change orders to a schedule. You can attach reports and change orders to the same schedule.

Figure 22-3
Schedule Definition – Attached Change Orders screen



Attaching change orders to a schedule

Follow Procedure 22-3 to attach change orders to a schedule.

Procedure 22-3
To attach change orders to a schedule

1 Follow the steps in the “Creating a schedule” section to define the schedule parameters.

2 After creating the schedule definition, press [Commands] and select “*Attach change orders to this schedule*.”

The Schedule Definition – Attached Change Orders screen appears. The Schedule Name field displays the name you assigned to the schedule in the Schedule Definition field.

3 If you want to add a single change order to the schedule, press [Options] in the *Scheduled Change Order* field, and select the change order from the pop-up window that appears.

The change order name appears in the Scheduled Change Orders field.

4 If you want to add more than one change order to the schedule, press [Add multiple change orders] in the *Scheduled Change Orders* field, and select each of the change orders from the pop-up window that appears.

Each of the change order names appear in the Scheduled Change Orders field. Up to 100 change orders can be attached to a schedule.

5 If you are adding multiple change orders, press [Stop adding] after all the change orders have been included in the schedule.

6 To delete an existing change order from the schedule, highlight it with the cursor and press [Remove change order].

7 If you want to attach reports to this schedule, refer to the "Schedule Definition – Attached Reports" section in this chapter.

8 When you are finished with this schedule, press [Commands] and select "*Save as a new schedule definition*."

Once it is saved, the schedule is activated based on the times you indicated.

Note: Multiple change orders are executed in reverse order. For example, if change orders A, B, and C are attached to a schedule, they are executed as C, B, and A.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit without saving changes

This command returns the system to the main menu.

Clear the form

This command clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

Read an existing schedule definition

This command displays an existing schedule definition.

Undo changes to schedule definition
This command removes all changes made to the schedule definition currently on display, providing they were not saved.

Save as a new schedule definition
This command saves the information as a new schedule definition.

Overwrite an existing schedule definition
This command replaces an existing schedule definition with the schedule definition currently on display.

Delete an existing schedule definition
This command removes the schedule definition from the system.

Attach reports to this schedule
This command allows reports to be attached to the schedule.

Attach change orders to this schedule
This command allows change orders to be attached to the schedule.

Return to main schedule screen
This command allows you to return to the Schedule Definition feature.

PF1=Select no command
This function key removes the Commands pop-up window from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up
This function key removes the Options pop-up window from the screen.

F6=Add multiple change orders
This function key allows you to add more than one change order to the schedule. A pop-up window, which lists the available change orders, appears after this key is pressed in the *Scheduled Change Orders* field. Select the change orders from the list and they appear on the screen.

F6=Stop adding
This function key allows you to indicate that you have finished adding multiple change orders to the schedule.

Remove=Remove change order
This function key removes a change order from the schedule. The change order must be highlighted by the cursor before it can be deleted.

Fields

Schedule Name

This field shows the name assigned to the schedule in the Schedule Definition feature. It is provided for display purposes only.

Scheduled Change Orders

This field provides the names of the change orders attached to this schedule. Press [Options] to add a single change order. Press [Add multiple change orders] to add more than one change order. A maximum of 100 change orders can be attached to a schedule.

Chapter 23: Handling local printing

The Local Printing feature allows you to configure a printer attached to a personal computer (PC) to receive reports and other data from the Meridian MAX. The PC must be running MTE.

Printers configured into Meridian MAX are called local printers. These printers can be attached to any port on the PC, such as serial (COM), parallel, USB, or IEEE–1394. It can also be a network printer accessible from the PC.

Through the Local Printing feature, you can also do the following:

- Send a report to any local printer, even one used by another supervisor.
- Send scheduled reports to the local printer.
- Queue reports to local printers.
- Print a variety of reports including tabular, graphic, data stream, and system reports. It can also print reports for the Workforce Management Tool software.
- Print screen snapshots by using the [Print] key. If the [Print Screen] key is used, the international characters and graph details might not print correctly.

ATTENTION

It is important to note that adding, deleting, or changing a local printer causes the print jobs on *all* printers to stop. The printing resumes after you finish configuring the printer.

It is also important that the MTE session for the local printer that is receiving the reports is running. If it is not running, the reports are queued in Meridian MAX and not printed until the MTE session restarts.

To run local printing in a Windows environment, you must use MTE 10 or higher. For more information, refer to the *MTE 10 User Guide* (NTP 553-4001-906).

> ***Note:*** Local printing cannot be used if more than one MTE session is running on a PC and connected to the same Meridian MAX.

Local printing in Meridian MAX 10

To allow for more high volume printing, changes have been made to the way local printing is used in Meridian MAX 10. The changes include the following:

- The “MTE Generic Printer,” “Workforce Mgmt Tool,” or “Data Stream Reporting” are the only three options that can be selected as output devices. It is no longer possible to select a specific printer model.
- The MTE Generic Printer output device sends report data to the MTE for formatting. In previous releases, the data was formatted on the Meridian MAX.

  Note: When upgrading from Meridian MAX 9 or lower, all local and MTE printer definitions are automatically changed from their specific printer models to the MTE Generic Printer option.

- For the Workforce Management Tool output device, the report is formatted on the Meridian MAX. It can be sent to the MTE to redirect to the MAXcaster or sent to other Workforce Management Tool software that is compatible with Meridian MAX.

- For the Data Stream Reporting output device, the report is formatted on the Meridian MAX and sent to the MTE to redirect to the Data Stream Reporting product.

Output

Your PC must have MTE to send data to a local printer.

If you stop MTE while it is receiving print data from the Meridian MAX, the data is lost. The remainder of the report also does not print properly when MTE is restarted.

If you shut down Meridian MAX while MTE is receiving print data, the portion of the report received by MTE does not print properly. The rest of the report is lost and can concatenate with the next print job.

Local printers are included in the maximum number of printers that can be configured into the Meridian MAX. Refer to the “Getting started” chapter for the maximum number of local printers allowed on your system.

Printing to a LAN printer

You can redirect print jobs to printers attached to your LAN if

- the PC responsible for redirecting the output is running MTE
- the LAN printer is supported by the Windows operating system and is accessible from the PC running MTE

Before configuring a local printer

Before you add or change a local printer, you should do the following:

- Ensure that the printer is connected properly.

  These printers can be attached to any port on the PC, such as serial (COM), parallel, USB, IEEE–1394, or a network printer accessible from the PC.

  For more information, refer to the *Meridian MAX 10 Installation Guide* (NTP 553-4001-111), “Peripheral devices” chapter.
- Ensure that the printer is supported by the Windows operating system. For more information, refer to the Microsoft Windows documentation.
- Ensure that MTE is configured correctly. For more information, refer to the *MTE 10 User Guide* (NTP 553–4001–906).

Directing reports to a local printer

After a local printer is configured in the Meridian MAX, it can be accessed through the pop-up windows in fields used to specify a printer. For example, it can be selected in the *Output Device* field in the Report Parameter Definition feature to print a report.

Other printouts, such as system reports or real-time display snapshots, use printers defined in your profile. If you move frequently, you can activate the *Local Printer Override* field in your profile to override the default printer in favor of a local printer. This field also takes effect if the default printer selection is made in the *Output Device* field of the Report Parameter Definition feature.

For more information regarding the local printer types, refer to the *MTE 10 User Guide* (NTP 553-4001-906).

Adding a local printer

Follow Procedure 23-1 to add a local printer.

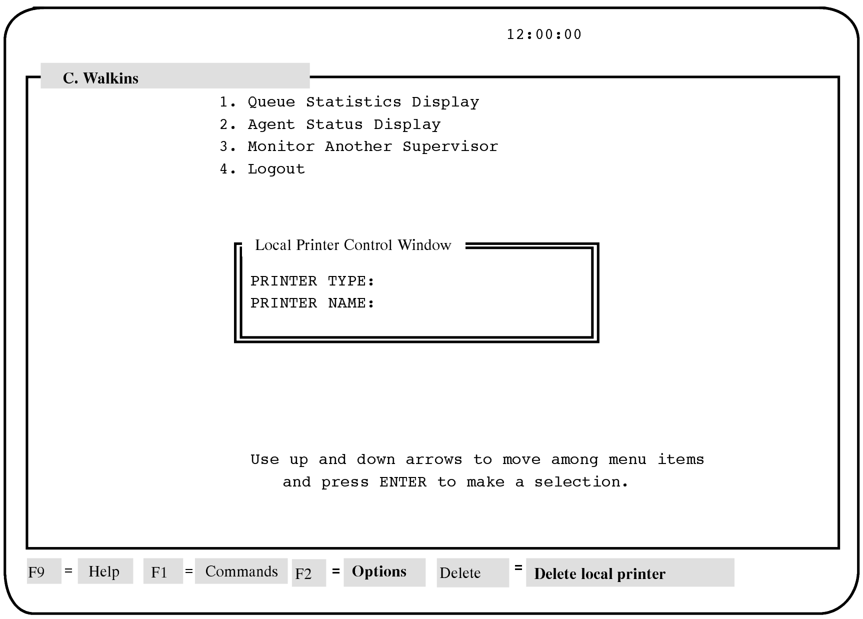
Procedure 23-1
To add a local printer

1 Log on to Meridian MAX.

2 On any Meridian MAX screen, press **{CONTROL}{P}**.

The Local Printer Control Window appears as shown in Figure 23-1. If this window is blank, no local printer has been configured.

Figure 23-1
Local Printer Control Window



3 In the *Printer Type* field, press [Options].

"MTE Generic Printer," "Workforce Mgmt Tool," or "Data Stream Reporting" are the only options that can be selected.

4 Select your printer type.

Your entry appears in the Printer Type field.

Note: Only a system administrator can select "Data Stream Reporting" from the list.

5 In the *Printer Name* field, enter a name for the printer.

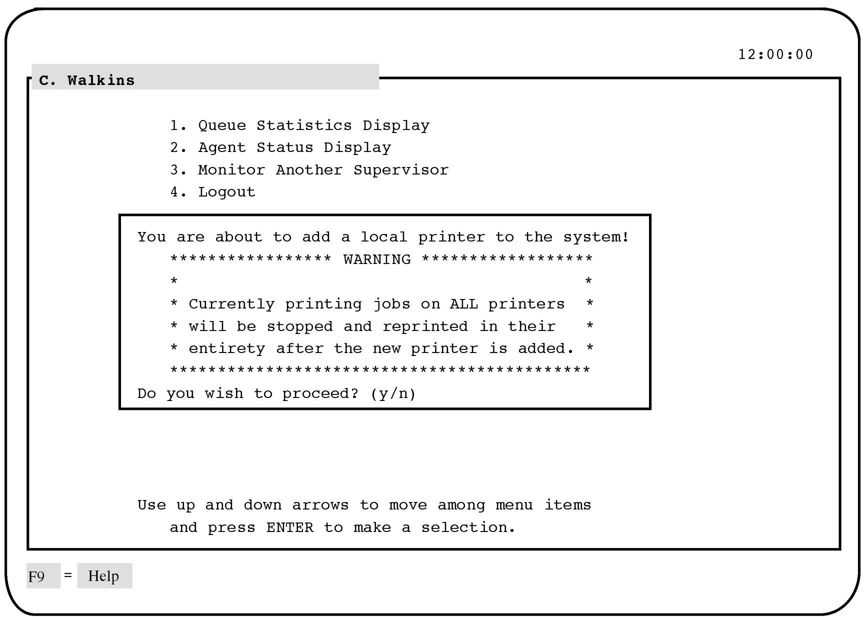
This is the name that appears in pop-up windows in the Meridian MAX in fields used to select a printer. For example, it appears in the *Output Device* field in the Report Parameter Definition feature.

It is recommended that this name include the location of the printer.

6 Press [Commands] and select "*Save changes and exit.*"

A pop-up window appears, as shown in Figure 23-2, to confirm that the printer is to be added. This message warns that print jobs on all printers being used by Meridian MAX are stopped until the local printer is added.

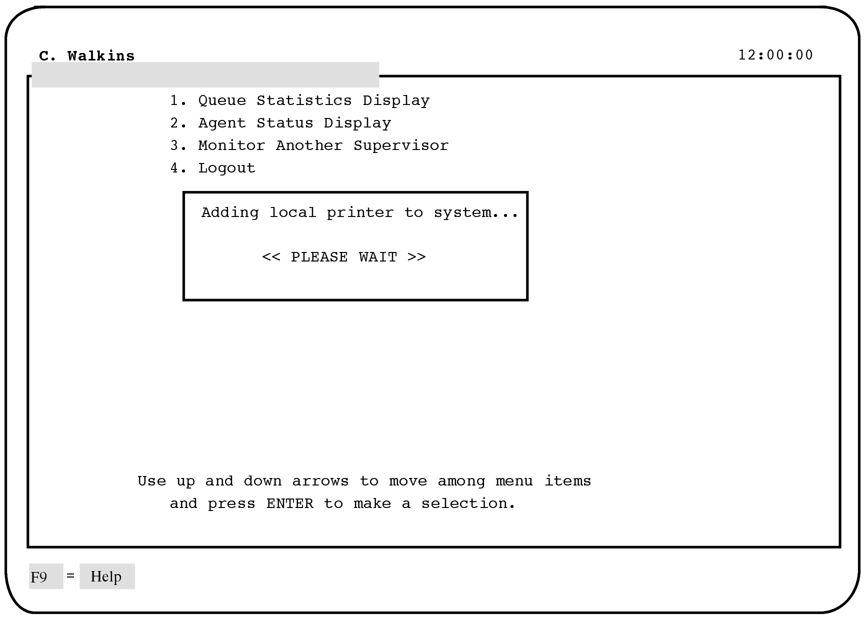
Figure 23-2
Local printer warning message



7 Enter **y** to continue.

A pop-up window appears, as shown in Figure 23-3, as the local printer is added to the system.

Figure 23-3
Adding a printer pop-up message



After the printer is added, this message appears at the bottom of the screen: “Local printing to your PC is now enabled.”

Changing a local printer type

Follow Procedure 23-2 to change the type of local printer being used.

Procedure 23-2
To change a local printer type

1 On any Meridian MAX screen, press **{CONTROL}{P}**.

The Local Printer Control Window appears.

2 In the *Printer Type* field, press [Options].

"MTE Generic Printer," "Workforce Mgmt Tool," or "Data Stream Reporting" are the only options that can be selected.

3 Select the new printer model from the list.

Your entry appears in the Printer Type field.

Note: Only a system administrator can select "Data Stream Reporting" from the list.

4 Press [Commands] and select "*Save changes and exit."*

A pop-up window appears, as shown in Figure 23-4, to confirm that the printer is to be changed. This message warns that print jobs on all printers being used by Meridian MAX will stop until the local printer is changed.

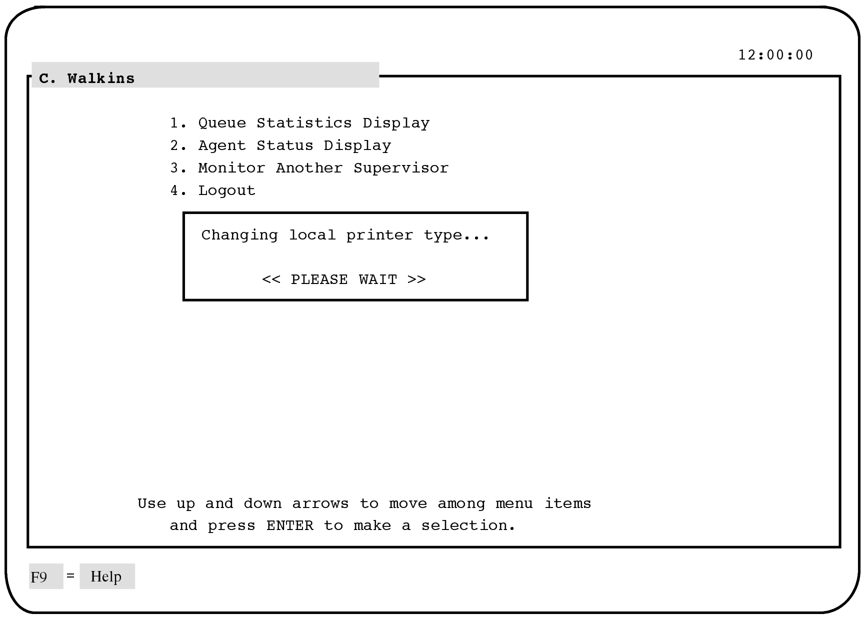
Figure 23-4
Changing the printer type pop-up message

```
                                                                  12:00:00
C. Walkins

          1. Queue Statistics Display
          2. Agent Status Display
          3. Monitor Another Supervisor
        You are about to change the type of your local printer!
          ***************** WARNING *********************
          *                                               *
          * Currently printing jobs on ALL printers will *
          * be stopped and reprinted in their entirety   *
          * after the printer has been changed.          *
          ************************************************
          Do you wish to proceed? (y/n)



        Use up and down arrows to move among menu items
          and press ENTER to make a selection.

F9 = Help
```

5 Enter **y** to continue.

A pop-up window appears, as shown in Figure 23-5, as the local printer is changed.

Figure 23-5
Changing a printer pop-up message



When the process is finished, this message appears at the bottom of the screen: "Local printer type has been changed."

Changing a local printer name

Follow Procedure 23-3 to change the name of the local printer.

Procedure 23-3
To change a local printer name

1 On any Meridian MAX screen, press **{CONTROL}{P}**.

The Local Printer Control Window appears.

2 In the *Printer Name* field, enter the new printer name.

3 Press [Commands] and select "*Save changes and exit."*

The system responds with the message, "The name of your local printer has been changed."

Deleting a local printer

Follow Procedure 23-4 to delete a local printer.

> ***Note:*** A local printer cannot be deleted if it is defined as the system default printer.

Procedure 23-4
To delete a local printer

1 On any Meridian MAX screen, press **{CONTROL}{P}**.

The Local Printer Control Window appears.

2 In the *Printer Type* field, press [Delete local printer].

The current entry is deleted.

3 Press [Commands] and select "*Save changes and exit.*"

A pop-up window appears, as shown in Figure 23-6, to confirm that the printer is to be deleted. This message warns that print jobs on all printers being used by Meridian MAX are stopped until the local printer is deleted.

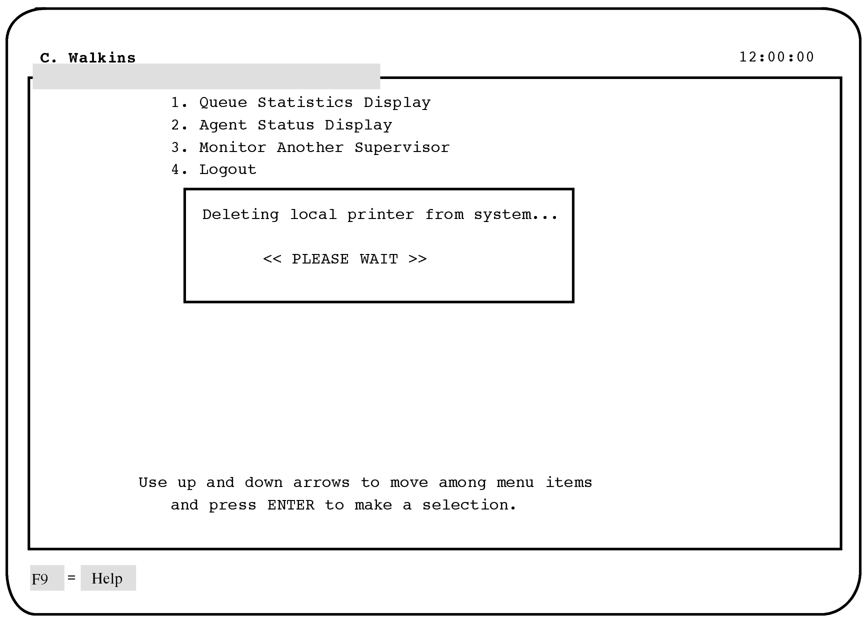
Figure 23-6
Deleting a local printer warning pop-up message

```
                                                                  12:00:00
C. Walkins

              1. Queue Statistics Display
              2. Agent Status Display
           You are about to delete your local printer from the system!
              ***************** WARNING ************************
              * All print jobs currently queued to this        *
              * local printer will be discarded.               *
              *                                                *
              * Currently printing jobs on ALL other printers  *
              * will be stopped and reprinted in their         *
              * entirety after your printer has been deleted.  *
              **************************************************
              Do you wish to proceed? (y/n)



           Use up and down arrows to move among menu items
              and press ENTER to make a selection.

F9 = Help
```

4 Enter **y** to continue.

A pop-up window appears, as shown in Figure 23-7, as the local printer is deleted.

Figure 23-7
Deleting a printer pop-up message



When the process is finished, this message appears at the bottom of the screen: "Local printing to your PC has been disabled."

Chapter 24: Printing to a file

Data stream reporting allows system administrators to print tabular or event log reports into files, which can be used by third-party software such as database and spreadsheet applications. The reports can be printed on an ad hoc basis through the Report Definition feature or at a predetermined time through the Schedule Definition feature.

Data stream reporting in Meridian MAX 10

Changes have been made to the way data stream reporting is used in Meridian MAX 10. The changes include the following:

- Meridian MAX 10 no longer supports data stream reporting over a serial port. Data stream reports must be printed to local printers with the Data Stream type.

  Note: If you are upgrading to Meridian MAX 10 with a data stream reporting device connected to Meridian MAX 9 or lower, you must switch to a PC running MTE. The data stream reporting device must be connected to the PC's COM port. The MTE PC must also be configured to print to the COM port. For more information, refer to the *MTE 10 User Guide* (NTP 553–4001–906).

Using data stream reporting

Several stages are required to use data stream reporting. These stages include

- create a data stream local printer
  Refer to the "Handling local printing" chapter.
- printing the report to a file
  Refer to the "Printing to a file" section.

- downloading the report into a third-party application
  Refer to the "Downloading a report" section.

Printing to a file

Only system administrators can print a report to a file for data stream reporting.

> ***Note:*** If you are using the Meridian Terminal Emulator (MTE), follow the steps in this procedure, and the "Printing to a file" section in the *MTE 10 User Guide* (NTP 553-4001-906).

Follow Procedure 24-1 to print a report to a file.

Procedure 24-1
To print to a file

1 Complete the Report Parameter Definition screen.

This screen is described in the "Report Definition" chapter, "Report Parameter Definition" section.

2 In the *Output Device* field of the Report Parameter Definition screen, press [Options].

A pop-up window appears displaying a list of devices to use to print the report.

3 Select a local printer that has the Data Stream type.

If you are not a system administrator and you select data stream as the output device, the system automatically changes the output device to the default printer. The following message also appears:

```
Output device has changed, since you do not have
access to the original device.
```

4 If you want to print this report immediately, press [Commands] and select "Print this report." If you want to print the report at a later time, incorporate the report into a schedule. For more information, refer to the Schedule Definition feature.

5 From the [Commands] menu, save your report.

Downloading a report

For information on how to save the data stream reports to the MTE PC.s hard disk, refer to the *MTE 10 User Guide* (NTP 553–4001–906).

Report codes

When you open the report in your third-party application, you will find that special codes are also included, as shown in Figure 24-1. These codes allow the report to be recognized by your application. Without them, the report might not be legible in some applications. You can delete these codes after the report has been imported into your application file.

Reports that are output to a data stream printer consist of a start file marker, report, and an end file marker. Figure 24-1 shows an Agent by ACD-DN Performance Report sent to a data stream printer. The output is in the standard ISO 8859-1 Latin-1 character set. The format of the report data conforms to computer industry standards, such as the Lotus 1-2-3 or Excel comma delimited format.

The start of the file marker information includes two lines of information. The first line signals the start of the report output. This alphanumeric string (“[Meridian MAX BEGIN]”) is enclosed by double quotation marks. The second line contains numeric fields — a cyclic redundancy check (CRC), and a character count of the report data. The fields in the second line are separated by a comma. The CRC and character count do not include the characters in the start file or end file marker lines.

Meridian MAX must use an industry-standard CRC algorithm that is portable across different computing platforms. This algorithm simplifies the job of the third-party application provider using this information. The formula is the summation of the following expression, where X is each byte in the file:

$$\text{CRC-CCITT} = X^{16} + X^{12} + X^{5} + X^{0}$$

The end file marker consists of a single line to signal the end of the report output. Since this string is an alphanumeric string, it is enclosed in double quotation marks.

Figure 24-1
Data stream report

```
"[Meridian MAX BEGIN]"
62814,4195
"ACD-DN by Agent Performance Report"
"Daily Report"
""
"Northern Telecom",,,"Date: 11/06/95",,"Time: 13:49:42"
""
"Day: 11/03/95 "
""
"ACD-DN","DAY","AGT"," ----ACD",,"Calls---","----NON","ACD","CALLS----",," -TOTAL","TIME-","ACD/",
,,"ID","NUM","AVG","AVG","NUM","NUM","TIME","TIME","NOT","LOGN","LOGN"
,,,"ANSWD","TALK","WAIT","IN","OUT","IN","OUT","RDY",,"%",
,,,,"SEC","SEC",,,"HH:MM","HH:MM","HH:MM","HH:MM"
"1000","11/03/95",1002,4,10,52,0,0,"0:00","0:00","0:08","0:12",71
"","",1234,0,0,498,0,2,"0:00","0:03","2:46","2:59",92
"","",2223,0,0,28,0,0,"0:00","0:00","0:01","0:01",59


(The information for the entire report continues. When all of the information is printed, the end marker
appears.)

"[Meridian MAX END]"
```

Report data

The data portion of a data stream report is similar to the output of a tabular report. One difference is that the column headings correspond to the formula's column label, not the tabular format's custom heading.

Chapter 25: Color customization

Color customization allows you to customize the colors of all screen elements. Foreground and background colors can be selected from a 16-color palette. These colors are fixed and represent the 16 pure colors displayed on EGA and VGA displays. This feature is only available if the MTE is enabled.

Accessing this feature

Color customization is available by pressing the [Change Colors] function key on the Profile Maintenance screen or the Supervisor Definition screen. This function key does not appear if the option is disabled in your profile. Access to it is controlled by the setting in the Supervisor Definition screen.

Figure 25-1
Screen Color Definition screen

```
                                                                        12:00:00
 Screen Color Definition

     Screen Element                      Background          Foreground
     Normal                              [1]                 [1]
     Error message                       [2]                 [2]
     Confirmation message                [3]                 [3]
     Overwrite cursor                    [4]                 [4]
     Insert Cursor                       [5]                 [5]
     Keycap                              [6]                 [6]
     Key label                           [7]                 [7]
     Menu border                         [8]                 [8]
     Menu title                          [9]                 [9]
     Menu selection heading              [10]                [10]
     Menu item                           [11]                [11]
     Grayed menu item                    [12]                [12]
     Current menu item                   [13]                [13]
     Current grayed menu item            [14]                [14]
     Form border                         [15]                [15]
     Form title                          [16]             -->[16]
     Form field
                            ****SAMPLE****

 F9 = Help   F1 = Commands   F4 = Test Settings
```

Function keys

This section describes the function keys associated with the Screen Color Definition screen.

Help=Help

This function key provides information regarding the Screen Color Definition screen and its fields.

F1=Commands

The following commands are available after pressing [Commands]:

Return to Profile Maintenance

(Supervisor Definition for system administrators)

This command returns you to the Profile Maintenance screen or the Supervisor Definition screen (depending where the function key was invoked).

Read saved defaults

This command displays the color selections that were last saved.

Read another supervisor's defaults

This command allows you to use another supervisor's color selections.

Read system defaults

This command allows you to use the default colors created by the system administrator.

Read original system defaults

This command allows you to use the system defaults originally set when the system was installed.

Save system defaults

This command allows you to create new system defaults that can be read by any supervisor. This function is only available to system administrators while in the Supervisor Definition screen.

F1=Select no command

This function key appears when the Commands pop-up window is displayed. Press this key if you do not want to select a command.

F4=Test settings

This function key allows you to test any changes you have made. The screen is redrawn with the colors you have defined in the form.

Fields

This section describes the fields associated with the Screen Color Definition screen.

Screen Element

This field identifies the available screen elements. Refer to Table 25-1 for a list of screen elements.

Background

This field identifies the color to be used in the background of the screen element. Colors can be selected by using the cursor or entering numbers. For directions, refer to the "Selecting colors" section. For a list of available screen colors, refer to Table 25-2.

Foreground

This field identifies the color to be used for the foreground in the screen element. Colors can be selected by using the cursor or entering numbers.

For directions, refer to the “Selecting colors” section. For a list of available screen colors, refer to Table 25-2.

Table 25-1
Screen elements

Screen Element	**Description**
Normal	Normal screen text
Error message	Error messages displayed on the bottom line of your screen
Confirmation message	Messages confirming an action. Displayed on the bottom line of your screen.
Overwrite cursor	Cursor shown when in overwrite mode in an editable field
Insert cursor	Cursor shown when in insert mode in an editable field
Keycap	Actual softkey (for example, {F1})
Key label	Name of the softkey (For example, “Exit”)
Menu border	Border of a menu
Menu title	Title of a menu (top left corner)
Menu selection heading	Subheading within a menu
Menu item	Menu item text, other than grayed items
Grayed menu item	Menu items which are not currently selectable
Current menu item	Menu item you are positioned on
Current grayed menu item	Non-selectable menu item you are positioned on
Form border	Border for most screens (forms)
Form title	Title of screen (top right corner)
Form field	Field inside a form

— continued —

Table 25-1 (continued)
Screen elements

Screen Element	Description
Help window border	Border of the help text window
Help window title	Title of the help text window (top left corner)
Help window topic heading	Subheading that shows the name of the help text topic
Normal help text	Normal text within the help text window
Highlighted help text	Help text that is highlighted
Status indicators	Items shown on the top line of the screen to show the status of information (for example, “Report Ready”)
Headings	Titles of Change Orders created through Configuration Control
CC item ID	Left-most column in Configuration Control screens where the items are listed (for example, ACD-DN)
CC list ID	Entries in a list
New CC parameter value	New values entered in a Configuration Control screen
New CC parameter list value	Changes made to a list
Exception	Clock in upper right corner of screen when the High-Speed Link is down. This element should not be the same color as the one defined for the status indicators.
Emergency call	Name of the agent that appears on the top of the screen indicating an emergency call
SPARE	Agent status screen when no agent is logged on to a position
RESERVED	Agent status screen when the agent is reserved to answer an ACD call from the network
NOT RDY	Agent status screen when the agent is in the Not Ready state

— continued —

Table 25-1 (continued)
Screen elements

Screen Element	Description
WALKAWAY	Agent status screen when the agent is in walkaway state
WAITING	Agent status screen when the agent is waiting for an ACD call
ACD	Agent status screen when the agent is active on an ACD call
ACD HOLD	Agent status screen when the agent has put an ACD call on hold
DN IN	Agent status screen when the agent is active on an incoming DN call
DN IN HOLD	Agent status screen when the agent has an incoming DN call on hold
DN OUT	Agent status screen when the agent is active on an outgoing DN call
DNO HOLD	Agent status screen when the agent has put an outgoing DN call on hold
SPARE (Exception/Graphic)	Queue statistics display for number of agents not logged on
RESERVED (Exception/Graphic)	Agent in reserved state
NOT RDY (Graphic)	Queue statistics screens: shows graphically the number of agents in the Not Ready state
WALKAWAY (Exception/Graphic)	Agent status screen when an agent is in walkaway state and the threshold has been exceeded
WAITING (Exception/Graphic)	Agent status screen when the agent is waiting for an ACD call and the threshold has been exceeded. Also in queue statistics screens to show graphically how many agents are waiting for ACD calls.

— continued —

Table 25-1 (continued)
Screen elements

Screen Element	Description
ACD (Exception/Graphic)	Agent status screen when the agent is active on an ACD call and the threshold has been exceeded. Also in queue statistics screens to show graphically how many agents are on ACD calls.
ACD HOLD (Exception/Graphic)	Agent status screen when the agent has put an ACD call on hold and the threshold has been exceeded.
DN IN (Exception/Graphic)	Agent status screen when the agent is active on an incoming DN call and the threshold has been exceeded. Also in queue statistics screens to show the number of agents on DN calls.
DN IN HOLD (Exception/Graphic)	Agent status screen when the agent puts an incoming DN call on hold and the threshold has been exceeded.
DN OUT (Exception/Graphic)	Agent status screen when the agent is active on an outgoing DN call and the threshold has been exceeded.
DNO HOLD (Exception/Graphic)	Agent status screen when the agent puts an outgoing DN call on hold and the threshold has been exceeded
UNKNOWN	Agent status screen when the agent is logged on but the Meridian 1 has not specified the status of the agent
LOCATED AGENT	Agent located while in agent status screen
CALLS NETWORKED	Queue statistics display screen when ACD-DN is offering calls to the network
CONSULT	Agent status screen when the call was disconnected while the agent was trying to transfer or conference it with a third party. This state remains on the display as long as the agent and third party are connected. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key or if the agent contacts the supervisor using the Agent Supervisor (ASP) key.

— continued —

Table 25-1 (continued)
Screen elements

Screen Element	Description
CONSULT (Exception/Graphic)	Agent status screen when an agent is in a consult state and the threshold has been exceeded. Also in queue statistics screens to show graphically how many agents are in the consult state. This state occurs when the call was disconnected while the agent was trying to transfer or conference it to a third party. This state remains on the display as long as the agent and third party are connected. This state also appears if the supervisor contacts an agent using the Ring Agent (RAG) key or if the agent contacts the supervisor using the Agent Supervisor (ASP) key.
NOT RDY (Exception)	Agent status screens: when the agent has activated the Not Ready key and the threshold has been exceeded
LOGIN	Queue statistics screen to show the number of agents logged on to the ACD-DN as their primary ACD-DN
LOGIN (Graphic)	Queue statistics screen: shows graphically the number of agents logged on to the ACD-DN as their primary ACD-DNs
NOT AVAIL	Agent status screen when an agent is servicing an ACD call on another ACD-DN and the threshold has been exceeded
NOT AVAIL (Exception/Graphic)	Queue statistics screen shows graphically when an agent is servicing an ACD call on another ACD-DN
ACD (In Use)	Agent Status by Position Display screen to show the in-use queue

— end —

Table 25-2
Screen colors available

Color #	Screen Color	Color #	Screen Color
1	Black	9	Gray
2	Blue	10	Light Blue
3	Green	11	Light Green
4	Cyan	12	Light Cyan
5	Red	13	Light Red
6	Magenta	14	Light Magenta
7	Brown	15	Yellow
8	White	16	High-Intensity White

Selecting colors

You can select customized colors for your screen elements in two ways.

The first method is to move the cursor to your selections. To select a color for a specific screen element, move the cursor to that element. Use the arrow keys to move the cursor. The ->> sign indicates the active cursor. A --> sign appears before the color that is assigned to the foreground and background of the screen element. To change either color, move the cursor to the *Background* or *Foreground* field, and move the cursor to the color you want to select. You do not need to press {RETURN} to select the color.

The second method involves entering the color numbers. To select the background and foreground colors, enter the numbers displayed beside those colors. Move the cursor to the screen element, enter the number of the background color, and the foreground color, and press {**RETURN**}. The two numbers need to be separated by a comma but no space (for example, 4,12).

Press [Test settings] to test any color changes you have made. The *****SAMPLE***** field at the bottom of the display shows the current foreground/background color combination.

Once you have assigned colors to a screen element, move the cursor to the next element you want to change. You do not need to change the assigned colors for all screen elements.

For graphic display definitions, colors can be assigned to the bars in bar graphs. If color customization is available, a function key appears at the bottom of the graphic display definition screen.

Saving color selections

To save your color selections, press the [Commands] key and select *"Return to Profile Maintenance."* Save the Profile Maintenance screen. If you are a system administrator, save the Supervisor Definition screen to save the new color selections. The color settings become active after the next logon.

Chapter 26: Supporting international languages

International support ranges from the ability to enter language-specific strings, to the ability to print a report with international characters. The characters entered must be in the International Standards Organization (ISO) 8859-1 Latin alphabet No.1 (ISO 8859-1) character set. A maximum of two languages is allowed per system.

Information containing special (accented) characters can be entered into the system and printed out in reports. This language support applies to the entire user interface including all of the static text on the screens, help text, prompts, error messages, and system and historical reports.

The ISO 8859-1 Latin 1 standard character set is used to store and present information in any of the installed and enabled languages. One of the languages must be English for maintenance and remote diagnostics purposes. Supervisors can select either of the installed languages for their interaction with the system. For a complete list of available languages for your system, please contact your Nortel Networks representative.

Supervisor workstations

All of the supervisor workstations, except the DEC VT220, provide full international support. The DEC VT220 provides partial international support by utilizing the terminal's DEC Multinational character set.

Refer to the "Entering characters" section of this chapter for instructions on how to enter international characters.

Printers

Local printers are used to print data in Meridian MAX 10. To ensure that a physical printer (linked to a PC running MTE) supports international characters, refer to the documentation from Microsoft Windows and the printer's manufacturer.

Configuring workstations

Your workstation must be configured properly to have international characters available to you. If using a language-specific keyboard, you must configure your workstation's keyboard language. For more information on how to configure your workstation for international support, refer to the "Configuring your workstation" chapter.

Configuring languages

Your system can have a maximum of two languages. One of these must be English. The second language is chosen during the installation or upgrade of the Meridian MAX system.

The system administrator defines the system default language and the secondary language through the Parameter Administration—Miscellaneous Options screen.

The system default language is used for the Configuration Control Transaction Log, as well as any system-wide customized parameters such as Queue, Agent, DNIS, and Route names.

Through the Profile Maintenance screen, you can select the language in which you want to interact with the Meridian MAX system. You must log off the system and log back on for this language change to take effect.

Multiple language strings

Both public and private definitions can be defined in two languages. All public definitions must be defined in the system default language so all supervisors can read them. Since private definitions are used solely by you, they only need to be entered in the language defined in your profile. Table 26-1 lists the fields that can be defined in both the system default language and the secondary language, and the screens in which they are located.

Table 26-1
Multiple language strings

Screen	Field

Display Definition
    Screen Definition
 	
    Quadrant Definition
 	
    Formula Definition
	
	Screen Name
	
	Definition Name
	Custom Heading
	
	Labels In Menus
	Labels In Columns
	Labels In Graphs

Report Definition
    Report Parameter Definition
 	
    Tabular Format Definition
 	
    Graphic Format Definition
 	
    Report Formula Definition
	
	Report Name
	
	Format Title
	Custom Heading
	
	Graph Title
	Data Axis Title
	Key Axis Title
	
	Labels In Menus
	Labels In Columns
	Labels In Graphs

Configuration Control Change Orders	 Change Order Name
Schedule Definition	Schedule Name

Single language strings

Several strings can only be defined in the system default language. Table 26-2 lists the fields that are defined in a single language, and the screens in which they are located.

Table 26-2
Single language strings

Screen	Field
Parameter Administration	
Profile Maintenance/ Supervisor Definition	Name Password
Miscellaneous Options	Customer Name System Administrator Password
Time Frames Definition	Shift Name Period Name
Threshold Name Definition	Name for UD1 Name for UD2 Name for UD3 Name for UD4 Name for UD5
ACD-DN/CDN Definition	ACD-DN/CDN Name
Agent Definition	Agent Name Comment
Route Definition	Route Name
DNIS Definition	DNIS Name
Activity Definition	Activity Name
List Management	List Name
Supervisor Messaging	
Send Messages	Message Contents
Local Printer Control Window	Printer Name

Entering characters

Any international characters available on language-specific keyboards can be entered as part of textual input in the various screens. Some international characters might not be available directly on your keyboard, and special keyboard sequences might be required to enter these characters.

The following tables describe the key sequences required for each keyboard type.

If your workstation is a DEC VT220, DEC VT420, or DEC VT520, refer to Table 26-3. (DEC VT320 is compatible with DEC VT420.) If you are using a PC with MTE, refer to Table 26-4.

Compose sequences

The different types of keyboards use different compose sequences that must be entered before entering international characters.

DEC VT220, VT420, VT520

To create an international character on a DEC VT220, VT420, or VT520, the compose sequence is the **{COMPOSE}** key followed by the appropriate key sequence.

> ***Note:*** Since the DEC VT220 does not provide full international support, a question mark (?) might be displayed in cases where the appropriate character is not available on the VT220.

Meridian Terminal Emulator (MTE)

To create an international character on a PC running MTE, the compose sequence is pressing the **{ALT}** key while entering the character's numeric code. You must use the number pad on the keyboard, and the **{NUM LOCK}** key must be on. Use of the numbers located at the top of the keypad to enter the codes can have unpredictable results.

> ***Note:*** PC users can only enter the characters in the DOS Code Page 850 that are valid Latin 1 characters. If an attempt is made to enter an invalid character, a beep sounds on the workstation, and the character is not accepted.

Table 26-3
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Inverted exclamation	¡	!!
Cent sign	¢	C/
Pound sign	£	L=
Currency sign	¤	XO
Yen sign	¥	Y=
Broken vertical bar *	¦	| |
Paragraph/Section sign	§	SO
Copyright sign	©	CO
Feminine ordinal indicator	ª	A_
Left angle quotation mark	«	<<
Right angle quotation mark	»	>>
Not sign *	¬	-,
Macron *	¯	-^
Registered trademark sign *	®	R O
Soft hyphen *	-	- -
Middle dot	•	.^
Plus-Minus sign	±	+ -
Superscript 1	1	1^
Superscript 2	2	2^

— continued —

Table 26-3 (continued)
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Superscript 3	³	3^
Apostrophe	’	’space
Micro sign	µ	/U
Pilcrow sign	¶	P!
Division sign *	÷	-:
Multiplication sign *	×	x x
Cedilla *	¸	, ,
Acute accent *	´	‘ ‘
Circumflex accent	^	^ space
Tilde	~	~space
Diaeresis *	¨	¨space
Degree sign	°	0^
Masculine ordinal indicator	º	O_
Vulgar fraction one-quarter	¼	1 4 (order sensitive)
Vulgar fraction one-half	½	1 2 (order sensitive)
Vulgar fraction three-quarters *	¾	3 4 (order sensitive)
Inverted question mark	¿	??
Capital A with grave accent	À	‘A
Capital A with acute accent	Á	’A
Capital A with circumflex accent	Â	^A

— continued —

Table 26-3 (continued)
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Capital A with tilde	Ã	~A
Capital A with diaeresis	Ä	¨A
Capital A with ring above	Å	A° (degree sign) or A* (asterisk)
Capital diphthong A with E	Æ	A E (order sensitive)
Capital C with cedilla	Ç	C,
Capital E with grave accent	È	‘E
Capital E with acute accent	É	’E
Capital E with circumflex	Ê	^E
Capital E with diaeresis	Ë	¨E
Capital I with grave accent	Ì	‘I
Capital I with acute accent	Í	’I
Capital I with circumflex	Î	^I
Capital I with diaeresis	Ï	”I
Capital O with grave accent	Ò	‘O
Capital O with acute accent	Ó	’O
Capital O with circumflex	Ô	^O
Capital O with tilde	Õ	~O
Capital O with diaeresis	Ö	¨O
Capital O with oblique strike	Ø	o/
Capital N with tilde	Ñ	~N

— continued —

Table 26-3 (continued)
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Capital U with grave accent	Ù	‘U
Capital U with acute accent	Ú	’U
Capital U with circumflex	Û	^U
Capital U with diaereses	Ü	¨U
Capital Y with acute accent *	Ý	’Y
Capital Icelandic letter Eth *	Ð	- D
Capital Icelandic letter Thorn *	Þ	T H
Lowercase German letter sharp s	ß	ss
Lowercase a with grave accent	à	‘a
Lowercase a with acute accent	á	’a
Lowercase a with circumflex	â	^a
Lowercase a with tilde	ã	~a
Lowercase a with diaeresis	ä	¨a
Lowercase a with ring above	å	a° (degree sign) or a* (asterisk)
Lowercase diphthong a with e	æ	a e (order sensitive)
Lowercase c with cedilla	ç	c,
Lowercase e with grave accent	è	‘e
Lowercase e with acute accent	é	’e
Lowercase e with circumflex	ê	^e
Lowercase e with diaeresis	ë	¨e

— continued —

Page grid

Table 26-3 (continued)
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Lowercase i with grave accent	ì	‘i
Lowercase i with acute accent	í	’i
Lowercase i with circumflex	î	^i
Lowercase i with diaeresis	ï	”i
Lowercase n with tilde	ñ	~n
Lowercase o with grave accent	ò	‘o
Lowercase o with acute accent	ó	’o
Lowercase o with circumflex	ô	^o
Lowercase o with tilde	õ	~o
Lowercase o with diaeresis	ö	¨o
Lowercase o with oblique stroke	ø	o/
Lowercase u with grave accent	ù	‘u
Lowercase u with acute accent	ú	’u
Lowercase u with circumflex	û	^u
Lowercase u with diaeresis	ü	¨u
Lowercase y with acute accent *	ý	’y
Lowercase y with diaeresis	ÿ	¨y

— continued —

Table 26-3 (continued)
International characters for DEC VT220, DEC VT420, DEC VT520

Name	Character	Compose sequence, followed by
Lowercase Icelandic letter Eth *	ð	- d
Lowercase Icelandic letter Thorn *	þ	t h

Note: A character name with an asterisk (*) indicates that it is only available on the DEC VT420, or DEC VT520, or on a PC running Reflection 4+.

— end—

Note: The numeric code for international characters in Table 26-4 must be entered from the numeric keypad.

Table 26-4
International characters for PCs running MTE

Name	Character	Enter
Inverted exclamation	¡	**{ALT}** 173
Cent sign	¢	**{ALT}** 189
Pound sign	£	**{ALT}** 156
Currency sign	¤	**{ALT}** 207
Yen sign	¥	**{ALT}** 190
Broken bar	¦	**{ALT}** 221
Paragraph/Section sign	§	**{ALT}** 21
Copyright sign	©	**{ALT}** 184
Feminine ordinal indicator	ª	**{ALT}** 166
Left angle quotation mark	«	**{ALT}** 174

— continued —

Table 26-4 (continued)
International characters for PCs running MTE

Name	Character	Enter
Right angle quotation mark	»	**{ALT}** 175
Not sign	¬	**{ALT}** 170
Macron	‾	**{ALT}** 238
Registered trademark sign	®	**{ALT}** 169
Soft hyphen	-	**{ALT}** 196
Plus-Minus sign	±	**{ALT}** 241
Superscript 1	1	**{ALT}** 251
Superscript 2	2	**{ALT}** 253
Superscript 3	3	**{ALT}** 252
Apostrophe	’	**{ALT}** 239
Micro sign	µ	**{ALT}** 230
Pilcrow sign	¶	**{ALT}** 244
Division sign	÷	**{ALT}** 246
Multiplication sign	×	**{ALT}** 158
Degree sign	°	**{ALT}** 248
Cedilla	,	**{ALT}** 44
Acute accent	’	**{ALT}** 239
Diaeresis	¨	**{ALT}** 249
Masculine ordinal indicator	º	**{ALT}** 167

— continued —

Table 26-4 (continued)
International characters for PCs running MTE

Name	Character	Enter
Vulgar fraction one-quarter	¼	**{ALT}** 172
Vulgar fraction one-half	½	**{ALT}** 171
Vulgar fraction three-quarters	¾	**{ALT}** 243
Inverted question mark	¿	**{ALT}** 168
Capital A with grave accent	À	**{ALT}** 183
Capital A with acute accent	Á	**{ALT}** 181
Capital A with circumflex accent	Â	**{ALT}** 182
Capital A with tilde	Ã	**{ALT}** 199
Capital A with diaeresis	Ä	**{ALT}** 142
Capital A with ring above	Å	**{ALT}** 143
Capital diphthong A with E	Æ	**{ALT}** 146
Capital C with cedilla	Ç	**{ALT}** 128
Capital E with grave accent	È	**{ALT}** 212
Capital E with acute accent	É	**{ALT}** 144
Capital E with circumflex	Ê	**{ALT}** 210
Capital E with diaeresis	Ë	**{ALT}** 211
Capital I with grave accent	Ì	**{ALT}** 222
Capital I with acute accent	Í	**{ALT}** 214
Capital I with circumflex	Î	**{ALT}** 215
Capital I with diaeresis	Ï	**{ALT}** 216

— continued —

Table 26-4 (continued)
International characters for PCs running MTE

Name	Character	Enter
Capital O with grave accent	Ò	**{ALT}** 227
Capital O with acute accent	Ó	**{ALT}** 224
Capital O with circumflex	Ô	**{ALT}** 226
Capital O with tilde	Õ	**{ALT}** 229
Capital O with diaeresis	Ö	**{ALT}** 153
Capital O with oblique strike	Ø	**{ALT}** 157
Capital N with tilde	Ñ	**{ALT}** 165
Capital U with grave accent	Ù	**{ALT}** 235
Capital U with acute accent	Ú	**{ALT}** 233
Capital U with circumflex	Û	**{ALT}** 234
Capital U with diaereses	Ü	**{ALT}** 154
Capital Y with acute accent	Ý	**{ALT}** 237
Capital Icelandic letter Eth	Ð	**{ALT}** 209
Capital Icelandic letter Thorn	Þ	**{ALT}** 231
Lowercase German letter sharp s	ß	**{ALT}** 225
Lowercase a with grave accent	à	**{ALT}** 133
Lowercase a with acute accent	á	**{ALT}** 160
Lowercase a with circumflex	â	**{ALT}** 131
Lowercase a with tilde	ã	**{ALT}** 198
Lowercase a with diaeresis	ä	**{ALT}** 132

— continued —

Table 26-4 (continued)
International characters for PCs running MTE

Name	Character	Enter
Lowercase a with ring above	å	**{ALT}** 134
Lowercase diphthong a with e	æ	**{ALT}** 145
Lowercase c with cedilla	ç	**{ALT}** 135
Lowercase e with grave accent	è	**{ALT}** 138
Lowercase e with acute accent	é	**{ALT}** 130
Lowercase e with circumflex	ê	**{ALT}** 136
Lowercase e with diaeresis	ë	**{ALT}** 137
Lowercase i with grave accent	ì	**{ALT}** 141
Lowercase i with acute accent	í	**{ALT}** 161
Lowercase i with circumflex	î	**{ALT}** 140
Lowercase i with diaeresis	ï	**{ALT}** 139
Lowercase n with tilde	ñ	**{ALT}** 164
Lowercase o with grave accent	ò	**{ALT}** 149
Lowercase o with acute accent	ó	**{ALT}** 162
Lowercase o with circumflex	ô	**{ALT}** 147
Lowercase o with tilde	õ	**{ALT}** 228
Lowercase o with diaeresis	ö	**{ALT}** 148
Lowercase o with oblique stroke	ø	**{ALT}** 155
Lowercase u with grave accent	ù	**{ALT}** 151
Lowercase u with acute accent	ú	**{ALT}** 163

— continued —

Table 26-4 (continued)
International characters for PCs running MTE

Name	Character	Enter
Lowercase u with circumflex	û	**{ALT}** 150
Lowercase u with diaeresis	ü	**{ALT}** 129
Lowercase y with acute accent	ý	**{ALT}** 236
Lowercase y with diaeresis	ÿ	**{ALT}** 152
Lowercase Icelandic letter Thorn	þ	**{ALT}** 231

— end—

Chapter 27: Working with remote locations

This chapter describes some of the features that can be used to exchange information between the Meridian MAX and remote locations. These features include

- Supervisor Display Access (SDA)
- MAX Status Interface (MSI)
- MAX Event Interface (MEI)
- Network Administration Center (NAC)
- dial-up supervisor

Supervisor Display Access

The Supervisor Display Access (SDA) feature provides an extra supervisor display through the system console or the remote diagnostics modem port.

Supervisors and system administrators access an SDA session through the system console port. The remote diagnostics modem port is reserved for Nortel Networks support.

Once logged on, the SDA session functions identically to other regular display sessions starting from other I/O ports. Only one SDA session is allowed at any one time. Therefore, if an SDA session is started from the system console port, a second SDA session cannot be started from the remote diagnostics modem port at the same time.

> ***Note:*** System console and maintenance console are interchangeable terms. Remote diagnostics modem is also referred to as diagnostics modem and external modem.

Logging on to an SDA session

An SDA session can be started from the system console port. To use the SDA feature, supervisors and system administrators must log on to the Meridian MAX through the system console.

Procedure 27-1
To log on to an SDA session

1 At the *Console Login:* prompt, type **maxusr** and press **{RETURN}**.

2 Enter the password and press **{RETURN}**.

3 Select one of two options:

If the SDA session is started successfully, the Meridian MAX logon screen appears. Follow the normal procedure as if logging on to a regular Meridian MAX workstation.

or

If the SDA session cannot be started, the following message appears:

```
Supervisor Display Access session cannot be
started at this time since there is already one
running in another port.

La session d'acces a l'affichage du surveillant ne
peut etre lancee presentement, car il y en a une
autre en cours.
```

Note: This message is an example of a system where the installed languages are English and French. The messages appear in the languages installed on your system.

Logging off of an SDA session returns you to the console logon prompt. Other messages might appear. Refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Meridian MAX error messages" chapter.

SDA Password

The **maxusr** account is created with a default password for all new installations, installation upgrades, and platform upgrades. The default password to access this account is **maxsup1**. For security purposes, it is recommended that the system administrator assign a new password to this account through the Maintenance and Administration menu after each new installation, installation upgrade, and platform upgrade. Inform your Nortel Networks support organization of your SDA password change.

Limitations

Input/Output errors

In the unlikely event that I/O errors occur during the SDA session, the port where the SDA session is running may freeze. The port might remain unusable until the system is started. Refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 563-4001-811), “Fault isolation checklist” chapter.

Terminals

VT420 or 100%-compatible, and VT220 or 100%-compatible workstations are supported for this feature. MTE is not supported. The default terminal type is VT220.

Sending data to third parties

The Meridian MAX uses the MSI and MEI to send data to third-party applications. For detailed information, refer to the *MSI/MEI Protocol Reference Guide* (P0853414).

MAX Status Interface

The MSI allows Meridian MAX to send queue-based statistical data collected from the Meridian 1, across the local area network (LAN), to a central real-time load management system. The central system also receives data from other vendors’ ACD systems.

Based on the central system’s capabilities, the data from the different switches can be used in a variety of ways to control network traffic from one location. For example, the system might be able to route calls through the public network to a queue in the ACD, which is best equipped to handle it. It can also create detailed or summarized displays and reports.

MAX Event Interface

The MAX Event Interface (MEI) sends real-time event information to the third-party applications. The event information can consist of MEI-Network messages or MEI-Observe messages. The MEI-Network messages are designed for applications wishing to route calls through the public switched network on a real-time basis. The MEI-Observe messages are designed for applications wanting to ensure that agents are adhering to specific standards.

Network Administration Center

Although supervisors in each node have status screens and report information that indicate how network calls are affecting their node, the Meridian MAX nodes cannot directly communicate with each other. To automatically consolidate screen and report information from Meridian MAX nodes, a Network Administration Center (NAC) is required.

The NAC allows multiple Meridian MAX nodes to be monitored and supervised from one central location. A NAC can have a maximum of 10 Meridian MAX and ACD-MAX nodes.

NAC enables all Meridian MAX or ACD-MAX nodes connected to the NAC processor to report their call data on a regular basis. Real-time data is sent from the MAX nodes at a time interval defined at the NAC. Historical data is sent from the MAX nodes when the NAC requests it for a report. The historical data is not stored at the NAC site. NAC uses English and French in monitoring and gathering data (accented characters are not supported).

NAC provides a variety of consolidated reports and status screens from the information accumulated from each node. The NAC's Network Configuration Control feature allows NAC supervisors to control the call flow for any or all nodes as needed. The Remote Supervisor Login option allows network supervisors to operate as nodal supervisors. The Supervisor Messaging feature allows supervisors throughout the network to send messages to other supervisors on the network.

For more information, refer to the *NAC 2 Supervisor's User Guide* (P0724352).

NAC connectivity

The NAC connectivity feature covers all components that allow NAC to communicate with Meridian MAX.

> ***Note:*** NAC connectivity is only available in certain countries. Contact your Nortel Networks representative for details. If MQA is enabled, NAC supervisors must also be trained to interpret the data differently in their Meridian MAX systems.

The components in the NAC connectivity feature include

- network historical reports

  NAC requires historical data from each Meridian MAX node to generate a consolidated report. NAC, however, cannot access the "login time" and "consult time" from the Meridian MAX statistical groups. Three new statistical groups have been added to NAC 2 to provide additional historical data: CDN, CDN Call Answer Breakdown, and RAN Route. However, the two CDN statistical groups are only available if the EAR/CCR purchasable option is enabled. The RAN Route statistics group is only available if the Meridian MAX is connected to a Meridian 1 running Release 17 or higher. If a NAC report requests data in a statistics group when it is not available, the NAC report's banner page includes an entry saying "Requested data is not supported."

- network real-time statistics

  This component provides real-time statistical data. NAC 2 also provides real-time statistics for CDN queues. It cannot, however, access the CDN real-time statistics that only apply to the network CDN calls. NAC cannot access the "positions login," "positions not available," and the "positions consult" from the Meridian MAX queue real-time statistics.

- Network Configuration Control

  This component sends/executes configuration control commands to/from NAC.

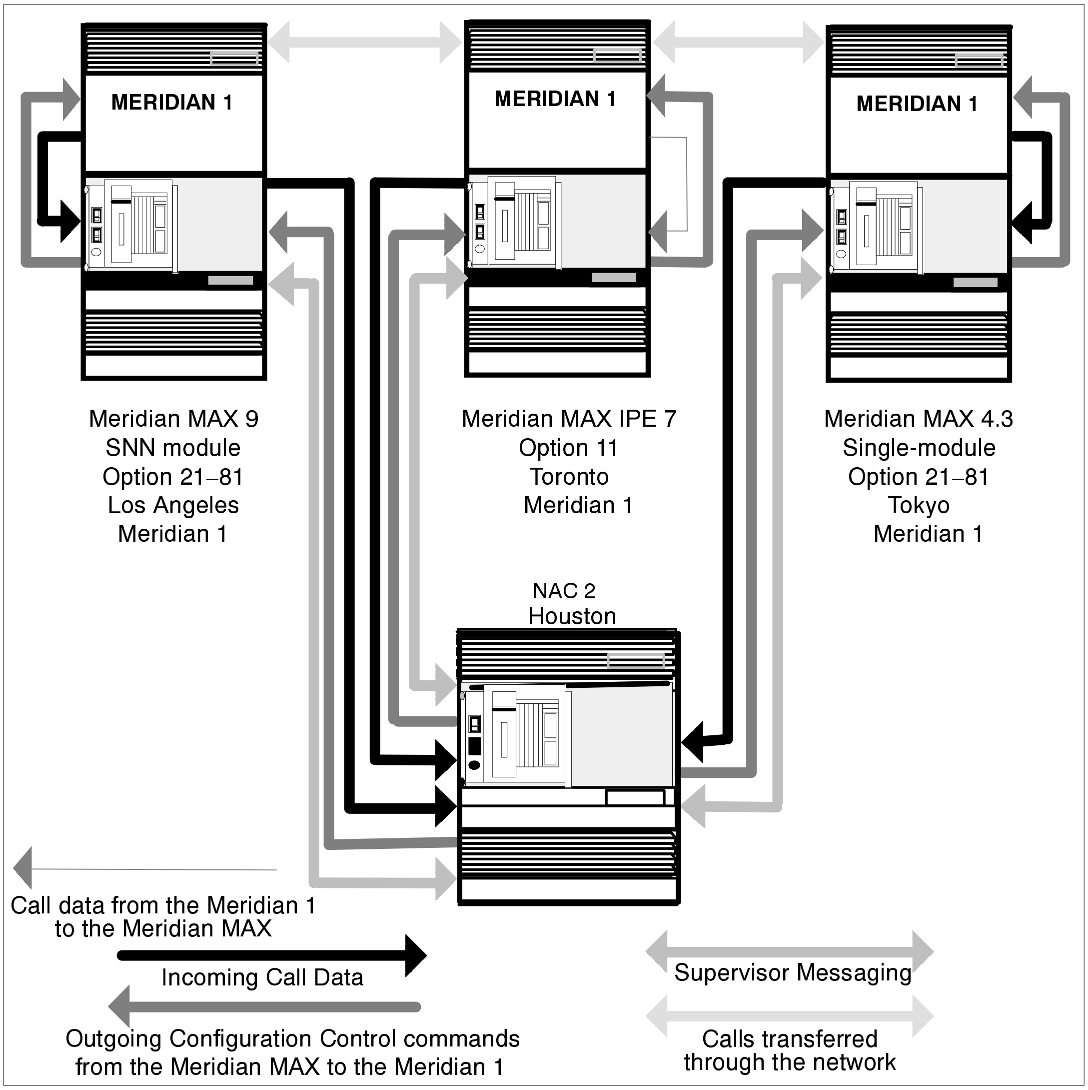
- Supervisor Messaging

  This component sends/receives administrator messages to/from NAC/MAX supervisors.

Network data flow

Figure 27-1 shows the NAC network data flow. The data flow is identical for NAC 1.

Figure 27-1
NAC network data flow



Remote printing

The Remote Printing feature allows a nodal supervisor to send reports to the default NAC printer at the NAC site. This feature allows nodal and network supervisors to view the same report at the same time. Remote printing is useful when dealing with a problem that requires consultations with the NAC. The system administrator can also use the Remote Supervisor Login feature to send agent performance reports to the NAC.

Procedure

To use the Remote Printing feature, you must have

- the Meridian MAX
- properly installed the hardware required to connect your Meridian MAX node to the NAC system (for example, modem and cabling)
- specifically assigned a communications port for the network link
- enabled the *Remote Printing* field in the Supervisor Definition screen for the supervisors/administrators who are permitted to send the report. This screen is described in the "Parameter Administration" chapter.

The Remote Printing feature causes the new option—remote printer —to appear whenever a supervisor/administrator selects an output device (for example, printer and workstation), providing the supervisor/administrator is permitted to use this feature.

Remote supervisor login

The Remote Supervisor Login feature allows the network supervisor to log on to any Meridian MAX node as a nodal supervisor. Only nodes which are connected to the network can be accessed in this manner.

Only the NAC personnel have access to this feature. Remote Supervisor Login is not available to Meridian MAX supervisors/administrators.

All of the nodal supervisor capabilities are available to the remote network supervisor. This feature allows the network supervisor to fill in for an absent nodal supervisor. A remote supervisor must use a supervisor ID defined at the Meridian MAX site that the supervisor is logging on to. The supervisor definition for the supervisor ID controls the features the remote supervisor can access. For example, a network supervisor might be permitted to issue Network Configuration Control commands while logged on to the NAC as a network supervisor.

However, the network supervisor might be unable to issue Configuration Control commands while logged in to a nodal Meridian MAX site because the nodal supervisor ID used does not include permission to use Configuration Control.

There is no indicator to show users that a supervisor ID is actually a remote supervisor. Providing you have enough spare supervisor IDs available, it is recommended that you create generic remote supervisor definitions and assign a specific range of supervisor IDs to these definitions. For example, you might use a supervisor ID range from the 800x series, with the first remote supervisor ID set to 8000, the second remote supervisor ID set to 8001, and so on. In this way, you can distinguish between remote users and nodal users.

Dial-up supervisor

The dial-up supervisor feature connects the Meridian MAX with a supervisor workstation by using modems and telephones. The following steps must be performed to use this feature:

- Ports must be specifically assigned for this purpose at the Meridian MAX site.
- Modems must be attached to these ports at the Meridian MAX end and the remote supervisor terminal at the other end.
- Modems must be powered on.

This feature allows you to set up supervisor workstations away from the Meridian MAX site. For example, you can set up a remote supervisor workstation in a building other than the building where the Meridian MAX system is located.

Each time this feature is accessed, the system asks you to define the configuration of the terminal being used. To change the terminal configuration, you must log off and dial up again to choose the new configuration. A remote supervisor must use a supervisor ID defined at the Meridian MAX site that the supervisor is logging on to. The supervisor definition for the supervisor ID controls the features that the remote supervisor can access. A NAC supervisor can also use this feature through the Remote Supervisor Login feature.

> ***Note:*** Anyone with the correct information can access the dial-up supervisor feature.

Chapter 28: Sending messages to supervisors

The Supervisor Messaging feature, which is only available if your system has NAC, allows your network to issue short messages to other supervisors and administrators (nodal and network) through your workstation. Typically, these messages deal with changes in the normal routines of the Meridian MAX nodes or NAC, or both. For example, a node, finding itself short-staffed, might ask the NAC to overflow calls to other nodes. The NAC would then issue a message to notify the other nodes that they can expect heavier call traffic.

Each network supervisor permitted to use the feature can receive, read, prepare, and send messages between any and all Meridian MAX nodes connected with the network.

Meridian MAX allows a maximum of 19 incoming messages and 19 outgoing messages to be saved. If more messages are saved, the oldest message is overwritten to allow for the next incoming or outgoing message. To prevent a message from being overwritten while you are in Show Incoming or Show Outgoing messages, choose the *“Hold”* command from the Commands menu. A maximum of five incoming and five outgoing messages can be held. These messages are retained until you choose to release one or more of these held messages using the same options pop-up menu. Once released, you can then delete the held message.

Accessing this feature

To access this feature, select *“Supervisor Messaging”* from the main menu. This feature is only available if your system has access to the NAC, and the *Supervisor Messaging* field is enabled in your profile.

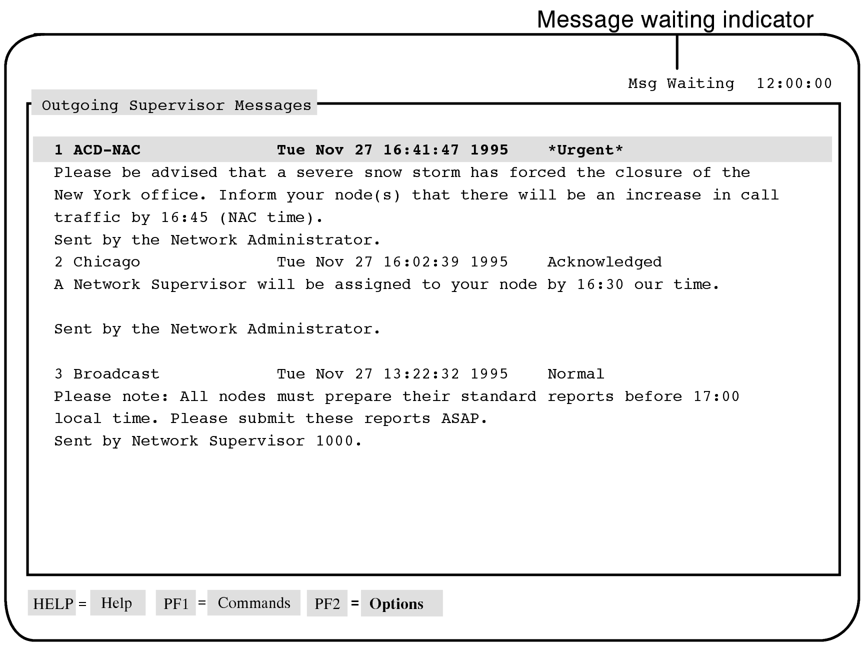
Disclaimer

Not all options and applications are available in all countries. Contact your Nortel Networks representative for details.

Message indicator

Figure 28-1 shows the message indicator that informs the network supervisor that a message has been received.

Figure 28-1
Supervisor messaging—message indicator



This indicator remains on the screen as long as there is a message that has not been read by anyone at your node. The message waiting indicator is removed as soon as the first person reads the new message (assuming that there are no other new messages to be read).

Initial screen

The initial screen for the Supervisor Messaging feature lists all of the unread supervisor messages.

Figure 28-2
Supervisor Messaging—initial screen

```
                                                     Msg Waiting  12:00:00
 Supervisor Messaging

     MESSAGE SOURCE                  TIME RECEIVED                STATUS
 1.  NAC                       Tues Nov 27 16:41:47 1995         Urgent*
 2.  Toronto                   Tues Nov 27 15:59:45 1995         Acknowledged
 3.  Chicago                   Tues Nov 27 13:22:32 1995         Normal

HELP = Help   PF1 = Commands   PF2 = Options   F6 = Compose Msg
```

There are three ways to select an unread message for display:

- Enter the message number, followed by **{RETURN}**.
- Move the selection bar to the specific message you want and press **{RETURN}**.
- Move the selection bar to the specific message you want and press **{PF1}**, and then select the Read Messages command.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

Exit

This command returns the system to the main menu.

Read Messages

This command displays the messages highlighted for display from the initial screen. Refer to the “Read message screen” section in this chapter.

Read Previous Msg.

This command displays the message that was last saved or deleted by any user on the system. Refer to the “Read previous message screen” section in this chapter.

Compose Message

This command composes a message to send to other users. Refer to the “Compose message” section in this chapter.

Show Incoming

This command allows incoming supervisor messages to be viewed, stored, deleted, released, or placed on hold. Refer to the “Incoming supervisor messages screen” section in this chapter.

Show Outgoing

This command allows outgoing supervisor messages to be viewed, stored, deleted, released, or placed on hold. Refer to the “Outgoing supervisor messages screen” section in this chapter.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no option

This function key removes the Options pop-up window from the screen.

F6=Compose Msg

This function key composes a message to send to other users. This is the same function performed by the *"Compose Message"* option in the Commands pop-up window. Refer to the "Compose message" section in this chapter.

Fields

Message Source

This field shows the name of the site that sent the message.

Time Received

This field shows the date and your local time when the message was received by your node.

Status

This field shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge.

Normal messages are given no special treatment. Urgent messages are delivered before normal messages and are labeled as "urgent." Acknowledge messages automatically alert the sender when the recipient has read the message.

Read message

The Read Message feature shows the message that was received by the Meridian MAX or NAC, and was selected for display from the initial screen. Each message lists the source information and the message contents. After reading each message, you must either save or delete it. You can use this feature to show incoming messages and outgoing messages as well.

Figure 28-3
Supervisor messaging—read message

```
                                                                    12:00:00
 Read Message

 Source       :  Denver
 Msg Status   :  *Urgent*
 Received     :  Wed Nov 28 19:06:35 1995
 Sent         :  Wed Nov 28 19:06:33 1995




    MESSAGE CONTENTS
 Please be advised that the Denver office will remain open until 21:00
 local time due to the extremely heavy call traffic.
 Sent by Nodal Administrator.


HELP = Help   PF1 = Commands   PF2 = Options
```

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit

This command returns the system to the initial Supervisor Messaging screen.

Next Unread
This command displays the next recent unread message.

Delete This Message
This command deletes the message currently on display. Once a message is deleted, it cannot be restored.

Save This Message
This command saves the message currently on display. Up to 19 messages can be stored at one time. These messages can be read any time.

Show Outgoing
This command displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold, or released. Refer to the “Outgoing supervisor messages screen” section.

Show Incoming
This command displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold, or released. Refer to the “Incoming supervisor messages screen” section.

PF1=Select no command
This function key removes the Commands pop-up window from the screen.

PF2=Options
This function key displays a description or list of valid entries for the field.

PF2=Select no option
This function key removes the Options pop-up window from the screen.

Fields

Source
This field shows the name of the site that sent the message. This field is provided only for information and cannot be changed.

Msg Status
This field shows the status the sender attached to the message.

The three status labels are normal, urgent, and acknowledge.

Normal messages are given no special treatment. Urgent messages are delivered before normal messages and are labeled as ”urgent.” Acknowledge messages automatically alert the sender when the recipient has read the message. This field is provided only for information and cannot be changed.

Received

This field shows the date and time that the message was received. This field is provided for information only and cannot be changed.

Sent

This field shows the date and time that the message was sent. This field is provided for information only and cannot be changed.

Message Contents

This field provides the contents of the message. This field is provided for information only and cannot be changed.

Read previous message

The Read Previous Message feature shows the message that was last saved or deleted by any user on your system. The message lists the source information and the contents. You can use this feature to show incoming messages and outgoing messages as well.

Figure 28-4
Supervisor messaging—read previous message

```
                                                                    12:00:00
 Read Message

 Source       :  Toronto
 Msg Status   :  *Urgent*
 Received     :  Fri Jan 20 15:23:31 1995
 Sent         :  Fri Jan 20 15:23:31 1995



    MESSAGE CONTENTS
 Please be advised that the Toronto office will remain open until 20:30
 local time due to the extremely heavy call traffic.
 Sent by Nodal Administrator.

HELP = Help   PF1 = Commands   PF2 = Options
```

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit
This command returns the system to the initial Supervisor Messaging screen.

Show Outgoing

This command displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold, or released. Refer to the "Outgoing supervisor messages screen" section in this chapter.

Show Incoming

This command displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold, or released. Refer to the "Incoming supervisor messages screen" section in this chapter.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no option

This function key removes the Options pop-up window from the screen.

Fields

Source

This field shows the name of the site that sent the message.

Msg Status

This field shows the status that the sender attached to the message. The three status labels are normal, urgent, and acknowledge. Normal messages are given no special treatment. Urgent messages are delivered before normal messages and are labeled as "urgent." Acknowledge messages automatically alert the sender when the recipient has read the message.

Received

This field shows the date and time that the message was received.

Sent

This field shows the date and time that the message was sent.

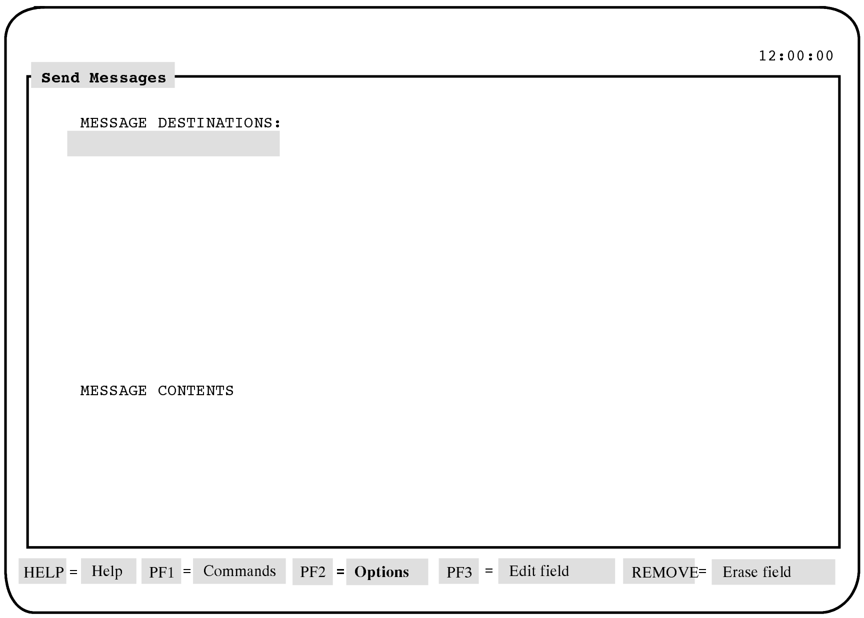
Message Contents

This field displays the contents of the message.

Compose message

To create a message, select the "*Compose Messages*" command from the Commands menu, or press the [Compose Msg] function key. The system displays a Send Messages screen as shown in Figure 28-5.

Figure 28-5
Supervisor messaging—send message



To send a message, you must perform the following steps:

1 Select the destination(s).

2 Create the message.

3 Press {PF1} to display the commands, select the Send Message command, and the system displays the Msg. Status popup.

4 Select the status of the message from the popup.

The system sends your message to the destination(s) specified in your message.

The system also allows you to select and send an existing message from a list of previously saved messages.

Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit

This command returns the system to the initial Supervisor Messaging screen.

Show Destinations

This command displays a list of destination nodes. One or more nodes can be selected to receive the message.

Select Existing Msg.

This command selects a saved message as input. The message can be edited without changing the original.

Send Message

This command sends the message.

Store Outgoing

This command stores the message in the saved outgoing message list. No more than 19 messages can be saved at one time.

Show Outgoing

This command displays outgoing messages on the Outgoing Supervisor Messages screen. Messages can be deleted, restored, released, and placed on hold from this screen. For more information, refer to the “Outgoing supervisor messages screen” section in this chapter.

Broadcast

This command sends the message to all nodes. The word **Broadcast** appears in the *Message Destinations* field.

Clear Destinations

This command removes all destination nodes selected for the message currently on display.

PF1=Select no command

This function key removes the Command pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Select no option

This function key removes the Destination Nodes pop-up window from the screen.

PF3=Edit field

This function key allows a field to be edited.

PF3=End editing

This function key indicates that no further editing is required to the field.

Remove=Erase field

This function key removes the contents of a field.

MTE-specific function keys

The following keys are only available on PCs running the Meridian Terminal Emulator:

- **Ins**
  This key allows you to insert information.
- **Home**
  This key moves your cursor to the beginning of the line.
- **End**
  This key moves your cursor to the end of the line.
- **—>**
  This key moves your cursor one word to the right.
- **<—**
  This key moves your cursor one word to the left.

Fields

Message Destinations

You can select the NAC and any Meridian MAX nodes connected to the NAC as a destination for your message.

If you want to send your message to all nodes and the NAC, use the Broadcast command from the [Commands] function key list. If you want to send your message to less than all destinations, then you must use the Show Destinations command, or press the [Options] function key for the same list.

If the list is on display, you can enter the list number, or move the selection bar to the node you want and press {**ENTER**} to select the node as a destination. If the list is not on display, you can enter the node's name or the node's ID to select the node as a destination.

If you select an incorrect destination, you can reselect it by highlighting the field which contains the incorrect choice. If you cannot reselect it because you have already selected all of the nodes, then use the Clear Destinations command from the [Commands] function key list. Once this is done, reselect all of the correct destinations.

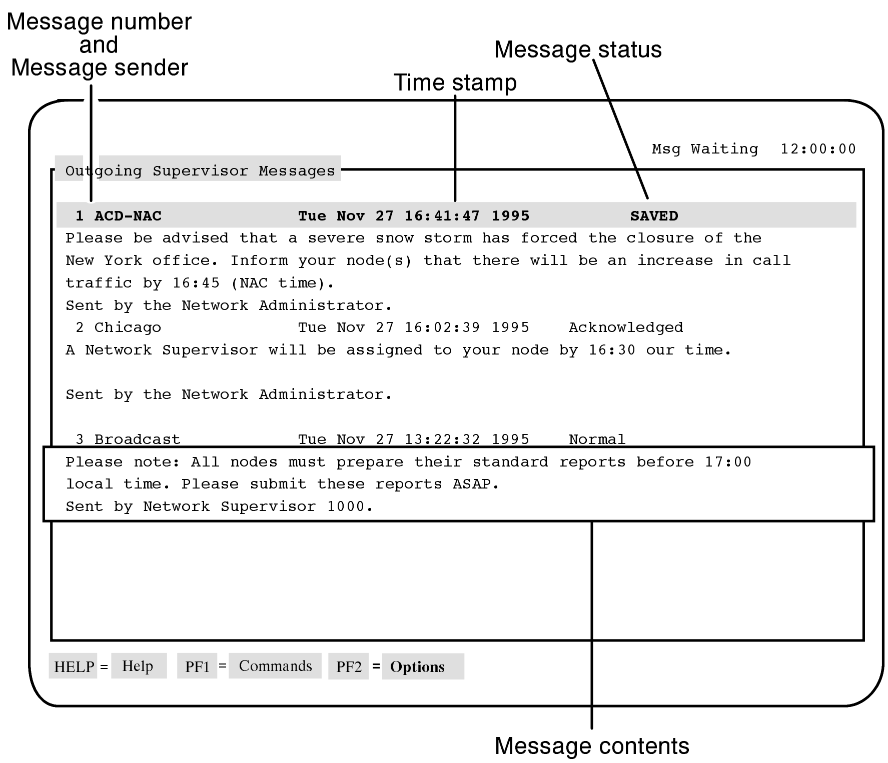
Message Contents

This field allows you to enter a maximum of 4 lines of 76 characters for your message. Only alphabetic, numeric, and punctuation characters can be used in a message.

Outgoing supervisor messages

The Outgoing Supervisor Messages feature stores up to 19 outgoing messages and allows you to hold a maximum of 5 of those messages. The first five messages are usually reserved for held messages, such as repeatedly sent messages. The remaining message slots contain the most current messages that were prepared, saved, and, possibly (but not necessarily), sent.

Figure 28-6
Supervisor messaging—outgoing supervisor messages



Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit

This command returns the system to the initial Supervisor Messaging screen.

Delete Message

This command deletes the message highlighted by the selection bar. The status for the message changes to **Deleted**. The message is not removed until the Outgoing Supervisor Messages screen is exited.

Undelete Message

This command restores the message highlighted by the selection bar, providing the message was deleted (a message cannot be restored if it was not deleted). The status for the message changes from **Deleted** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

Hold/Release Message

This command sets a toggle switch that either holds or releases a message. The message status changes to **HELD** if this command is selected for a message that is not on hold. After a message is released, the status message changes from **HELD** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge). Up to five messages can be placed on hold.

If certain messages are sent repeatedly, type them once and place them on hold. In this way, the messages need only be typed once, and they are always available.

PF1=Select no command

This function key removes the Commands popup from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options popup

This function key closes the Options window.

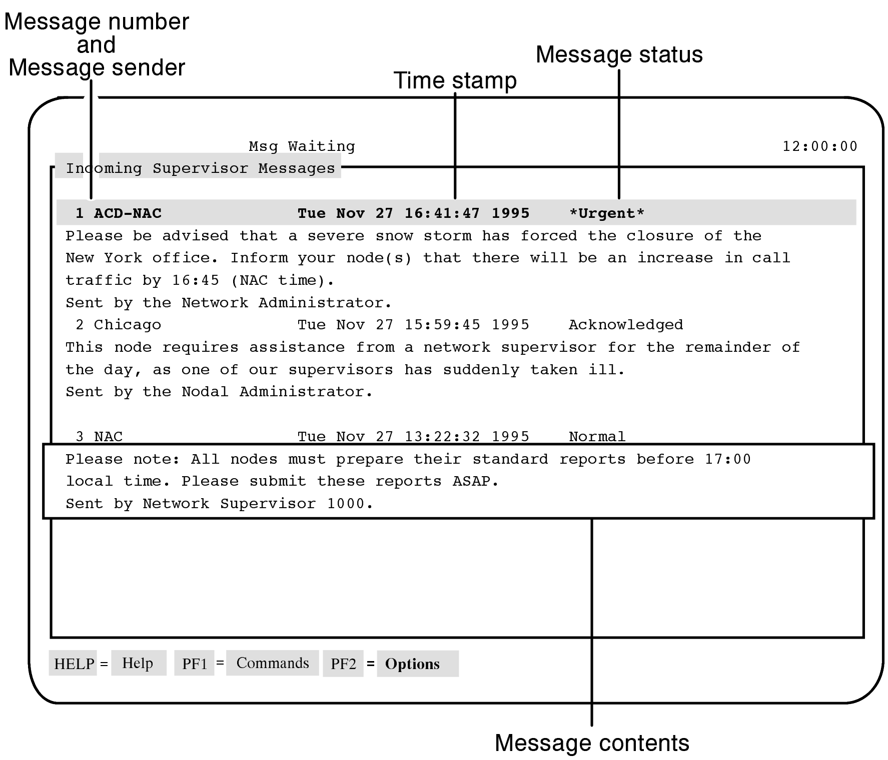
Fields

No fields appear on this screen. Figure 28-6 shows three messages and points out the location of significant pieces of information.

Incoming supervisor messages

The Incoming Supervisor Messages feature stores up to 19 incoming messages and can hold up to 5 of these messages. The first five messages are usually reserved for held messages, such as messages read by many supervisors. The remaining message slots contain the most current received and saved messages.

Figure 28-7
Supervisor messaging—incoming supervisor messages



Function keys

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

Exit

This command returns the system to the initial Supervisor Messaging screen.

Delete Message

This command deletes the message highlighted by the selection bar. The status for the message changes to **Deleted**. However, the message is not removed until the Incoming Supervisor Messages screen is exited.

Undelete Message

This command restores the message highlighted by the selection bar. The status for the message changes from **Deleted** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

Hold/Release Message

This command sets a toggle switch that either holds or releases a message. The message status changes to **HELD** if this command is selected for a message. After a message is released, the status message changes from **HELD** to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge). Up to five messages can be placed on hold.

PF1=Select no command

This function key removes the Commands pop-up window from the screen.

PF2=Options

This function key displays a description or list of valid entries for the field.

PF2=Remove options pop-up

This function key closes the Options window.

Fields

There are no fields on this screen. Figure 28-7 shows three messages and points out the location of significant pieces of information.

Chapter 29: Using Network Automatic Call Distribution

Some Meridian MAX systems are equipped with a networking option. Typically, an ACD network consists of a central ACD system in contact with other ACD systems at other locations. These other systems are referred to as nodes in the network. Meridian MAX reports on calls coming into an ACD-DN to be overflowed to another ACD-DN in the same system. Network Automatic Call Distribution (NACD) allows calls to be overflowed to another ACD-DN in another node in the ACD network.

> ***Note:*** Network ACD is required if either Enhanced Overflow (package 178) or Network ACD (package 207) is equipped on the Meridian 1.

The networking option adds the following features to those already described in this document:

- real-time displays of network activity
- historical reports on network activity and performance
- additional Configuration Control and parameter administration functions

In addition to these new features, some of the standard ACD features described in this document are enhanced by the networking option. Unless otherwise stated, however, your Meridian MAX system performs the same in a networking environment as it does in a non-networking environment.

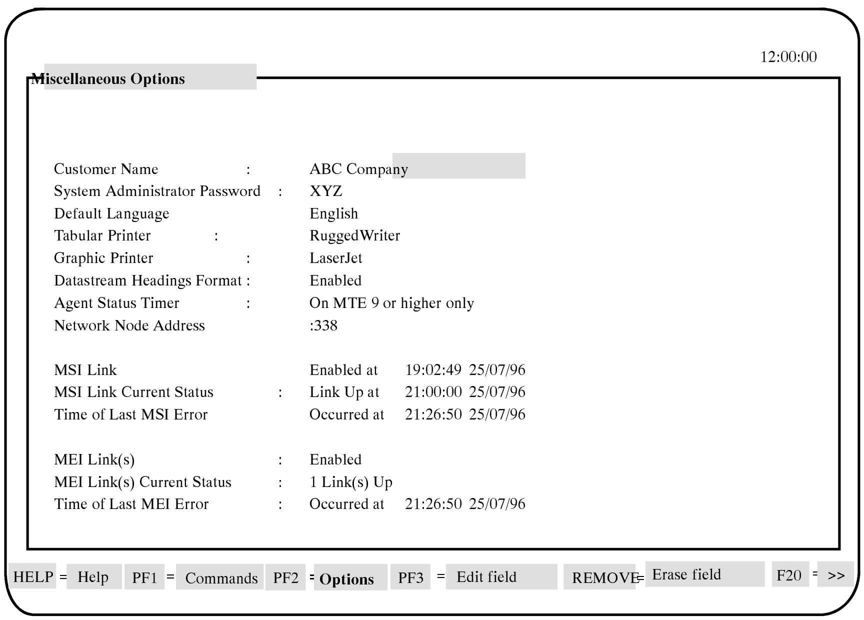
Parameter Administration

Two displays offered through the Parameter Administration feature are affected by NACD: Miscellaneous Options (Figure 29-1) and Threshold Definition (Figure 29-2).

Miscellaneous Options

One field is added to the list of options in the Miscellaneous Options screen, as shown in Figure 29-1. The *Network Node Address* field is the home location code for the Meridian 1. This field only appears if your system has the NACD option enabled. This address is used in reports showing network call traffic. The Network Node Address cannot be changed by the user. It is displayed for information purposes only.

Figure 29-1
Miscellaneous Options screen—with NACD, MSI, and MEI in use



Threshold Definition

The threshold, Network Calls Waiting, is added to the standard threshold values on the Threshold Definition screen, as shown in Figure 29-2. This value defines the maximum number of network calls directed to your Meridian MAX system that can wait to be answered by one of your agents. If this threshold is exceeded, the number of network calls waiting is highlighted on the ACD-DN statistics display.

Figure 29-2
NACD features in Parameter Administration's Threshold Definition

```
                                                                      12:00:00
    Threshold Definition

    Threshold #      Agent Thresholds    Queue Thresholds         User Defined

       1             ACD Talk      0     Delay Objective...  10   UD1> Number Agts  5
                     Not Ready..   0     Service Objective.  90   UD2> Unnamed... 0
                     Wait.......   0     Avg. Answer Delay   50   UD3> Unnamed... 1
                     DN In......   0     Local Calls Wait..   4   UD4> Unnamed... 2
                     DN Out.....   0     Network Calls Wait   3   UD5> Unnamed... 3
                     Walkaway...   0     Short Call........  10

HELP = Help   PF1 = Commands   PF2 = Options   Delete = Delete record
```

Agent displays

When a call is routed to another node on the network, a signal is first sent to ensure that there is an agent available at that node to receive the call. Once this situation is established, the agent is put into a reserved state to ensure that he or she does not receive another call in the time it takes to complete the connection. Therefore, in addition to the statuses that appear on the standard Agent Status Displays, NACD adds a “Reserved” status. On the Queue Statistics Displays, reserved agents are included in the “Waiting” category.

An agent is never reserved for more than the maximum time set on the Meridian 1.

Custom reports

Where appropriate, NACD adds network overflow and interflow data elements to the standard statistics groups. These data elements are combined to form several new data columns available for custom reports, or they can be used to build custom formulas.

Under NACD, networking data are included in several of the data elements as well as in standard data columns. The ACD-DN data column *Calls-Answered*, for example, includes calls overflowed from other nodes in the network.

The new NACD data elements and data columns are listed with the standard statistics groups in the “Report statistics groups” chapter. The effect of networking on the standard data elements and data columns is also noted.

Network CDN calls

In Meridian MAX, data can be collected in displays and reports on a new type of CDN call traveling across the network—the Network CDN call.

The Network CDN call originates when a CCR script sends a Queue To command to queue a CDN call to a Routing DN. A Routing DN is a dummy ACD-DN with an NACD night routing table but no positions. When the Routing DN queues the CDN call to other Meridian 1 systems on the network, the call becomes a Network CDN call. The Network CDN call can be answered by any ACD-DN in day service at another Meridian 1.

A CDN call is pegged as a Network CDN call only while it is queued at a Routing DN. Once it is dequeued from a Routing DN, it is considered a local CDN call.

At the source (originating) Meridian 1, the Meridian MAX shows how the Network CDN call is sent.

At the destination (receiving) Meridian 1, the Meridian MAX shows the originating queue if the Meridian 1 has X11 Release 22 or higher. (The queue is the originating CDN of the call.) The Routing DN of the call is shown if the Meridian 1 has X11 Release 21 or lower.

A few new raw data fields have been created to record the Network CDN calls and a few statistics have changed meaning. These fields and statistics are described in the “Display statistics groups” chapter and the “Report statistics groups” chapter.

To collect Network CDN call statistics, the following is required:

- Meridian 1 X11 Release 22 or higher
- CCR and NACD
- The Report Control option should be enabled on the source Meridian 1 for all CDN queues and Routing DN queues. It should also be enabled on the destination Meridian 1 for all destination queues.
- The Routing DN must not be used as a call termination.
  The Meridian MAX statistics will be inaccurate if it is used as a call termination.

  Note: The Network CDN call statistics must be interpreted with care. If a single Routing DN is used by several CDNs for routing Network CDN calls, the Meridian MAX does not provide any means of distinguishing the originating CDN of the call.

Standard management reports

The changes to the standard data columns, discussed in the preceding section, affect several of the existing standard management reports. In addition, NACD adds three new standard reports that specifically track the performance of the ACD network.

Changes to the standard reports

Under NACD, some of the statistics calculations on the following reports are changed to include the effect of the ACD network on the node. The formats of the reports remain the same. The fields affected are listed below. The details as to how and why they are affected are found in the "Report statistics groups" chapter.

- Summarized ACD-DN performance report
  — *Number of Calls Answered, Number of Overflow In Calls Answered, Average Delay (Average Speed of Answer), Service Level %*
- Delay before answering calls report
  — *Number of Calls Answered, Time Overflow %*. Also, the *"Percentage of Calls Answered within"* bins include calls overflowed in from the network.
- Agent performance reports
  — *Number of Calls Answered, Average ACD Talk Time, Wait time* for an ACD call. Also, the *ACD Login %*.
- Route performance reports
  — *Calls Offered, Service Level %, Calls Answered before the maximum delay threshold, Calls Answered after the service level threshold, CCS*

Standard Meridian MAX networking reports

The following are the three new standard reports that track the performance of the ACD network:

Network Trunk Utilization Report

The Network Trunk Utilization Report describes general trunk usage for incoming and outgoing network calls. An example of a Network Trunk Utilization Report is shown in Figure 29-3.

Diverted Calls Profile Report

The Diverted Calls Profile Report shows where calls, originating at a specific ACD-DN, are ultimately answered. The calls are further broken down into local, networked, and queue count overflow calls. An example of a Diverted Calls Profile Report is shown in Figure 29-4.

Target ACD-DN Calls Profile Report

The Target ACD-DN Calls Profile Report shows the originating source of calls that are ultimately answered at the target ACD-DN. The calls are further broken down into local, networked, and queue count overflow calls. An example of a Target ACD-DN Calls Profile Report is shown in Figure 29-5.

Network Trunk Utilization Report

Network Overflow Incoming CCS

This represents the number of hundred call seconds for network overflow in calls. See “NTOF IN CCS” in the “Trunk statistics fields” section of the “Report statistics groups” chapter.

Network Overflow Incoming Answd

This represents the number of network overflow in calls answered by agents of this ACD-DN. See “NTOF IN CALLS” in the “Trunk statistics fields” section of the “Report statistics groups” chapter.

Network Overflow Outgoing CCS

This represents the number of hundred call seconds for network overflow out calls. See “NTOF OUT CCS” in the “Trunk statistics” section of the “Report statistics groups” chapter.

Network Overflow Outgoing Answd

This represents the number of network overflow out calls answered by agents of one of the target ACD-DNs. See “NTOF OUT CALLS” in the “Trunk statistics fields” section of the “Report statistics groups” chapter.

Other Incoming CCS

This represents the total number of hundred call seconds. This value is an overall measure of trunk usage. It includes the answering delay for the number of calls answered, the calls abandoned delay, plus the total call time.

Other Incoming Answd

This represents the number of queue-count overflowed, local time-overflowed, and network time-overflowed calls answered by agents of the source ACD-DN or by agents of other ACD-DNs.

Figure 29-3
Network Trunk Utilization Report

Network Trunk Utilization Report Page 1
Interval Report

ABC Corporation Date: 04/20/95 Time: 20:14:32

Intervals: All Days: All

ROUTE	TRUNK	ACD-DN	INTVL	----NETWORK OVERFLOW---- --INCOMING-- CCS	ANSWD	--OUTGOING-- CCS	ANSWD	--OTHER--- -INCOMING-- CCS	ANSWD
0	0	850	11:00	0	0	0	0	1	2
		851	11:30	0	0	0	0	0	1
		852	11:00	0	1	0	0	2	3
		853	11:30	0	0	0	0	0	1
		854	11:00	0	0	0	0	1	1
		855	11:00	0	0	0	0	0	1
			11:30	0	0	0	0	2	2
		856	11:00	1	1	0	0	2	5
			11:30	1	1	0	0	5	2
		857	11:00	0	0	0	0	2	3
			11:30	0	1	0	0	1	2
		858	11:00	1	1	0	0	2	3
			11:30	0	0	0	0	0	1
		859	11:00	0	0	0	0	0	0
			11:30	0	0	0	0	1	2
		860	11:00	0	0	0	0	1	1
		861	11:00	0	0	0	0	1	1
			11:30	0	0	0	0	1	1
		862	11:00	0	0	0	0	2	3
		863	11:00	0	0	0	0	1	2
			11:30	0	0	0	0	1	1
		864	11:00	0	0	0	0	0	1
		865	11:00	0	0	0	0	2	2
			11:30	2	1	0	0	4	4
		866	11:00	1	0	0	0	4	3
			11:30	0	1	0	0	3	5
		867	11:30	0	0	0	0	3	4
		868	11:00	0	0	0	0	2	2
			11:30	0	0	0	0	4	4
0				6	7	0	0	48	63

Diverted Calls Profile Report

The intent of this report is to provide the breakdown of answered calls for calls that originated at the customer's node. Therefore, it is necessary when specifying parameters for this report to provide the customer's node ID as the parameter to the source node ID field.

Note 1: If the customer's node ID is not provided as the parameter to the source node ID, then the report data is meaningless.

Note 2: If a Network CDN call appears on the report, the *Source ACD-DN number* is considered to be the Routing DN number.

Calls Answered TOT

This represents the number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN. This number includes calls that basic, enhanced, and network time overflowed or queue-count overflowed into the destination ACD-DN.

Calls Answered Local TOF

This represents the number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN, and that basic and enhanced time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on different nodes. See "LTOF CALLS" in the "Overflow statistics fields" section of the "Report statistics groups" chapter.

Calls Answered NTWK TOF

This represents the number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN, and that network time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on the same node. See "NTOF OUT CALLS" in the "Overflow statistics fields" section of the "Report statistics groups" chapter.

Calls Answered QOVF

This represents the number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN and queue-count overflowed into the destination ACD-DN. This field is zero when the destination ACD-DN is on a remote node.

AVG ANS Delay

This represents the average speed of answer from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced, and network time overflowed calls.

Diverted Interflow

This represents the number of calls that interflowed out of the source ACD-DN on the customer's node due to interflow or night service. This field is zero where the source and destination ACD-DNs are not equal, since calls interflowed do not first overflow.

Figure 29-4
Diverted Call Profile Report

Diverted Call Profile Report — Page 1
Interval Report

ABC Corporation — Date: 09/19/95 Time: 16:29:24

Intervals: All Days: All

SOURCE ACD-DN	DESTINATION NODE/ACD-DN	INTVL	-CALLS ANSWERED- TOT	----TOF--- LOCAL	----TOF--- NTWK	TOT NUM QOVF	AVG ANS DELAY	DIVERTED INTERFLOW
523	338 887	11:00	2	0	0	0	58	0
	111-1854	11:00	1	0	0	0	24	0
	111-1863	11:00	1	0	0	0	39	0
	111-1874	11:00	1	0	0	0	22	0
523			5	1	1	0	40	0
524	338 856	11:30	1	0	0	0	18	0
524			1	0	0	0	18	0
525	338 851	11:30	1	0	0	0	97	0
	857	11:30	1	0	0	0	95	0
	858	11:00	1	0	0	0	56	0
	863	11:00	1	0	0	0	29	0
	866	11:00	1	0	0	0	24	0
	872	11:00	1	0	0	0	31	0
	111-1857	11:00	1	0	0	0	11	0
	111-1866	11:00	1	0	0	0	17	0
	111-1869	11:30	1	0	0	0	35	0
	111-1877	11:00	1	0	0	0	18	0
525			10	0	0	0	41	0

Target ACD-DN Calls Profile Report

The intent of this report, shown in Figure 29-5, is to provide the breakdown of where answered calls at the customer's node originated on the network. Therefore, it is necessary when specifying parameters for this report to provide the customer's node ID as the parameter to the destination node ID field.

> ***Note 1:*** If the customer's node ID is not used as the parameter to the destination node ID field, then the report data is meaningless.

> ***Note 2:*** If a Network CDN call appears on the report, the *Source ACD-DN number* is considered to be the source CDN number if the Meridian 1 has X11 Release 22 or higher. It is considered to be the Routing DN number if the Meridian 1 has X11 Release 21 or higher.

Calls Answered TOT

This represents the number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN. This value includes calls which basic, enhanced, and network time overflowed, or queue-count overflowed into the destination ACD-DN.

Calls Answered Local TOF

This represents the number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN, and that basic and enhanced time overflowed into the destination ACD-DN. This field is zero in data records where the source and destination ACD-DNs are either on different nodes or are equal. See "LTOF CALLS" in the "Overflow statistics fields" section of the "Report statistics groups" chapter in this document.

Calls Answered NTWK TOF

This represents the number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN, and that network time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on the same node. See "NTOF CALLS" in the "Overflow statistics fields" section of the "Report statistics groups" chapter in this document.

Calls Answered QOVF

This represents the number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN, and that queue-count overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DN are equal or when the destination ACD-DN is on a remote node.

AVG ANS Delay TOT

This represents the average speed of answer from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced, and network time overflowed calls.

AVG ANS Delay DST

This represents the average speed of answer from a destination ACD-DN perspective. This statistic includes the time delay for enhanced and network time overflowed calls.

Figure 29-5
Target ACD-DN Calls Profile Report

Target ACD-DN Calls Profile Report Page 9
Interval Report

ABC Corporation Date: 09/19/95 Time: 16:30:15

Intervals: All Days: All

DESTINATION ACD-DN	---SOURCE---- NODE	ACD-DN	INTVL	--CALLS ANSWERED-- TOT	----TOF---- LOCAL	NTWK	TOT NUM QOVF	AVG ANS -DELAY- TOT SEC	DST SEC
111-1853	338	111-1852	11:00	1	1	0	0	12	2
		111-1853	11:00	7	0	0	0	2	2
			11:30	2	0	0	0	1	1
111-1853				10	1	0	0	3	2
111-1854	338	111-1863	11:30	2	2	0	0	17	3
		111-1854	11:00	3	0	0	0	1	1
			11:30	1	0	0	0	2	2
			11:00	1	0	1	0	24	0
111-1854				7	2	1	0	9	2
111-1855	338	111-1855	11:00	3	0	0	0	1	1
			11:30	2	0	0	0	3	3
111-1855				5	0	0	0	2	2
111-1857	338	111-1857	11:00	6	0	0	0	14	14
			11:30	1	0	0	0	1	1
	368	111-1858	11:30	2	2	0	0	12	2
			11:00	1	0	1	0	11	0
111-1857				10	2	1	0	12	9

Configuration Control menu

If your system includes NACD, two additional choices appear on the Configuration Control Menu: "*Change Day Routing Tables*" and "*Change Night Routing Tables.*" These changes can be seen in Figure 29-6. New or changed values entered for these tables are not validated individually and are only validated when the entire screen is executed. NACD also adds one column, *Network Queue Size,* to the Configuration Control Thresholds screen.

Figure 29-6
NACD functions on the Configuration Control menu

```
                                                          12:00:00
 Configuration Control

             1. Exit
             2. Change Position Assignments & Parameters
             3. Change Overflow Threshold Values
             4. Change Overflow & Interflow Targets
             5. Change Recorded Announcements
             6. Change Night Service Parameters
             7. Change Day Routing Tables
             8. Change Night Routing Tables
             9. Change Trunk Assignments
            10. Change CDN Parameters
            11. View Miscellaneous Parameters
            12. Run Configuration Update
            13. Create or Modify Change Orders
            14. Create or Modify Lists
            15. View Transaction Log

HELP = Help   F10 = Execution Queue
```

Change day routing table

The day routing table, shown in Figure 29-7, is used to route incoming calls during normal daily operation. A day routing table cannot be defined for a queue for which you have defined a time overflow threshold.

Figure 29-7
Configuration Control—Day Tables screen

```
                                                                  12:00:00
 Configuration Control - Day Tables
ACD-DN  --Target--     Time   --Target--    Time   --Target-- Time  --Target--    Time

 4000   1500      12
        3000      20
        3500      30

HELP = Help   PF1 = Commands   PF2 = Options   REMOVE= Delete Entry   F20 = >>
```

ACD-DN
This is the ACD-DN name or number from which the calls overflow (the source). It can only be a local ACD-DN. You can enter an asterisk (*) in this field to display all of your ACD-DNs and the table values assigned to them.

Target
This is the ACD-DN name or number that receives the overflow calls. It can be a local ACD-DN or an ACD-DN on any node in the network. You might have no more than 20 target ACD-DNs for each source ACD-DN.

Time
This is the threshold in seconds after which a call is eligible for overflowing to the specified target queue. You must enter an even-numbered time for this field (multiples of two only). In the above example, if a call waits in queue 4000 for more than 12 seconds, it is eligible for overflow to queue 1500. If the call has still not been answered after 20 seconds, it is eligible for overflow to queue 3000. Any of the three queues can answer the call.

Change night routing table

The night routing table is identical to the day routing table except that it is used to route incoming calls when your system is in night service. A night routing table cannot be defined for a queue for which you have defined a night number.

Change overflow threshold values

As shown in Figure 29-8, NACD adds one field, *Network Queue Size*, to the Configuration Control Thresholds screen. This field also appears in the Configuration Control Window on queue status displays.

Figure 29-8
Configuration Control—Thresholds screen

12:00:00

Configuration Control - Thresholds

	-Calls Waiting Lamp-				Overflow		Ntwk	Call Forc.
ACD-DN	Steady	Flash	Wink	Busy	Queue	Time	Q Size	Time
Sales	2	0	5	****	5	****	15	****
SERVICE	0	0	0	****	5	20	15	****
INQUIRIES	0	0	0	****	5	20	45	****
RESERVATIONS	0	0	0	****	5	20	10	****
PROMOTIONS	0	0	0	****	5	20	25	****
899	0	0	0	****	5	20	30	****

HELP = Help PF1 = Commands PF2 = **Options** REMOVE= Delete Entry F20 = >>

Network Queue Size

This sets the limit on the number of calls received locally and from other nodes that can be queued to the ACD-DN.

Chapter 30: Improving system performance

This chapter offers suggestions to maximize your system operations.

Queue performance

Any of the following processes can be used to improve queue operations.

Decrease direct call processing

The supervisor can ask agents to decrease the time spent on direct call processing (ACD talk time). This decrease must be considered for each queue separately because work times can vary.

Some of the direct call processing might require agents to leave their positions to get files relating to their calls. You can verify whether your filing system is effective.

Try to lower the direct call processing times only to the point where efficiency is achieved and customer service remains satisfactory.

Decrease post-call processing time

The supervisor can ask agents to keep post-call processing or any Not Ready time to a minimum. However, a certain amount of time might have to be spent on this type of work. The agent might have to make up a ticket or fill out a form relating to a call. High post-call processing times can indicate that too much paperwork is associated with each call.

Minimize DN calls

The supervisor can ask the agents to minimize calls made on DN keys. This situation depends on whether the agents have to place confirmation or stock room calls.

Overflow calls

Another solution might be to overflow calls, when a queue is busy, into a less busy queue. This process can be done as long as the agents at the target queue can handle the type of service requested by callers.

Modify trunk assignments

You can modify the assignment of trunks or change trunk priorities to ensure that all callers receive satisfactory service.

Minimize wait time

You can minimize the wait time of agents by using the Call Forcing option to put calls through to the agents quickly.

Schedule agent breaks and meals

If the AVG DEL and LONG DEL statistics are high often because of lunch hour or break times, the breaks might have to be staggered or scheduled for less busy times of the day.

Train agents

The supervisor can check the Agent Performance reports to see if particular agents have high call processing times. Perhaps these agents need more training or need to be moved closer to reference material.

Motivate agents

The supervisor can motivate the agents in the queue by showing them the Summarized ACD-DN Performance Report. They can point out how many calls are abandoned, and indicate that this factor can mean lost revenue. Introducing competition among agents can also encourage them to increase their productivity.

Increase number of agents

A long-term approach is to change the number of agents in the queues. You might be able to add agents or move them from other queues. Providing the agents can handle the work, you can reassign them using Configuration Control. You can also increase the number of agents during busy intervals.

Use the priority agent feature

The Priority Agent Feature can be used to rank agents in order of experience, so that more experienced agents are assigned a higher priority and, consequently, handle more calls. Less experienced agents have a lower priority and deal with calls only when all the experienced agents are busy. This strategy gives new agents more time during their training period to observe and learn from experienced agents.

The Priority Agent Feature can be used to bring supervisors into service automatically during peak traffic periods. If the supervisors have the lowest priority on the system, they answer calls only when all the agents are busy. This strategy can also be used in operations where an agent or group of agents are needed on the ACD system only during peak traffic periods.

Use Configuration Control

During peak or unexpected periods, use the Configuration Control feature to reassign agents to the busier queues.

Use MQA

If your Meridian 1 has the MQA package, your agents can service several queues simultaneously. This allows agents to handle calls in queues that are experiencing unexpected activity. For more information, refer to the “Using Multiple Queue Assignment” chapter.

Change RAN schedule

To reduce the number of calls abandoned, you can change the scheduling of your recorded announcements.

Increase number of trunks

The amount of incoming traffic is partly determined by the number of trunks you have. If you find your trunk routes are busy, you might want to add more.

For example, if the CCS for a half-hour interval is 18, that trunk was busy constantly.

Report control

Set the RPRT option (for Report Control) on the Meridian 1 switch to “NO” for ACD-DNs with no positions reported, or for ACD-DNs with positions that exceed the defined maximum.

Show spare positions

In Meridian MAX, supervisors can suppress all the spare positions (ones that do not have agents logged on) on the Agent Status by Position Display screen and the Agent Status by ACD-DN Display screen. This allows supervisors to monitor only the positions being staffed by agents. The function key uses extensive processing resources and should only be used when the call traffic is not heavy. If your system is sluggish, you might consider displaying the spare positions or using less system resources. For more information, refer to the “Agent Status Display” chapter.

Lowering the number of abandoned calls

You can use any of the following methods to reduce the number of abandoned calls.

Change recorded announcements

Check the Delay Before Answering Calls Report and the Delay Before Abandoning Calls Report. These reports tell you how long callers wait and at what point they abandon their calls. You can make adjustments to the scheduling of recorded announcements or music to make sure that callers hear the announcement before they abandon. Callers know they reached the right place and are notified of a short delay, which might encourage them to wait.

Add RAN trunks

To make sure that more callers hear the recorded announcement, you can increase the number of recorded announcement trunks.

Set trunk priority

To ensure that all callers are getting satisfactory service, you can assign or modify trunk priorities.

Troubleshooting

Meridian MAX offers great flexibility, which might result in some problems that can be avoided with a little care.

Terminal problems

Your terminal returns to the logon screen

Your session might have been overridden by another supervisor. Contact others in your system to check supervisor IDs.

Slow response

If the next screen is slow in appearing on your terminal, it can mean that the Meridian MAX is busy with a long report or a large amount of data. Be patient and do not press keys repeatedly.

Screen is locked

If the screen does not respond to your commands, you might have done one of several things:

- You pressed {HOLD SCREEN} by accident. (Some terminals are equipped with a hold indicator on the screen or the keyboard.) Try pressing {**HOLD SCREEN**} and then {**ENTER**}. If this does not work, press {**HOLD SCREEN**} again to deactivate the function.
- You pressed {CONTROL}{S} by accident. Try pressing {**CONTROL**}{**Q**}.

  Note: If you believe the screen lock is due to a Meridian MAX problem, note the time displayed at the top right corner of your supervisor screen and notify your Meridian MAX service representative.

Report problems

Scheduled reports not printing

In the schedule definition, check that the time range covers the specific scheduled times.

> ***Note:*** When a system is configured with two printers, one is normally defined as a graphic reports printer and the other as a tabular reports printer. Should one of the printers not be working, output does not automatically route to the other printer.

Ad hoc reports not printing

Check the report definition for the requested report. Remember, too, that a printer must be selected as the output device.

Report Display does not appear on screen

Check the report definition for the requested report. Remember that VDT must be selected as the output device.

> *Note:* Scheduled reports are routed to the customer default printer if the output device is specified as VDT in the original report parameter definition.

Meridian MAX performance

If the maximum defined number for a Basic ACD system parameter in the Meridian MAX system is exceeded, the following problems can occur:

- Reporting for some ACD system parameters can be inconsistent between real-time statistics screens and reports. Contact your system administrator.
- Some known ACD system parameters do not appear anywhere on the system. Contact your system administrator.

  Note: To avoid potential problems resulting from exceeding the Basic ACD system parameter maximums, contact your Nortel Networks representative to increase your system limits.

For more information on Basic ACD system parameters, refer to the "Getting started" chapter, "Meridian MAX system limits" section.

SDA limitations

In the unlikely event that I/O errors occur during the Supervisor Display Access (SDA) session, the port where the SDA session is running can become stuck. The port might remain unusable until the system is restarted. Refer to the *Meridian MAX 10 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Fault isolation checklist" chapter.

List of terms

ACD

Automatic call distribution (ACD) provides a means of automatically distributing a company's or organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal.

ACD configuration

The ACD configuration includes the assignments in the Meridian MAX system of agents to queues, queues to a supervisor, trunks to routes, and routes to queues. It also includes the parameters that control recorded announcements, call overflow and interflow, and night service.

ACD-DN

An automatic call distribution - directory number (ACD-DN) is the queue where incoming calls wait until they are answered. Calls are answered in the order in which they entered the queue.

Agent

An agent is a person who answers ACD calls. An agent should be able to provide all the information needed for an ACD call.

CDN

A Control Directory Number (CDN) is a special queue configured in your Meridian 1 system to which no agents are assigned. Several CDNs can direct calls to the same ACD queue, where different treatments can be given to each of the incoming calls. The treatment given to a call (for example, recorded announcements or music) is determined by the parameters of the CDN, not the ACD-DN.

A Customer Controlled Routing (CCR) script controls call routing and treatment. Without a script, calls are placed into the default mode of the CDN. A call script is directly associated with a CDN therefore, all calls entering a defined CDN are handled by the same call script.

Configuration Control

The Configuration Control feature enables a system administrator to make changes to the configuration of the ACD system so that it works more efficiently.

Configuration Control Link

See Load Management Link.

Consult

This is a call which was disconnected while the agent was trying to transfer or conference it to a third party. This state is shown on an agent status display as long as the agent and third party are connected. This state also appears on the display if the supervisor contacts an agent using the Ring Agent (RAG) key, or if the agent contacts the supervisor using the Agent Supervisor (ASP) key, or if the agent is unable to receive a call.

Custom Calculator

Custom Calculator, also referred to as Formula Definition, is an option that allows new formulas to be defined for use in custom reporting and custom displays. These formulas can be used in graphic and tabular report definitions.

Customer Controlled Routing

Customer Controlled Routing (CCR) is a flexible call routing application that allows you to define how ACD calls are handled on an individual call basis and routed through a Meridian 1 system. CCR is a separate option supported by Meridian MAX that requires a separate CCR hardware module and CCR software.

CCR scripts allow the user to customize call routing and treatment. Scripts are associated with a CDN. The treatment given to a waiting call is determined by instructions contained in the script. A set of call processing commands are combined to create various call routing instructions and treatments to meet your specific call center needs.

The CCR/EAR options add the following CDN statistics to Meridian MAX:

- real-time displays on CDN activity
- historical reports on CDN activity and performance
- additional configuration control and parameter administration functions

  Note: The CCR application may not be available in some countries. Contact your Nortel representative for details.

For more information, refer to the *Customer Controlled Routing (CCR) User Guide* (P0729367).

Data link layer

This is a layer within a network communication model. It takes application layer messages and sends them over the network.

Default router/gateway address

In the network environment, routers (also called gateways) are used to provide connectivity between two networks.

DID

Direct Inward Dialed

DN key

The directory number (DN) key is the agent's link to the Meridian 1. The agent can make and answer non-ACD calls using the DN key.

DNIS number

In situations where customers can dial one of several telephone numbers, the dialed number information service (DNIS) allows the Meridian MAX system to keep track of the last three or four digits of the telephone number dialed. In this way, one ACD queue can receive calls from several different phone numbers, and agents know which number was dialed and can answer each call appropriately.

Formula Definition

See Custom Calculator.

HDC

Historical Data Collection is a task within MAX that collects data from the Meridian 1 and writes the data to the Historical Database.

HSL

High Speed Link is the 9600 or 19 200 baud link that connects the Meridian 1 with the Meridian MAX. The Meridian 1 sends call traffic messages to the MAX through this link.

Interflow

When an ACD-DN cannot handle all the calls coming in, a supervisor can manually activate the interflow feature. This feature allows new calls to the ACD-DN to be rerouted to a predefined destination within the ACD system or to an external number.

In-use queue

The in-use queue is the queue in which an agent is currently handling an ACD call. If the agent is not handling an ACD call, the in-use queue becomes the last queue the agent handled. When an agent logs in, the primary queue is considered to be the in-use queue.

IPEX

The Intelligent Peripheral Equipment eXtended (IPEX) is the only hardware platform supported in Meridian MAX 10.

LAN

Local area network

Load Management Link

This is the link through which the Meridian 1 and the Meridian MAX communicate. It allows the supervisor to send Load Management commands to the switch.

Management reports

Management reports show detailed information on various aspects of an ACD operation. These reports offer valuable information on how well the system configuration is working.

MAX

Micro-auxiliary processor

MEI

The MEI sends real-time event information to the third-party applications. The event information can consist of MEI-Network messages or MEI-Observe messages. The MEI-Network messages are designed for applications wishing to route calls through the public switched network on a real-time basis. The MEI-Observe messages are designed for applications wishing to ensure that agents are adhering to specific standards.

Meridian 1

Meridian 1 is the private branch exchange (PBX) that handles the calls to and from the organization's ACD system. It routes calls to the various queues and provides the framework for all the ACD features available through Meridian MAX.

MQA

Multiple Queue Assignment (MQA) allows agents to service up to five queues simultaneously. At login, agents can define priorities within the queues and assign themselves to a specific supervisor. They are also able to log in to any telephone set, allowing workstations to be shared and changed between agents.

MSI

MAX Status Interface (MSI) allows Meridian MAX to send queue-based statistical data across the LAN to a central real-time load management system. The central system uses the data received from the Meridian MAX and other vendors' ACD systems to manage network traffic.

MTE

Meridian Terminal Emulator (MTE) software is a terminal emulator package designed to run on IBM, or 100%-compatible AT or higher, PCs. MTE contains all the functionality of Reflection 4+.

It also provides additional features such as local printing to a PC-based supervisor workstation, LAN connectivity for supervisor workstations, and color customization of supervisor workstation screen elements.

MVME

Motorola Versa-Module Eurocard

NAC

Network Administration Center (NAC) is a computerized system that allows organizations with multiple MAX sites, called nodes, to monitor and supervise all sites from one central location.

NACD

Network Automatic Call Distribution (NACD) is an option that allows calls to be overflowed to an ACD-DN in another node in the ACD network.

Node

A node is a Meridian MAX or ACD-MAX system that functions as part of a Network Administration Center (NAC) system.

Overflow

Meridian MAX allows several different overflow thresholds to be defined. When an overflow threshold on a particular ACD-DN is reached, calls are routed automatically to an overflow queue where they can then be answered by the next ACD-DN that is defined to receive these overflowed calls and is in a position to accept them.

Platform upgrade

A platform upgrade is an upgrade that involves changes to both Meridian MAX system hardware and software. For example, an upgrade from an ACD-MAX system to a Meridian MAX system is a platform upgrade.

Primary queue

The primary queue is the first queue an agent selects when logging in to the telephone set.

SDA

Supervisor Display Access (SDA) allows you to access another supervisor display through the system console port or remote diagnostics modem port.

Statistics group

All the data from the PBX switch is collected into logical groups.

Subnet mask

The subnet mask is a 32-bit number used by the network software on a local machine to determine which bits belong to the network or to the host parts of an internet address. An improper subnet mask can result in high collision rates and reduced network efficiency.

Supervisor

The supervisor is the person who manages agent and queue performance. An ACD operation can have several supervisors. In addition to the features and functions available to them through their telephone set, supervisors may have access to Meridian MAX through a supervisor workstation.

Supervisors monitor queue and agent performance by using their Meridian MAX terminals to display information about the agents they supervise and the queues to which the agents are assigned.

Depending on their profiles, supervisors can also display agent and queue information for the entire system. Supervisors can print predefined management reports or customize their own ad hoc report formats. Supervisors can also monitor other supervisors.

System administrator

The system administrator is responsible for overseeing the functions of the Meridian MAX system, including its staff and facilities. In addition to the functions available to supervisors, the system administrator is usually responsible for the definition of management reports and the printing schedule for these reports.

Based on the information that these reports provide, the system administrator can reconfigure the system to best use the system’s equipment and personnel.

Thresholds

Meridian MAX allows the definition of several different thresholds that pertain to different objectives of your organization. For instance, thresholds can be defined for the maximum length of time that a customer’s call should wait in queue, how long an agent should spend on each call, and how many calls should be waiting in a queue before other queues should start accepting the overflow.

Trunk routes

Trunks are the physical links, or circuits, that enable telephone communication. A trunk route carries calls from outside the ACD system to an agent or ACD queue.

VME

Versa-Module Eurocard

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Reader's Response Form
for

Meridian MAX
Supervisor's User Guide

NTP 553–4001–905
November 2000

Tell us about yourself:

Name: ______________________________ **Date:** ______________

Company: ______________________________

Address: ______________________________

____

Occupation: ____________________ **Phone:** ______________

1. What is your level of experience with this product?

   ❑ New user ❑ Intermediate ❑ Experienced ❑ Programmer

2. How do you use this book?

   ❑ Learning ❑ Procedural ❑ Problem solving ❑ Reference

3. Did this book meet all of your needs?

   ❑ Yes ❑ No

   If you answered **No** to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   ____

   ____

   ____

5. What information (if any) was missing from this book?

   ____

   ____

   ____

6. How could we improve this book? (For example, books can also be evaluated in many other ways, including: ease of information retrieval, presentation, and use of reading aids, such as diagrams.)

Please return your comments by fax to (416) 597-7104, or mail your comments to: Toronto Information Products, Nortel Networks, 522 University Ave., 14th Floor, Toronto, Ontario, Canada M5G 1W7.

Reader's Response Form

Electronic Private Automatic Branch Exchange and
Business Communication Systems

Meridian MAX

Supervisor's User Guide

Nortel Networks
522 University Avenue, 14th Floor
Toronto, Ontario, Canada
M5G 1W7

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