Lucent Technologies
Bell Labs Innovations

CentreVu® **Call Management System**

Release 3 Version 8
Database Items and Calculations

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CentreVu® Call Management System
Release 3 Version 8

Database Items and Calculations

Table of Contents

Preface

Purpose

This book describes the *CentreVu®* Call Management System (CMS) database items and calculations used for standard and custom reports. It also includes descriptions of switch feature interactions and reports-specific calculations.

The book includes:

- Terminology
- Database table names
- Interactions with switch features and tracking of switch capabilities
- Database table descriptions
- Database item descriptions
- Calculations
- Reports-specific calculations
- Row search values.

Audience

This document is written for *CentreVu®* Call Management System (CMS) users who need to understand the use of database items and how *CentreVu* CMS calculates amounts for reports. It is also written to help users decide which database items and calculations to use in custom reports.

How to use this document

The following list describes the contents of each chapter and appendix in this document:

- Chapter 1, Introduction
- Chapter 2, Database Items and Calculations

Conventions used

The following conventions are used throughout this document:

- A Book Title is italicized.
- An Informix table name is in monospaced type.
- A "Chapter Name" is always surrounded by quotes.
- A File name is in monospaced type.
- A Subsystem Reference is always in initial capital letters.
- A Window Title is always in initial capital letters.

Related documents

The following documents can help you use the *CentreVu* CMS software to its maximum capability. Those most closely related to this document are the Administration and Report Designer documents.

- *CentreVu Call Management System R3V8 Administration,* (585-210-910)

- *CentreVu Advocate User Guide,* (585-210-927)

- *CentreVu CMS R3V5 Custom Reports,* (585-215-822)

- *CentreVu CMS R3V8 External Call History Interface,* (585-210-912)

- *CentreVu CMS R3V8 Upgrades and Migrations,* (585-210-913)

- *CentreVu CMS R3V6 Sun Enterprise Computers Hardware Installation and Setup,* (585-215-873, Issue 2)

- *CentreVu CMS R3V6 Sun Enterprise Computers Connectivity Diagram,* (585-215-877, Issue 2)

- *CentreVu Supervisor Version 8 Installation and Getting Started,* (585-210-928)

- *Lucent Call Center Change Description,* (585-210-925)

- *CentreVu Report Designer Version 8 User Guide,* (585-210-930)

- *CentreVu CMS R3V8 Documentation CD-ROM,* (585-210-926)

1   Introduction
General Information

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Introduction   This document describes the *CentreVu* CMS database tables, the items in the database tables, and the standard Dictionary calculations that use the database items. This chapter is organized as follows:

- How Database Items and Calculations Are Presented

- Terminology

- Database Table Names

- Interactions with Switch Features and Tracking of Switch Capabilities

How Database Items and Calculations Are Presented

Introduction

This section outlines how the *CentreVu* CMS database items and calculations are presented later in the document.

Database Items

This document defines database items used in *CentreVu* Supervisor reports.

Sample Database Item Table

The database items are presented in a table format, according to ACD element (split/skill, agent, vector, VDN, trunk, trunk group, exception, and so on). Below is an example of how the information is presented:

Database Item	Description	Type
DATABASE ITEM	The definition of the database item is given here. Any additional information, such as other database items that are included in the sum of the database item, or specific switches that the database item applies to, is also listed.	C, A, S, I, N, M, or B

Database Tables

The following database item tables are included in this document:

- Split/Skill
- Agent
- Trunk Group
- Trunk
- Vector
- VDN
- Call Work Codes
- Agent Login/Logout
- Agent Trace
- Current Day Configuration (forecasting)
- Current Day Report (forecasting)
- Call Record
- Exceptions.

Items in Different Tables

Many database items are included in more than one database table. When an item is in more than one table, the definition may or may not be the same from table to table.

Items in Definitions

Database items that are used in the description of another database item are in boldface type.

Index Database Items

The index database items in each table are marked. Indexes add structure to table rows so that *CentreVu* CMS can retrieve data faster. The row search criteria you define for custom reports should be based on indexes whenever possible. For historical custom reports, always include a "where" clause based on the **ROW_DATE** database item.

Database Item Types

Each database item contains one of the following types of data:

C =Cumulative data: accumulates throughout the collection interval. Most real-time database items contain cumulative data.

A =Administrative data: administered on the switch or on *CentreVu* CMS. For example, the database item INTRVL in the split/skill real-time table contains the number of minutes in the intrahour interval (15, 30, 60) currently assigned to the specified split/skill on *CentreVu* CMS.

S =Status data: gives the current status (a snapshot of a particular ACD element). For example, the database item INQUEUE in the split/skill real-time table contains the number of split/skill calls currently waiting in queue.

I = Row Identifier data: gives data that is common to all tables, such as time, date, split in the split/skill tables, and so on.

N = Special Table data: belongs only to a specific table, such as the Historical Agent Login/Logout table or Current Day Forecast table.

M = Maximum Interval Value data: gives data that is the maximum reached for any value in the specified interval.

B = Busy Hour data: gives data that is only meaningful for the busy hour.

Historical and Real-Time Data

Cumulative, **Administrative, Maximum Value, Row Identifier and Busy Hour** data items apply to historical and real-time database items. **Status** items apply only to real-time database items. **Special Table** data items apply only to historical database items.

Call-Based Data

In addition to the types of data described above, items in the *CentreVu* CMS database can be either call-based or interval-based. Most *CentreVu* CMS database items are call-based. **Call-based data** is committed to the database after a call completes. Therefore, if a call starts and ends in different collection intervals, all of the data is recorded in the interval in which the call and any after call work is completed.

Interval-Based Data

Interval-based data represents the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Most interval-based items start with **I_** or **TI_**. The database items **ALLINUSETIME** (trunk-group tables) and **MBUSYTIME** (trunk and trunk-group tables) are also interval-based.

Interval-based items should only be used to calculate percentages such as percentage of time staffed or in AUX work. Interval-based items should not be used; for example, to calculate average talk time; use call-based items for this type of calculation. Furthermore, because call-based and interval-based items may not track the same events, a calculation should use only one type of item and comparisons of call-based calculations and interval-based calculations may not be relevant or meaningful. For example, the call-based ACD time and interval-based ACD time for an agent will not be equal if the agent handled one or more ACD calls that crossed over interval boundaries.

$\Longrightarrow$ **NOTE:**

Report data may not add up if the report has a combination of call-based and interval-based items.

Sample Switch Cross-Reference Table

CentreVu CMS database items apply to specific switches. After each database item table, is a switch cross-reference table. The switch cross-reference tables list each database item by switch release. Below is an example of how the table information is presented:

Database Item	G3V2/ G3V3	G3V4	*DEFINITY®* ECS R5	ECS R6	ECS R7	ECS R8
DATABASE ITEM	X	X	X	X		
	Switch releases that this database item applies to are marked with X's.					

Calculations

CentreVu CMS uses calculations of database items in many reports. All standard *CentreVu* CMS Dictionary calculations are listed alphabetically and described in Chapter 2 of this document. You can use standard calculations in custom reports, or you can create new ones. You should never modify standard calculations or the meaning of the data will be changed.

Sample Standard Dictionary Calculations Table

Below is an example of how the Calculation table information is presented:

Calculation Name	Calculation	Description
CALCULATION NAME (as it appears in the *CentreVu* CMS Dictionary)	Mathematical definition of the calculation.	Short description of the calculation.

Terminology

Database Terminology

The following terms are often used in the database item descriptions.

Abandoned Call

A call in which the caller hung up before the call was answered or connected. Calls also can be considered abandoned if certain timers in the switch time out. See the explanations of the Wait Answer Supervision Timer (WAST), the Phantom-Abandon Calls, and the Trunk No Answer Timeout (G3V2 and later) (NATO) later in this document. These timers are used primarily in locations where the central office trunks lack disconnect supervision. Calls may abandon during many phases of processing, including during vector processing, after being queued to a split/skill, and while ringing at an agent or station. The calls that are counted as abandons differ depending on the table. The agent table counts as abandons those split/skill ACD calls that abandoned while ringing at the agent. The split/skill table counts as abandons those calls that abandoned while queued to the split/skill or while ringing at an agent in the split/skill. The VDN table counts as abandons those ACD calls that abandoned while in the VDN, including calls in vector processing not yet queued to a split/skill (for example, calls that abandoned while listening to an announcement), calls queued to one or more splits/skills, and calls ringing at agents (ACD calls). The definitions in each table state which abandons are counted in that table.

ACD Call

A call that queued to a split/skill and was answered by an agent in that split/skill or a call that queued as a direct agent call and was answered by the agent to whom it was queued.

After Call Work (ACW)   Work done when the agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW not associated with a call. An agent enters a call-related ACW state by completing a manual-in call or, on Generic 3 switches, by pressing the ACW feature button during an automatic-in call, and then completing the call. *CentreVu* CMS tracks call-related after call work in the call-based **ACWTIME** item and in the interval-based **I_ACWTIME** item.

An agent on a Generic 3 switch can enter the ACW state without having an associated call by pressing the ACW feature button while available or in the auxiliary (AUX) mode. *CentreVu* CMS will track this ACW time in the **I_ACWTIME** item, but not in the **ACWTIME** item.

For Generic 3 switches without the EAS feature, the ACW time not associated with an ACD call will be tracked for the split whose ACW feature button the agent pressed. For Generic 3 with Expert Agent Selection (EAS), the ACW time not associated with an ACD call will be tracked for the first skill administered for and successfully logged into by the agent.

In Generic 3 Version 3 and later Generic releases, an agent in after call work who reconnects to a held AUXIN or AUXOUT call will return to the after call work mode when the AUXIN/OUT call is terminated. The after call work time accrued following the termination of the AUXIN/OUT call is after call work not associated with an ACD call, and only counts as I_ACWTIME, not as ACWTIME.

For Generic 3 releases prior to Generic 3 Version 3, an agent who reconnected to a held AUXIN or AUXOUT call from the after call work mode returned to the available state upon completion of the call.

Agent   The login ID that staffed the extension. This term is often extended to mean the person who used the ID to staff the extension. In all cases, the term agent implies measurement by *CentreVu* CMS.

Agent position (no EAS)	The combination of the agent login ID and the split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected for each agent/split combination separately, so that it is possible to report on the calls handled and time spent by agents in each of the splits they were in. To report on the total work performed by the agent, call data must be summed for the agent over all the splits in which the agent worked.
Agent position (with EAS)	The login ID of the agent, regardless of the number of skills assigned to the agent. Data are still collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.
Answered Call	The agent's state changes to ACD or Direct Agent ACD (DACD). The term answered is used only for split/skill and direct agent ACD calls. (See **Connected** for non-ACD calls.) For manual answer agents, the call is answered when the agent selects the ringing line appearance. For automatic answer agents, the call is answered directly after the zip tone is applied.
Automatic-In Mode (AI)	In this call answering mode, an agent who releases an ACD call receives another ACD call immediately, or if timed ACW is in use, after the timed ACW period expires, if there is a call queued.
AUX Work Mode	A work mode in which agents are engaged in non-ACD work. This may represent a break or lunch, training, mail, team meetings, and so on. Extension (non-ACD) calls that agents make or receive while available in auto-in or manual-in mode are tracked as AUXOUT or AUXIN calls.
Best Service Routing (BSR)	A method of automatic call distribution between switches based on Expected Wait Time (EWT). BSR can be used either as a single-site or as a multi-site feature.

Call Segment	Call records are made up of call segments, each of which represents a related call. A new call segment is started whenever a call is made or received, including whenever a call is made in order to transfer or conference another call. Call segments that are related share the same call ID. Unrelated call segments have different call IDs.
Connected Call	A non-ACD call that rang and did not abandon at an extension (not a split/skill or direct agent call). For Generic 3 switches, only calls that routed to an extension are tracked as connected calls.
Default Skill (Generic 2.2 EAS and later)	Every skill that ends with a "0" is called a "default skill," since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.
Direct Agent ACD Call (Generic 3)	A call that queues for a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct (Generic 3) or by calling an agent's login id (Generic 3 switches with EAS), given the proper class of restriction for the caller and for the receiving agent. Direct agent ACD calls are tracked as ACD calls along with split/skill ACD calls in the trunk, trunk group, VDN and vector tables. Direct agent ACD calls are tracked separately from split/skill ACD calls in the agent tables. Direct agent ACD calls are not tracked in the split/skill tables (since they are not split/skill ACD calls).
Expert Agent Selection (EAS)	A switch feature that allows the assignment of an agent to certain capabilities (skills). Calls are distributed to skills based on which agents have the capability to best handle them.
External Call	Calls made to off-switch destinations. This includes calls to other switches in a DCS network.
Extension Call	Calls originated by agents and non-ACD calls received by agents. For the Generic 3 switches, these include calls an agent makes to set up a conference or a transfer.

Hold	A call placed on hold as a result of the agent pressing the HOLD feature button or the hard hold feature access code, by using the TRANSFER or CONFERENCE feature button or by flashing the switch hook. *CentreVu* CMS tracks calls on hold only for the switch releases that notify *CentreVu* CMS when calls are placed on hold. Generic 3 switches notify *CentreVu* CMS for all calls.	
Manual-In Mode (MI)	A call answering mode in which an agent who releases an ACD call is put into the after call work (ACW) mode and must manually request another ACD call by pushing the MI button.	
Multibyte Character Set	A mixed-width character set in which some characters consist of more than one byte. The Japanese kanji character set is an example of such a character set.	
Nonprimary Split/Skill (G3 Vectoring)	The second and third splits/skills to which the call queues in a VDN are called "non-primary splits/skills." They are also referred to as secondary and tertiary splits/skills, respectively.	
Nonzero (0) Skill (Generic 2.2 EAS and later)	Any skill that does not end in "0" is called a "nonzero" skill.	
Primary Split/Skill (G3 Vectoring)	The first split/skill the call queues to in a VDN is called the "primary" split/skill. If the call leaves vector processing and queues to another split/skill (for example, routes to a split/skill extension, or routes to another VDN), then that new split/skill becomes the primary split/skill. If the call leaves vector processing and does not queue to another split/skill (for example, routes to an extension), then there is no new primary split/skill.	
Queued	A split/skill or direct agent call that has been directed to a split/skill. In the case of the Generic 3 switch, even though the call may never have physically occupied a queue slot on the switch (because it could be delivered immediately to an agent), *CentreVu* CMS is still notified that the call queued to the split/skill.	

Secondary Split/Skill (G3 Vectoring)	The second split/skill the call queues to in a VDN is called the secondary split/skill.
Skill Group (Generic 2.2 EAS and later)	A group of ten skills. Each consecutive ten skills ending with digits 0 through 9 constitute a skill tens group. For example, skills 10-19 form a skill tens group, as do skills 340-349.
Skill Level	Agents are assigned skill levels that may determine which call waiting for one of the agent's skills will be delivered to the agent when the agent becomes available. Skill levels help determine the "most expert" agent who can handle a call to the skill.
Skill State	Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the expected wait time (EWT) threshold. TIme spent in each state except unknown is tracked in the split table. The state is unknown when the link is down or the split is non-EAS, or when a new skill is added and the state message has not yet arrived. Also, the skill state will be unknown for all skills if the switch is not a *DEFINITY* ECS R6.
Split/Skill ACD Call	A call that queued to a split/skill and was answered by an agent in that split/skill.
Station	An unmeasured extension; that is, an extension that is not currently staffed by an agent or is not a member of an unmeasured split/skill or hunt group.
Tertiary Split/Skill (G3 Vectoring)	The third split/skill the call queues to in a VDN is called the tertiary split/skill.

Top Skill	The agent's top skill is the agent's first-administered, highest-level skill. This concept is the most useful when you have a Generic 3 switch (with EAS) and with agents who are using skill level call handling preference. In this case, the agent's top skill represents the skill for which the agent is most likely to receive a call. Agents for whom a given skill is the top skill are the agents that a skill supervisor can count on to handle calls for the skill. **NOTE:** This concept is not useful for agents using the greatest need call handling preference or for agents who are not Generic 3 (with EAS) agents. For non-EAS agents, the top "skill" is the split the agent has been logged into the longest.
Uniform Call Distribution (UCD)	An agent selection method, available in both an EAS and a non-EAS environment, in which all idle agents are included in a single group. The least occupied (UCD-LOA) or most idle (UCD-MIA) agent is selected. (In an EAS environment, the selection is made regardless of skill level.)
Universal Call Identifier (UCID)	The UCID is a number that uniquely identifies a call in a network of nodes supporting UCID. This number is a part of the records in the CMS Call History feature.
Zero (0) Skill (Generic 2.2 EAS and later)	See *Default Skill*.

Database Table Names

Introduction

To select data for custom reports, you must use the names listed in the tables in this section. The database items are described in later sections of this document.

Real-Time Table Names

The following table lists the real-time database tables and the data stored in them:

Name	Data Stored
csplit	Split/Skill data for the current interval.
psplit	Split/Skill data for the previous interval.
cagent	Agent data for the current interval.
pagent	Agent data for the previous interval.
ctkgrp	Trunk group data for the current interval.
ptkgrp	Trunk group data for the previous interval.
ctrunk	Trunk data for the current interval.
ptrunk	Trunk data for the previous interval.
cvector	Vector data for the current interval.
pvector	Vector data for the previous interval.
cvdn	VDN data for the current interval.
pvdn	VDN data for the previous interval.
ccwc	Call Work Code (CWC) data for the current interval.
pcwc	CWC data for the previous interval.

Historical Database Tables

The following table lists historical database tables and the data stored in them:

Name	Data Stored
hsplit	Split/Skill data for each intrahour interval.
dsplit	Split/Skill data summarized by day.
wsplit	Split/Skill data summarized by week.
msplit	Split/Skill data summarized by month.
hagent	Agent data for each intrahour interval.
dagent	Agent data summarized by day.
wagent	Agent data summarized by week.
magent	Agent data summarized by month.
htkgrp	Trunk group data for each intrahour interval.
dtkgrp	Trunk group data summarized by day.
wtkgrp	Trunk group data summarized by week.
mtkgrp	Trunk group data summarized by month.
htrunk	Trunk data for intrahour interval.
dtrunk	Trunk data summarized by day.
wtrunk	Trunk data summarized by week.
mtrunk	Trunk data summarized by month.
hvector	Vector data for each intrahour interval.
dvector	Vector data summarized by day.
wvector	Vector data summarized by week.
mvector	Vector data summarized by month.
hvdn	VDN data for each intrahour interval.
dvdn	VDN data summarized by day.
wvdn	VDN data summarized by week.
mvdn	VDN data summarized by month.

Name	Data Stored
hcwc	CWC data for each intrahour interval.
dcwc	CWC data summarized by day.
wcwc	CWC data summarized by week.
mcwc	CWC data summarized by month.
call_rec	Call record data.
agex	Agent exceptions.
spex	Split exceptions.
tgex	Trunk group exceptions.
vecex	Vector exceptions.
vdnex	VDN exceptions.
linkex	Link down exceptions.
mctex	Malicious call trace exceptions.
f_cday	Forecast current day configuration data by split/skill.
f_cdayrep	Current day forecast data by split/skill.
haglog	Agent login and logout information.
ag_actv	Agent activity trace data.

Interactions with Switch Features and Tracking of Switch Capabilities

Introduction

The following features and switch capabilities have an impact on *CentreVu* CMS database items.

Adjunct-Placed and Adjunct-Routed Calls

For Generic 3 switches with the ASAI feature, *CentreVu* CMS tracks outbound calls placed by an adjunct processor or host computer on behalf of an agent and adjunct-routed calls. Database items that start with **O_** track outbound split/skill calls and database items that contain **ADJ** track adjunct-routed calls. Adjunct-placed outbound split/skill calls are also included as part of ACD database items such as **ACDCALLS**, **ACDTIME**, and **ACWTIME**. Inbound split/skill calls can be calculated as **ACDCALLS-O_ACDCALLS**.

Call Handling Preference

The agent's call handling preference determines which call an agent will receive when there are calls waiting for more than one of the agent's skills. It is also used to help determine which agent will receive a call in a situation where there are multiple agents available in a given skill. The possible call handling preferences are:

- Skill Level Call Handling Preference: An agent assigned Skill Level call handling preference will receive calls first based on the level assigned to the skill, then based on queue priority and wiat time of the call.

- Greatest Need Call Handling Preference: An agent assigned Greatest Need call handling preference will receive calls based on the queue priority and wait time (current wait time or predicted wait time) of the call, not based on the level assigned for the skill.

- Percent Allocation Call Handling Preference: An agent assigned Percent Allocation call handling preference will receive a call based on a comparison of times spent on calls for each skill level and the percentage of time the agent has been allocated for each skill level.

Forced Disconnect

For G3V2 and later switches, a call is counted as a forced disconnect call whenever the forced disconnect vector step is executed. The call is counted as a disconnected call even if the caller hangs up before listening to the entire announcement. For G3V2 and later G3 switch releases, a call that is dropped by the switch because the Vector Disconnect Timer timed out or reached the end of vector processing without being queued will also be recorded as a forced diconnect call.

Look-Ahead Interflow Calls

For Generic 3 switches, *CentreVu* CMS separately tracks look-ahead interflow calls attempted and completed using database items that start with **LOOK**. Look-ahead interflow calls are a subset of interflow calls.

Personal Call Tracking

For the Generic 3 switches, *CentreVu* CMS tracks hold time, transfers and conferences for personal calls (non-ACD or extension calls) for the G3 switches.

Tracking of AUXIN and AUXOUT Time

With this feature, *CentreVu* CMS is allowed to separately track AUXIN and AUXOUT time for calls made and received when an agent has an ACD call on hold. These calls are now distinguished from time spent on other AUXIN or AUXOUT calls.

Tracking for "Route To" Calls

Also for Generic 3 switches, in the VDN tables, connect calls, abandoned calls and their times will be tracked for calls that "route to" an extension. Call pickup calls are tracked as personal calls, even if an ACD call is picked up by an agent in the same split/skill.

Data Tracking Capabilities

Personal Call Tracking offers the following data tracking capabilities:

- Data is available for calls on hold, time for calls on hold, and calls abandoned from hold. Without personal call tracking, time for calls on hold was counted as talk time.

- *CentreVu* CMS split and agent data reflect calls made while another call is on hold.

- When an agent places a call on hold, the agent returns to his or her previous state before the call unless the previous state was AVAIL. If the agent was in the AVAIL state, the agent is placed in the OTHER state until the agent dials a valid number (if the number dialed is invalid, the agent remains in OTHER), reconnects to the held call, or the held call abandons. When the agent reconnects to the held call, the agent returns to the original state for the call.

- Agents do not have a **HOLD** state. Hold time is associated with a call placed on hold. Agent states reflect the current activity of the agent.

- **HOLDTIME** is the time the call spent on hold. **HOLDCALLS** is the number of calls that were placed on hold at least once, and **HOLDABNCALLS** is the number of calls that were abandoned while on hold.

- **I_OTHERTIME** is the time during the collection interval that the agent was doing other work.

  For Generic 3 switches, this includes time while in the Auto-In or Manual-In mode during which the agent put a call on hold and performed no further action, the agent placed a call or activated a feature, or a personal call rang with no further activity.

  When an agent dials a valid extension, the agent's state changes to AUXOUT (if the agent was in AUX or OTHER) or to ACWOUT (if the agent was in ACW).

Hold Tracking for Supervisor Assist Example

The following example shows how *CentreVu* CMS tracks hold calls with the new database items.

	Agent answers ACD call	Agent holds call, dials supervisor	Agent talks to supervisor	Agent reconnects to held ACD call	Call ends
G3 (R3V2 and *CentreVu* CMS	I_ACDTIME	I_OTHERTIME	I_AUXOUTTIME		I_ACDTIME
DEFINITY ECS	I_ACDTIME	I_AUXTIME, I_ACDAUX_OUTTIME	I_AUXOUTTIME, I_ACDAUX_OUTTIME		I_ACDTIME
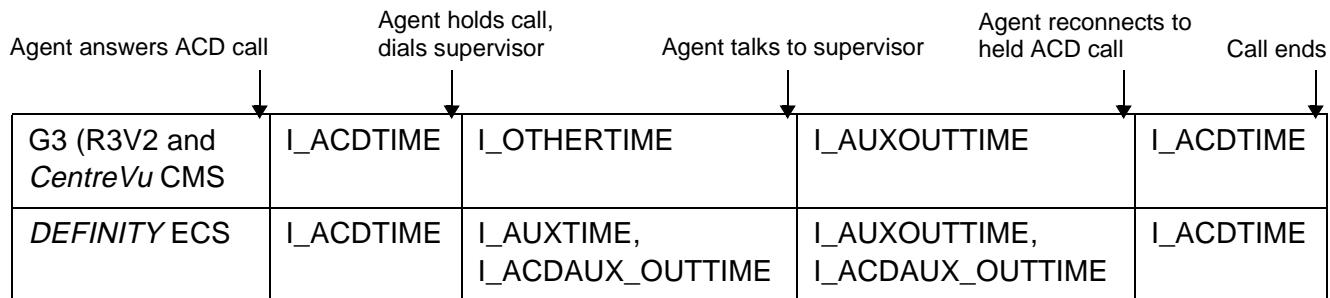
Abandoned Calls

In general, any call that hangs up before an agent or station answers is an abandoned call. On Generic 3 switches, any VDN calls (whether ACD calls or not) that route to extensions and are then abandoned are counted as abandoned calls for the VDN. (See Phantom-Abandon Calls.)

Phantom-Abandon Calls

In countries where central offices do not provide the switch with disconnect supervision, all calls with talk times that are less than an administrable threshold can be counted as abandoned calls. *CentreVu* CMS supports a phantom-abandon call timer that can be administered to count calls with talk times less than 10 seconds as a phantom-abandoned call.

Phantom-Abandon Call Timer

The Phantom-Abandon Call Timer can be set from 1-10 seconds. Any calls whose total talk time or connect time is less than the set number of seconds are pegged as **PHANTOMABNS**, instead of **ACDCALLS**. The abandon time for phantom calls is the time:

- For splits: from the time the call queued until the agent or answering station hangs up.

- For VDNs: from the time the call encountered the VDN until the agent or answering station hangs up.

- For vectors: from the time the call entered the vector until the agent or answering station hangs up.

  When a call leaves a vector via a "route to split" command, the call is not pegged as an outflow, and can be pegged as a phantom-abandon call if the call duration is shorter than the administered phantom-abandon time.

PHANTOMABNS Database Item

The database item **PHANTOMABNS** records the total number of such calls. Also, these calls are counted as abandoned calls (**ABNCALLS**) rather than answered calls (**ACDCALLS**). The abandon time for these calls is equivalent to the time elapsed when the agent released the call.

Phantom-Abandon Call Timer Not Enabled

When the phantom-abandon call timer is not enabled, short ACD calls are not counted as phantom-abandons, and the values of the **PHANTOMABNS** database items are 0.

Phantom-Abandon Exceptions

Any call that has been put on HOLD, TRANSFERRED, or CONFERENCED is not recorded as a phantom-abandon, even if its duration is less than the setting of the phantom-abandon call timer.

Transferred and Conferenced Calls

With Personal Call Tracking, *CentreVu* CMS tracks transferred and conferenced calls as follows:

- Transferred and conferenced calls are tracked as held calls while the call(s) wait to be transferred or added to a conference.

- When an agent ends a conference call, the agent returns to the call state prior to setting up the conference.

- If an agent is talking, places the ACD call on hold to transfer the call, and then completes the transfer, the agent goes to the AVAIL state (Auto-In) or to the ACW state (Manual-In) following the transfer.

- Transferred or conferenced unmeasured split, trunk group, or VDN calls are now tracked. Prior to Personal Call Tracking, these calls were not tracked.

Audio Difficulty

CentreVu CMS records the trunk associated with audio difficulty for personal calls if the trunk group is measured. Prior to Personal Call Tracking, audio difficulty was restricted to ACD calls.

Direct Agent Calling (G3)

Direct agent calls are tracked separately from other ACD calls in the *CentreVu* CMS database tables. Since direct agent calls are not split/skill calls but are calls to a specific agent, most of the direct agent data are collected in the agent tables in items starting with **DA_** or **I_DA**. Direct agent calls are counted as ACD calls in trunk, trunk group, VDN and vector tables.

Direct Agent Data in Reports

Reports can be customized to include direct agent data. In the real-time split/skill table, the number of agents on direct agent calls and the number of agents in ACW associated with direct agent calls are collected, but they are subsets of the number of agents in the **OTHER** agent state; that is, they are doing work but not for the split/skill. Only the **OTHER** value appears on standard real-time reports. The number of direct agent calls queued and ringing appears on the Queue/Agent Summary report.

Switch-Specific Capabilities

For Generic 3 switches, a direct agent call can be initiated by an adjunct. For Generic 3 Version 2 and later Generic 3 switch releases with the EAS feature, a direct agent call can be initiated by dialing the agent's login number or through the "route to number" vector command. The call is treated like an ACD call and is delivered to the agent before any split/skill ACD calls queue.

Expanded Agent Capabilities (*DEFINITY* ECS R5 and Later)

The expanded agent capabilities feature allows EAS agents to have up to 20 skills assigned. Each skill may be assigned a level from 1 to 16, where1 is the highest level and 16 is the lowest. (The numeric level replaces the skill type *p* or *s* used in earlier G3 EAS releases.) Agents may have a call handling preference based either on the skill level, meaning that the agent will serve calls waiting for their highest level skill before serving calls waiting for any lower level skills; or based on greatest need, meaning that the agent will serve the highest-priority, oldest call waiting for any of their skills.

The expanded agent capabilities feature also allows the specification of the skill to be used for the agent's direct calls. This also allows specification of the level for the direct agent skill; which, in conjunction with the agent's call handling preference, may affect the order in which a direct agent call is delivered to an agent. That is, direct agent calls need to be delivered for all skill ACD calls.

A new concept introduced in R3V5 CMS, the top skill, can be useful in EAS implementations that use skill level call handling preference for the agents. An agent's first administered, highest level skill is the agent's top skill, since it is for this skill that the agent is most likely to handle calls. This is the skill that can "count on" the agent. New database items have been added to track the number of top agents in skills, as well as the time top agents spent available and in AUX.

The expanded agent capabilities on the switch include an increased number of measured splits/skills to 600 and an increase in the number of measured agent/split or agent/skill pairs to 10,000 for the G3r processor, as well as new options for Most Idle Agent (MIA) call distribution. The new options allow selection of MIA distribution across skills, rather than for each skill, and selection of whether agents in ACW are or are not included in the agent free list. These options have no direct impact on CMS, since CMS does not keep track of the most idle agent.

Multiple Call Handling (G3V3)

The Multiple Call Handling feature allows an ACD agent to put a call on hold and push the Auto-In or Manual-In key to take another ACD call. *CentreVu* CMS tracks the hold state as a call state, not an agent state. This means that hold time is counted for each call. For example, an agent who places two calls on hold for 5 minutes to answer a third accrues 10 minutes hold time for the two calls in the space of only 5 minutes on the clock.

Forced Multiple Call Handling (G3V4)

The Forced Multiple Call Handling feature in Generic 3 Version 4 switches allow an ACD call to ring at an agent's voice terminal even if that agent is already talking on an ACD call. In this case, the agent continues to accrue talk time until the agent puts the current call on hold or releases it.

Hold Tracking (G3)

CentreVu CMS tracks and reports hold state for calls put on hold for Generic 3 switches. This means that *CentreVu* CMS is notified when an agent puts a call on hold. For Generic 3 switches, *CentreVu* CMS tracks **all** calls put on hold.

Ringing (G3)

CentreVu CMS displays the number of agents with split/skill ACD calls and direct agent calls ringing at their voice terminals. This information is meaningful only if agents' voice terminals are administered to ring rather than receive zip tone. The switch sends a message to *CentreVu* CMS when a call is directed to an agent and alerting begins. Currently, this is only supported on Generic 3 switches. If you do not have one of these switches, the ring state columns in standard reports display blanks.

Transfer Tracking

For Generic 3 switches, *CentreVu* CMS tracks all transferred calls made by measured agents. The agent and split/skill reports display these transfers. Transfers into a split/skill, agent, or VDN are not tracked explicitly (for example, the party initiating the transfer is credited with a transfer, not the party receiving the transfer).

Conference Tracking (G3)

CentreVu CMS tracks conferenced calls for Generic 3 switches. Agents who transfer a call by conferencing and then dropping off are credited with a conference and not a transfer.

Call Pickup

CentreVu CMS tracks ACD calls that are answered by an agent using the Call Pickup feature as AUXIN calls.

Agents in Multiple Splits/Skills

CentreVu CMS requires agents to log into multiple splits/skills using the same login ID for all splits/skills. This allows *CentreVu* CMS to track the agent as a single person and to coordinate the data for that agent.

Agents in multiple splits/skills are tracked as a single agent in R3 CMS. For non-EAS ACD operation, agents must log in with the same llogin ID for all splits. "TI_" database items have been added to indicate the time the the agent spent in various work states independent of the split/skill the agent is working in. These are interval-based items.

When agents are logged into multiple splits/skills, the items counting AUXIN/AUXOUT calls and time are usually associated with the split/skill the agent has been logged into the longest (i.e., the first split the agent logged into). However, in the case where an agent puts a split/skill or direct agent ACD call on hold and then makes an AUXOUT call, the outgoing call and its talk time are counted for the split/skill associated with the ACD call.

Real-Time Reports

Real-time reports assume that agents can only be doing one thing at a time. Agents can be in the following states: AVAIL, ACD, ACW, AUX, DACD, DACW, RINGING, UNKNOWN, OTHER, or UNSTAFFED. When an agent logs into multiple splits/skills, the split/skill number(s) are shown on the report(s) for the states (ACD, DACD, ACW, AVAIL, and RINGING) associated with the call. For example, if an agent logged into split/skill 1 and split/skill 2 and answered an ACD call for Split/Skill 2, the split/skill number shown in the standard real-time report(s) is "**2.**"

Splits Shown on Real-Time Reports

For splits, as long as the agent is not on a call or the agent is in AUX and is available in at least some splits, real-time reports show all the splits in which the agent is available. For skills, the agent cannot be available in some skills and not available in others unless Multiple Call Handling (MCH) is active. The Skill Status report shows all the agent's login skills. If an ACD call is ringing the agent's voice terminal, the real-time report shows the RINGING state. If a personal call is ringing at the agent's voice terminal, the real-time report shows the OTHER state. No split/skill is shown for the AUX and UNKNOWN states because these states are not split/skill related unless the agent is on a call (AUXIN or AUXOUT) in which case, the split/skill is shown in the report. The agent is shown as being in AUX **only** if the agent is in AUX in **all** splits/skills.

Real-Time Split/Skill Reports

With real-time split/skill reports, if an agent is available in split 1 and in AUX in split 2 and you request the Split/Skill report which displays both splits, the report shows the agent is AVAIL in split 1 and OTHER in split 2.

Multiple-Split/ Skill Queuing (G3)

On a Generic 3 switch, calls can be queued to as many as three splits/skills simultaneously. For the first split/skill to which a call is queued (primary split/skill), *CentreVu* CMS counts an answer, outflow (leaves vector processing or is answered by an agent in another split/skill), or abandon. For the second or third split/skill to which a call is queued, *CentreVu* CMS counts an answer and an inflow if the call is answered in that split/skill. If the call is answered in another split, the call outflows, or the caller abandons, *CentreVu* CMS counts the call as dequeued.

$\Rightarrow$ **NOTE:**

If a call rings in a second or third split and then abandons, an inflow and abandon are counted for that split; an outflow or dequeue is counted for the other splits.

Multiple Split/Skill Queueing Example

In the following Multiple-Split/Skill Queuing example, you see the call queue to split/skill 1 first, then queue to split/skill 2 after 15 seconds. After another 10 seconds, the call enters split/skill 3's queue. The call is now queued to splits/skills 1, 2, and 3 at the same time. See the example for disposition of the call for all three splits if the call was abandoned, was answered, or routed to a VDN.

15 SECONDS   10 SECONDS   5 SECONDS   Call disposition after 30 seconds in queue

Call queues to split/skill 1

Call enters queue for Split/Skill 2

Call enters queue for Split/Skill 3
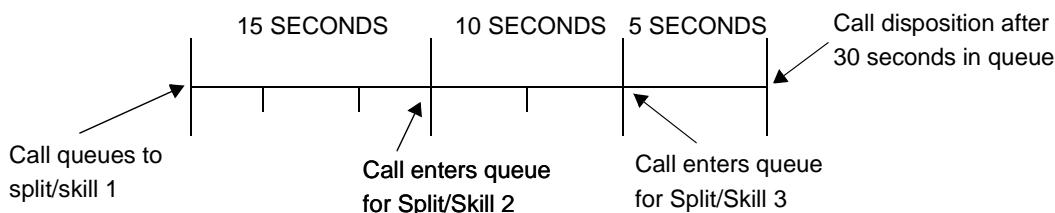
Call Disposition	Split/Skill 1	Split/Skill 2	Split/Skill 3
Abandoned from Queue	ABNCALLS ABNTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Split/Skill 2 Answered	OUTFLOWCALLS OUTFLOWTIME = 30	ACDCALLS ANSTIME = 15 INFLOWCALLS	DEQUEUECALLS DEQUETIME = 5
Route to VDN	OUTFLOWCALLS OUTFLOWTIME = 30	DEQUEUECALLS DEQUETIME = 15	DEQUEUECALLS DEQUETIME = 5
Abandoned from Ringing Split/Skill 2	OUTFLOWCALLS OUTFLOWTIME = 30	ABNCALLS ABNTIME = 15	DEQUEUECALLS DEQUETIME = 5

Best Service Routing (*DEFINITY* ECS R6)

Best Service Routing (BSR) allows calls to be balanced at a single site or between multiple sites. BSR is enhanced multi-site routing that provides new call vectoring functions that build upon the Look-Ahead Interflow feature to route a call to the "best" split/skill on a single Enterprise Communications Server (ECS) or to the "best" split/skill in a network of *DEFINITY* ECSs. The "best" split/skill is defined as the local split/skill or remote ECS that offers the shortest waiting time for the call in a call surplus (calls queued) situation for the application. The waiting time is calculated using the *DEFINITY* ECS's Expected Wait Time (EWT) predictor, and can be adjusted by the user. In an agents available situation, the "best" split/skill is determined based on the assigned available agent strategy. BSR data is tracked in the vector, VDN, and call history tables.

Agent State Tracking at Login

CentreVu CMS does not know what state agents are in immediately after they have logged in (or right after the link to the switch has come up) until notified by the switch. The time the agent spent in this state is tracked as **I_OTHERTIME** and **TI_OTHERTIME** and the agent's state is displayed as **OTHER**.

Generic 3 Switch Functionality

For Generic 3 switches, the time between logging in and moving to the AUX state depends on the time it takes for the agent logging in to release the call or go on-hook or for the switch to time the call out (about 5 to 10 seconds).

Move Agent While Staffed (G3V4 and later)

The G3V4 switch release supports moving a staffed agent between splits or changing the skill assignments for staffed agents. If the agent has any call on the voice terminal or is in ACW, then the move cannot take place immediately, but is pending until the agent voice terminal goes idle (all calls have been terminated), or the agent changes out of the ACW mode. CMS provides two real-time database items in the agent data, MOVEPENDING and PENDINGSPLIT, that can be accessed by using custom reports to provide information about whether agents have moves pending and, if so, the split or skill to which they are being moved. Note that in the case that the agent's skills are being changed and the change adds more than one skill, the PENDINGSPLIT item will show the first skill that is being added. It is also possible for MOVEPENDING to be set, but for PENDINGSAPLIT to be blank (or 0). This can happen, for example, when the link to the switch comes up and a move is pending for an agent. CMS will be notified by the switch that the move is pending, but PENDINGSPLIT will not be set.

Converse Vector Command (G3V2 and later)

The "converse" command integrates Voice Response Units (VRUs) and the Vectoring feature. The "converse" command allows voice-response scripts to be executed while, for example, a call waits in queue. This command also allows data to be passed between the switch and a VRU or from the VRU through the switch to an ASAI adjunct processor.

Tracking

There is no vector or VDN tracking for this command. If the VRU ports are administered as a measured split/skill, then agent and split/skill tracking is available.

Go To Vector

When a "go to vector" command is executed, an outflow and a "go to call" are counted for the first vector and an inflow is counted for the second vector, and the timing and statistics associated with the first vector for that call stop and are started for the second vector. The call remains in the original VDN, however, and tracking in that VDN continues.

Outbound Call Management (OCM)

Outbound call management (OCM) calls to splits/skills are included as a subset of the ACD call database items (talk time, ringing, ACW, and so on). OCM calls also have their own database items which start with **O_** in the agent, split/skill, trunk and trunk group tables. Inbound split/skill calls can be calculated as **ACDCALLS - O_ACDCALLS**. See the "Adjunct-Placed and Adjunct-Routed Calls" section for more information.

Redirection on No Answer (G3V2 and later)

When a ringing call times out, the call can be requeued to the same split/skill or to a Vector Directory Number (VDN) by the Redirection on No Answer (RONA) feature (available only on a *DEFINITY* ECS). When redirected to the same split/skill, an outflow and an inflow are counted for the split/skill. Thus, the redirected call appears as two offered calls to the split/skill. The database item **NOANSREDIR** is also incremented. The unique calls offered to the split/skill can then be calculated by subtracting the value of **NOANSREDIR** from **CALLSOFFERED**.

➡ **NOTE:**

This assumes that the split/skill is set up so that normal split/skill calls do not cover back to the same split/skill except through the Redirection on No Answer feature. If they can cover back to the same split/skill, each call that does this is counted as an outflow and inflow to that same split/skill. In this case, **NOANSREDIR** is **not** incremented.

When a ringing call times out and is routed to a VDN (Generic 3 Version 4), an outflow and NOANSREDIR are incremented.

Skill State

Skills can now be in one of our states (unknown, normal, overload1, overload2), based on Expected Wait Time (EWT) threshold. Time spent in each state except UNKNOWN is trakced in the split table. The state is UNKNOWN when the link is down or the split is non-EAS or when a new skill is added and the state message has not yet arrived.

Switch Average Speed of Answer (G3V4 and later)

The G3V4 and later switches calculate a roilling average speed of answer (ASA) for splits/skills and VDN(s). This ASA can be used in vector conditionals to determine where to queue calls. The ASA(s) for splits/skills and for VDN(s) are also sent to R3V4 and later CMS, and can be displayed on real-time reports.

The ASA for a split/skill includes the time spent in the split/skill queue and the time ringing at an agent. The ASA for a VDN includes the time spent in vector processing (including the time spent in queue) and the time ringing for the VDN assocaited with the call when it was answered. This switch-generated, rolling ASA is a running, weighted average calculation. ASA will in general not match the average speed of answer on CMS.

Timed ACW

The times ACW feature, which provides automatic-in agents with a fixed ACW period after each Automatic-In call, makes no changes in CMS tracking of ACW time. Timed ACW is tracked identically to manually entered ACW or ACW resulting from manaul-in calls.

Tracking of Times/Duration

In the trunk, trunk group, and VDN tables, the **TIME** items typically accumulate until the trunk drops at the end of the call, unless the items are queue time or ring time or other similar items.

TIME Database Items

In the split/skill and vector tables, the **TIME** items typically accumulate until the call leaves the split/skill/vector and the disposition is known (for example, when the call outflows or when the caller starts hearing the forced busy).

Trunk No Answer Timeout (G3V2 and later)

This timer starts when the switch first seizes the trunk and is stopped when answer supervision is sent for the call. If it times out, the call is dropped by the switch and the *CentreVu* CMS counts the call as an abandoned call. (This timer is for switches in countries that lack disconnect supervision for trunks. The assumption is that the caller abandoned long ago.)

Vector Disconnect Timer (G3V2 and later)

The Vector Disconnect Timer is started when a call begins vector processing and stops when the call is routed successfully. This means that the call rings at a destination or the trunk is connected to a destination. In the case of adjunct routing, the timer is stopped when the call is routed successfully. If the timer times out, the call is dropped by the switch and the *CentreVu* CMS records a forced disconnect for the call.

VDN Active Calls

The G3V4 switch provides a vector conditional base don a count of the active calls to a VDN. Incoming trunk calls that route directly to the VDN by Direct Inward Dialing (DID), DCS, PRI, tie or tandem trunks or incoming trunk calls where the VDN is considered the incoming destination, are considered active calls for a VDN. Incoming trunk night service calls where the VDN is the night service destination, or calls that forward or cover to the VDN that have not already routed to another VDN on this switch are also considered active calls for a VDN.

The G3V4 switch will send the current active VDN call count to R3V4 CMS, where it can be displayed on real-time reports. Note that the switch's count of "active" calls is not the same as the CMS count of INPROGRESS calls in the VDN, since the definition of "active in the VDN" differs between the switch and CMS. (CMS counts calls as INPROGRESS in the VDN whether they are inbound trunk calls or internal calls and regardless of whether this is the first VDN for the call or not.)

Wait Answer Supervision Timer (WAST)

This timer is started when a call begins ringing at an agent or station. It is stopped if the call is answered, connected or redirected. Once a redirected call begins ringing, the timer is restarted. In the case of redirection on no answer, if the call cannot be redirected, the WAST is restarted. If the WAST times out, the call is dropped by the switch and the *CentreVu* CMS records an abandon (from ringing) for the call.

Universal Call ID (*DEFINITY* ECS R6)

A Universal Call ID (UCID) is a unique tag that is assigned to a call. The purpose of the UCID is to allow call-related data to be collected and aggregated from multiple sources (for example, *DEFINITY* and *Intuity Conversant*) and multiple sites. The UCID may then be used to group all the data from various sources about a particular call.

CMS will receive the UCID assigned to calls by a *DEFINITY* ECS R6 with this feature enabled. The UCID is then stored, along with data about the call itself, by the call history feature (which includes both internal and external call history). The data will be available to both Custom Reports and the Report Designer. UCID data is stored in the call history and agent trace tables.

CentreVu Advocate (ECS R6 and later)

CentreVu Advocate is available on the *DEFINITY* ECS, Release 6 and later versions. *CentreVu* Advocate has introduced database tracking items for CMS:

- **Skill State:** Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the Expected Wait Time (EWT) threshold. Time spent in each state except "unknown" is tracked in the split/skill tables. The state is unknown when the link is down or the split is non-Expert Agent Selection (EAS), or when a new skill is added and the state message has not yet arrived. The skill state is unknown if the CMS is connected to a non-R3V6 switch.

- **Reserve Agent:** Agents can have a skill level of reserve1 or reserve2 that corresponds to skill states overload 1 and overload 2. Only when the skill is in an overload state will the appropriate reserve agents serve that skill. These agents have a special agent "service" role. When the agents are available, but the skill is not in the appropriate state, the agent is tracked as "other."

- **Agent Counts:** The number of agents in various states are stored in the split/skill tables by agent type. Reserve agents are stored in R1*xxx* and R2*xxx* database items. Top agents are stored in T*xxx* and flex agents are stored in F*xxx* database items. Flex agents can have a role of roving, backup, or allocated.

- **Agent Time in Skill:** Agents' ACD/After Call Work (ACW) time can be tracked by skill. Non-ACD time in standard skills is as follows: agents with the tracked skill as the top skill use 100 percent, while agents who are percent allocated use the same percentage for both ACD and non-ACD time. Backup, Roving, or Reserve agents track none of their non-ACD time toward this skill.

- **Agent Role:** ROLE is a new database item that has been added to the agent tables to describe how an agent participates in a skill. The agent's role is based on both the agent's Skill Level and Call Handling Preference. Agents with a reserve skill have a role of Reserve. Non-EAS agents and agents with Greatest need Call Handling Preference have a role of Roving. Top agents have a role of Top. Skill Level Call Handling Preference agents who are neither top or reserve have a role of Backup. Agents who are Percent Allocated have a role of Allocated.

Location (ECS R8 and later)

A location, or site, refers to a physical location. This can be a building, a section of a building, or it can be what was once a separate ACD before the ATM WAN capability was used to merge separate ACDs with other ACDs into one large call center. A location will typically be assigned one (or more) location IDs. A location, despite being part of a larger call center, may continue to have sole responsibility for handling certain 800 numbers. A location may also share responsibility for handling an 800 number by having some of its agents be part of a larger split/skill that includes agents from other locations.

Location ID for agents

An agent location ID is the ID of the agent terminal the agent is logged into. It is associated with the DEFINTY port network ID to which the agent terminal is attached. An agent cannot be assigned a location ID for reporting purposes until he or she logs into the ACD. Available on the DEFINITY ECS R7.1 with ATM and later. This is supported by the LOC_ID database item.

Location ID for trunks

The *DEFINITY* network location ID (1-44) associated with a trunk. A Location ID is not directly assigned to an trunk, instead, it is assigned to a port network (via the *chcabinetx* form). Therefore, each trunk whose equipment location belongs to that port network will be associated with that port network's location ID. This is supported by the EQLOC database item.

2   Database Items and Calculations

Overview

Purpose

This chapter describes the *CentreVu®* Call Management System (CMS) database tables, the items in the database tables, and the standard Dictionary calculations that use the database items. This chapter also includes calculations added to specifically support Supervisor reports.

General information

Overview

Purpose   This section presents general information about database items.

Organization   The following topics are covered:

Database item types

Overview   Cumulative, Administrative, Row Identifier, Busy Hour, and Maximum Value items apply to both the current and previous interval real-time tables. Status items apply only to the current interval tables. Special Table items are historical, and apply only to the table in which they are stored.

Split/skill database items

Overview	The Split/Skill database item descriptions apply to real-time and historical items.
Real Time Database Items	Real-Time split/skill database items apply to the Current Interval Split/Skill (csplit) and Previous Interval Split/Skill (psplit) tables. The real-time indexes are ACD and SPLIT.
Historical Database Items	Historical split/skill database items apply to the Intrahour Split/Skill (hsplit), Daily Split/Skill (dsplit), Weekly Split/Skill (wsplit), and Monthly Split/Skill (msplit) tables, except as noted. The historical indexes are SPLIT and ROW_DATE.
Customizing Reports	Row data will be archived for the I_OL1TIME and I_OL2TIME items if the row spent any time in the overload 1 or overload 2 threshold states. If the row (skill) spent all of its time in the normal state, and has no other reason to he archived (that is, no agent staffed time, no calls handled, and so on), then it will not be archived. When creating a report through *CentreVu* Report Designer or CMS Custom reports, data should be summed across user-specified intervals in order to see meaningful report results.

Agent database items

Overview	The Agent database item descriptions apply to real-time and historical items.
Real Time Database Items	Real-Time agent database items apply to the Current Interval Agent (cagent) and Previous Interval Agent (pagent) tables. The real-time indexes are ACD, LOGID, POSITION, and SPLIT.
Historical Database Items	Historical agent database items apply to the Intrahour Agent (hagent), Daily Agent (dagent), Weekly Agent (wagent), and Monthly Agent (magent) tables, except as noted. The historical indexes are LOGID, SPLIT, and ROW_DATE.

Trunk group database items

Overview   The Trunk Group database item descriptions apply to real-time and historical items.

Real Time Database Items   Real-Time trunk group database items apply to the Current Interval Trunk Group (ctkgrp) and Previous Interval Trunk Group (ptkgrp) tables. The real-time indexes are ACD and TKGRP.

Historical Database Items   Historical trunk group database items apply to the Intrahour Trunk Group (htkgrp), Daily Trunk Group (dtkgrp), Weekly Trunk Group (wtkgrp), and Monthly Trunk Group (mtkgrp) tables, except as noted. The historical indexes are ROW_DATE and TKGRP.

Trunk database items

Overview   The Trunk database item descriptions apply to real-time and historical items.

Real Time Database Items   Real-Time trunk database items apply to the Current Interval Trunk (ctrunk) and Previous Interval Agent (ptrunk) tables. The real-time indexes are ACD, ITN, EQLOC, and TKGRP.

Historical Database Items   Historical trunk database items apply to the Intrahour Trunk (htrunk), Daily Trunk (dtrunk), Weekly Trunk Group (wtrunk), and Monthly Trunk (mtrunk) tables, except as noted. The historical indexes are EQLOC, ROW_DATE and TKGRP.

Vector database items

Overview   The Vector database item descriptions apply to real-time and historical items. Vector database items are available only if the Vectoring feature has been purchased and authorized for you to use.

Real Time Database Items   Real-Time vector database items apply to the Current Interval Vector (cvector) and Previous Interval Vector (pvector) tables. The real-time indexes are ACD and VECTOR.

Historical Database Items	Historical vector database items apply to the Intrahour Vector (hvector), Daily Vector (dvector), Weekly Vector (wvector), and Monthly Vector (mvector) tables, except as noted. The historical indexes are ROW_DATE and VECTOR.

VDN database items

Overview	The VDN Database Item descriptions apply to real-time and historical items. VDN database items are available only if the vectoring feature has been purchased and authorized for you to use.
Real Time Database Items	Real-Time VDN database items apply to the Current Interval VDN (cvdn) and Previous Interval VDN (pvdn) tables. The real-time indexes are ACD, VDN, and VECTOR.
Historical Database Items	Historical VDN database items apply to the Intrahour VDN (hvdn), Daily VDN (dvdn), Weekly VDN (wvdn), and Monthly VDN (mvdn) tables, except as noted. The historical indexes are ROW_DATE and VDN.

Call work codes database items

Overview	The Call Work Codes database item descriptions apply to real-time and historical items. Call work codes are only available with Generic 3 and later switches.
Real time database items	Real-Time call work codes apply to the Current Interval CWC (ccwc) and Previous Interval (pcwc) tables. The real-time indexes are ACD and CWC.
Historical database items	Historical call work codes database items apply to the Intrahour Call Work Codes (hcwc), Daily Call Work Codes (dcwc), Weekly Call Work Codes (wcwc), and Monthly Call Work Codes (mcwc) tables, except as noted. The indexes are ROW_DATE and CWC.

Agent login/logout database items

Overview   The Agent Login/Logout database item descriptions are historical items specific to the Agent Login/Logout (haglog) table. The indexes are SPLIT and ROW_DATE.

Agent trace database items

Overview   The Agent Trace database item descriptions (Table F) are historical items specific to the Agent Trace (ag_actv) table. The indexes are LOGID and ROW_DATE.

Optional database items   The Optional database items collect data only when those items are selected in the *CentreVu* CMS System Setup: Agent Trace Record Contents window and are not used in any standard reports. To receive a report containing optional Agent Trace historical database items, a custom report must be created.

Current day configuration database items

Overview   The Current Day Configuration database item descriptions are historical items used specifically to collect values entered in the Forecast: Current Day window. They apply to the Current Day (f_cday) table. The indexes are ACD, ROW_DATE and SPLIT.

Current day report database items

Overview   The Current Day Report database item descriptions (Table F) are historical items used specifically to collect values entered in the Forecast: Current Day window. They apply to the Current Day Report (f_cdayrep) table. The indexes are ACD, ROW_DATE and SPLIT.

Forecast data   Forecast data for a split/skill is automatically generated when the Forecast Manager runs (if you have also completed a Current Day Configuration for the split/skill).

Call record database items

Overview   The Call Record database item descriptions are historical items that apply specifically to the Call Record (call_rec) table. The indexes are ACD and ROW_DATE.

Exception historical database items

EXTYPE and REASON database items   In the following exceptions database items, the database item EXTYPE lists numerical values associated with exception types. The database item REASON lists numerical values associated with exception types.

Exception type storage   *CentreVu* CMS stores exception types using the numerical values, then translates the numbers into the text you see in standard exception reports.

Selecting exception types for reports   To select specific exception types for a custom report, you must enter the numerical value(s) in the Select rows where: statement.

Database Items

Overview

Purpose   This section describes database items for all tables.

ABNCALLS

Database tables   The ABNCALLS appears in the following database tables:

Split/skill tables
Number of CALLSOFFERED that were abandoned while in queue or ringing at an agent position.

Note: When a call abandons while queued to multiple splits/skills and abandons from queue, only the primary split/skill increments ABNCALLS (calls that are ringing an agent and then abandon peg as abandons for the split/skill they were ringing). *This also includes calls with talk times less than the phantom-abandoned call timer value, if it is set.* ABNCALLS = ABNCALLS1 + ABNCALLS2 + ABNCALLS3 + ABNCALLS4 + ABNCALLS5 + ABNCALLS6 + ABNCALLS7 + ABNCALLS8 + ABNCALLS9 + ABNCALLS10 ABNCALLS includes ABNCALLS1-10, ABNRINGCALLS, O_ABNCALLS, PHANTOMABNS, SLVLABNS.

This is a cumulative item.

Agent tables
The number of split/skill ACD calls that were abandoned while ringing the agent's voice terminal (after being directed to the agent voice terminal, but before being answered). This includes calls considered abandoned because their talk time was less than the phantom-abandoned call timer. For Generic 3 switches, ABNCALLS includes PHANTOMABNS. Available on Generic 3 switches.

This is a cumulative item.

Trunk group tables
The number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. Calls directly to unmeasured stations that did not go through a measured VDN or split/skill are not recorded.

For Generic 3 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill. This includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value.

This is a status item.

Trunk tables
The number of calls carried by this trunk that were abandoned by the caller before being answered by an agent. Calls directly to unmeasured stations that did not go through a measured VDN or split/skill are not recorded. For Generic 3 switches, ABNCALLS includes all calls abandoned by the caller that were carried by this trunk, except for calls directly to unmeasured stations that did not go through a measured VDN or split/skill. This includes ACD calls and calls that routed to an agent or extension with talk times less than the phantom-abandoned call timer value. Calls that abandon while listening to a forced disconnect are also included in ABNCALLS. ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, and ABNRINGCALLS.

This is a cumulative item.

Vector tables
The number of INCALLS that were abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing. ABNCALLS includes ABNQUECALLS, ABNRINGCALLS, and PHANTOMABNS.

This is a cumulative item.

VDN tables
The number of INCALLS that were abandoned while INPROGRESS for this VDN. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, calls that abandon from vector processing, calls that abandon after being routed to an extension via the "route to" vector command, and for Generic 3 (prior to Generic 3 Version 2 load 100) switches, calls that abandoned while listening to a forced disconnect announcement. ABNCALLS includes ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom abandoned call timer. ABNCALLS includes ABNCALLS1 through ABNCALLS10, ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS are pegged as ABNCALLS.

This is a cumulative item.

ABNCALLS1-10

Database tables   The ABNCALLS1-10 appears in the following database tables:

Split/skill tables
Number of ABNCALLS that were abandoned during the collection interval in each of the service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: Call Profile window). ABNCALLS10 counts calls that abandoned after PERIOD9. Note: If call profiles are not set, then the data gets stored into the first interval (ABNCALLS1).

This is a cumulative item.

VDN tables
The number of INCALLS that abandoned in each of the service level increments PERIOD1 through PERIOD9 (as defined IN the Call Center Administration: VDN Call Profile Setup window). ABNCALLS10 counts calls that abandoned after PERIOD9.

This is a cumulative item.

ABNQUECALLS

Database tables   The ABNQUECALLS item appears in the following database tables:

Trunk group tables
The number of ABNCALLS that abandoned while in a split/skill or direct agent ACD queue. Available on Generic 3 switches.

This is a cumulative item.

Vector tables
The number of ABNCALLS that hung up while in a split/skill or direct agent ACD queue. Available on Generic 3 switches.

This is a cumulative item.

VDN tables
The number of ABNCALLS that were abandoned while in a split/skill or direct agent ACD queue. Available on Generic 3 switches and the ECS.

This is a cumulative item.

ABNRINGCALLS

Database tables   The ABNRINGCALLS item appears in the following database tables:

Split/skill tables
Number of split/skill or direct agent ABNCALLS that abandoned while ringing at an agent position. Available for ring tracking with Generic 3 switches.

This is a cumulative item.

Trunk group tables
The number of split/skill or direct agent ABNCALLS that abandoned by the caller while ringing at an agent position. Available on Generic 3 switches.

This is a cumulative item.

Vector tables
The number of split/skill or direct agent ABNCALLS that were abandoned while ringing at an agent position. Available on Generic 3 switches and on the ECS.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ABNCALLS that were abandoned by the caller while ringing at an agent position. Available on Generic 3 switches and on the ECS.

This is a cumulative item.

ABNTIME

Database tables   The ABNTIME item appears in the following database tables:

Split/skill tables
Time callers spent waiting in queue and ringing at an agent's voice terminal before abandoning the call. For phantom abandons, ABNTIME includes the time until the agent releases the call.

This is a cumulative item.

Agent tables

The time split/skill ACD callers waited while ringing the agent's voice terminal before the call was abandoned. For Generic 3 switches, ABNTIME includes the time until the agent releases the call for phantom-abandoned calls. Also available on Generic 3 switches.

This is a cumulative item.

Vector tables

The time caller waited while vector steps were executed, the call was queued, and ringing, before abandoning. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

VDN tables

The time caller waited while vector steps were executed, the call was queued, and ringing before abandoning. For phantom-abandon calls, ABNTIME is the total time from entering the VDN until the agent released the call.

This is a cumulative item.

ABNVECCALLS

Database tables   The ABNVECCALLS item appears in the following database tables:

Trunk group tables

The number of ABNCALLS that abandoned while in vector processing. This includes vector calls that abandoned while in queue or while ringing at an agent position. Available on Generic 3 switches with vectoring. ABNVECCALLS includes ABNQUECALLS and ABNRINGCALLS.

This is a cumulative item.

ACCEPTABLE

Database tables   The ACCEPTABLE appears in the following database tables:

Split/skill tables
Number of ACDCALLS answered by an agent within the predefined
acceptable service level (SERVICELEVEL), as defined on the Call
Center Administration: Split/Skill Call Profile window.

This is a cumulative item.

VDN tables
The number of ACDCALLS and CONNECTCALLS that were answered
within the acceptable service level (SERVICELEVEL) as defined on the
Call Center Administration: VDN Call Profile Setup window.

This is a cumulative item.

ACD (index)

Database tables   The ACD (index) item appears in the following database tables:

Split/skill tables
The ACD number for which data was collected.

This is an administrative item.

Agent tables
The ACD number for which data was collected.

This is a row identifier item.

Trunk group tables
ACD number for which data was collected

This is a row identifier item.

Trunk tables
The ACD number for which data was collected.

This is a row identifier item.

Vector tables
The ACD number for which data was collected.

This is a row identifier item.

VDN tables
The ACD number for which data was collected.

This is a row identifier item.

Call work codes tables
The ACD number for which data was collected.

This is a row identifier item.

Agent login/logout tables
The ACD number for which data was collected.

Agent trace tables
The ACD number for which data was collected.

Current day configuration tables
ACD number for which data was collected.

Current day report tables
ACD number for which data was collected.

Call record tables
The ACD number for which data was collected.

Agent exception table
The ACD number for which data was collected.

This is a cumulative item.

Split/skill exception table
The ACD number for which data was collected.

This is a cumulative item.

Trunk group exception table
The ACD number for which data was collected.

This is a cumulative item.

VDN exception table
The ACD number for which data was collected.

This is a cumulative item.

Vector exception table
The ACD number for which data was collected.

This is a cumulative item.

Malicious call trace exception table
The ACD number for which data was collected.

This is a cumulative item.

Data collection exception table
The ACD number for which data was collected.

This is a cumulative item.

ACD_RELEASE

Database tables The ACD_RELEASE item appears in the following database tables:

Agent tables
The number of split/skill ACD calls that the agent released or dropped before the far end released. Note: The transfers and conferences are always recorded as agent-released calls. Available for Generic 3 switches.

This is a cumulative item.

ACDAUXOUT-CALLS

Database tables The ACDAUXOUTCALLS item appears in the following database tables:

Split/skill tables
Number of AUXOUTCALLS agents in the split/skill made with at least one split/skill ACD call for this split/skill on hold. For agents in multiple skills with multiple call handling (Generic 3 Version 3 switch and later), the call is recorded for the skill of the last ACD call the agent put on hold. ACDAUXOUTCALLS includes calls made to transfer or conference the ACD call. Available with Generic 3 switches.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS the agent made with at least one split/skill or direct agent ACD call on hold. This includes calls made to transfer or conference the ACD call. Available on Generic 3 switches.

This is a cumulative item.

ACDCALLS

Database tables   The ACDCALLS item appears in the following database tables:

Split/skill tables
Number of CALLSOFFERED calls that were answered by an agent in the split/skill. ACDCALLS = ACDCALLS1 + ACDCALLS2 + ACDCALLS3 + ACDCALLS4 + ACDCALLS5 + ACDCALLS6 + ACDCALLS7 + ACDCALLS8 + ACDCALLS9 + ACDCALLS10.

ACDCALLS includes ACCEPTABLE, ACDCALLS1-10, BACKUPCALLS, CONFERENCE, HIGHCALLS, HOLDCALLS, LOWCALLS, MEDCALLS, O_ACDCALLS, TOPCALLS, and TRANSFERRED.

This is a cumulative item.

Agent tables
The number of calls that were queued to SPLIT and answered by this agent in this SPLIT. ACDCALLS includes O_ACDCALLS and ACD_RELEASE.

This is a cumulative item.

Trunk group tables
The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes BACKUPCALLS.

This is a cumulative item.

Trunk tables
The number of INCALLS that were answered by an agent as a split/skill or direct agent ACD call.

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls that were answered by an agent from "queue to main, "check backup", "messaging split/skill", "route to" split/skill or direct agent, and "adjunct routing" to a split/skill or direct agent. ACDCALLS includes BACKUPCALLS.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls that were answered by an agent from "queue to main," "check backup," "messaging split/skill," "route to" split/skill or direct agent, and "adjunct routing" to a split/skill or direct agent. ACDCALLS includes ACDCALLS1-10, ACCEPTABLE, ANSCONNCALLS1-10, BACKUPCALLS, and TRANSFERRED.

This is a cumulative item.

Call work codes tables
Number of times this call work code was entered while an agent was on a split/skill or direct agent ACD call or in call-related ACW.

This is a cumulative item.

ACDCALLS1-10

Database tables   The ACDCALLS1-10 item appears in the following database tables:

Split/skill tables
Number of ACDCALLS during the collection interval that were answered in each of the service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: Call Profile window). ACDCALLS10 is the number of calls answered after the last increment PERIOD9. Note: If call profiles are not set, then the data gets stored into the first interval (ACDCALLS1).

This is a cumulative item.

ACDONHOLD (real-time)

Database tables   The ACDONHOLD (real-time) item appears in the following database tables:

Agent tables
The number of direct agent and split/skill ACD calls on hold for the agent. Available on Generic 3 switches.

This is a status item.

ACDTIME

Database tables   The ACDTIME item appears in the following database tables:

Split/skill tables
Talk time of all ACDCALLS. ACDTIME includes O_ACDTIME, but does
not include HOLDTIME.

This is a cumulative item.

Agent tables
The talk time of all ACDCALLS. ACDTIME includes O_ACDTIME. It does
not include HOLDTIME.

This is a cumulative item.

VDN tables
The talk time of all ACDCALLS, not including HOLDTIME. ACDTIME
includes SKILLTIME1, SKILLTIME2, and SKILLTIME3.

This is a cumulative item.

Call work codes tables
Talk time of all ACDCALLS (not including HOLDTIME) associated with
this call work code.

This is a cumulative item.

ACTIVECALLS (real-time)

Database tables   The ACTIVECALLS (real-time) item appears in the following database
tables:

VDN tables
The switch-generated count of the number of active calls in the VDN.
This includes only incoming trunk calls directly to the VDN. It does not
include internal calls to the VDN, transfers to the VDN, or calls that route
to the VDN or redirect from ringing to the VDN after having been through
another VDN. Available on the Generic 3 Version 4 and later switch and
on the ECS with the vectoring feature.

This is a status item.

ACWINCALLS

Database tables   The ACWINCALLS item appears in the following database tables:

Split/skill tables
Number of inbound extension calls received by agents while in ACW for split/skill ACD calls or in ACW.

This is a cumulative item.

Agent tables
The number of inbound extension calls received by the agent while in ACW. This includes ACW for split/skill and direct agent ACD calls and ACW not associated with a call.

This is a cumulative item.

ACWINTIME

Database tables   The ACWINTIME item appears in the following database tables:

Split/skill tables
Talk time of all ACWINCALLS. ACWINTIME does not include hold time on Generic 3 switches. It does include time spent on calls received while in ACW not associated with an ACD call.

This is a cumulative item.

Agent tables
Talk time of all ACWINCALLS. ACWINTIME includes DA_ACWINCALLS, but does not include HOLDTIME.

This is a cumulative item.

ACWOUTADJ-CALLS

Database tables   The ACWOUTADJCALLS item appears in the following database tables:

Split/skill tables
Number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Agent tables
The number of ACWOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as ACWOUTOFFCALLS. Available on the Generic 3 switch with the ASAI feature.

This is a cumulative item.

ACWOUTCALLS

Database tables   The ACWOUTCALLS item appears in the following database tables:

Split/skill tables
Number of outbound extension calls made by agents or on behalf of agents while in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS

This is a cumulative item.

Agent tables
The number of outbound extension calls made by the agent or on behalf of the agent while in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS, ACWOUTOFFCALLS, and DA_ACWOCALLS.

This is a cumulative item.

ACWOUTOFF-CALLS

Database tables   The ACWOUTOFFCALLS item appears in the following database tables:

Split/skill tables
Number of ACWOUTCALLS that were made to a an off-switch destination-a destination outside the switch. If such calls are placed by an adjunct on behalf of an agent while in ACW, they are also counted as ACWOUTADJCALLS. Available for external calls with Generic 3 switches.

This is a cumulative item.

Agent tables
The number of ACWOUTCALLS that were made to an off-switch destination-a destination outside the switch. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), then they are counted as ACWOUTADJCALLS. Available for external calls on Generic 3 switches.

This is a cumulative item.

ACWOUTOFF-TIME

Database tables   The ACWOUTOFFTIME item appears in the following database tables:

Split/skill tables
Talk time of all ACWOUTOFFCALLS (does not include time on hold). ACWOUTOFFTIME includes ACWOUTTIME. Available for external calls with Generic 3 switches.

This is a cumulative item.

Agent tables
The talk time of all ACWOUTOFFCALLS (does not include time on hold). ACWOUTTIME includes ACWOUTOFFTIME. Available for external calls on Generic 3 switches.

This is a cumulative item.

ACWOUTTIME

Database tables   The ACWOUTTIME item appears in the following database tables:

Split/skill tables
Talk time of all ACWOUTCALLS. ACWOUTTIME does not include hold time on Generic 3 switches. It does include time spent on calls made while in ACW not associated with an ACD call and on ACWOUTADJCALLS and on ACWOUTOFFCALLS.

This is a cumulative item.

Agent tables
The talk time of all ACWOUTCALLS. ACWOUTTIME does not include HOLDTIME. ACWOUTTIME includes time spent on calls made while in ACW that was not associated with an ACD call and on ACWOUTADJCALLS and on ACWOUTOFFCALLS. For Generic 3 switches, ACWOUTTIME does not include time ACWOUTCALLS spent on hold. It does include time spent on calls made while in ACW not associated with an ACD call.

This is a cumulative item.

ACWTIME

Database tables   The ACWTIME item appears in the following database tables:

Split/skill tables
Duration of all after call work associated with ACDCALLS. Note: ACWTIME does not include time spent in ACW not associated with an ACD call (that is, the agent pressed the ACW button while not on an ACD call). However, both ACWINTIME and ACWOUTTIME do include time spent on calls made or received while in ACW not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME. ACWTIME includes ACWINTIME, ACWOUTTIME, and O_ACWTIME.

This is a cumulative item.

Agent tables
The duration of all after call work associated with ACDCALLS, including
ACWINTIME and ACWOUTCALLS received/made during call-associated
ACW. Note: ACWTIME does not include the time spent in ACW not
associated with an ACD call (that is, the agent pressed the ACW button
while not on an ACD call). However, both ACWINTIME and
ACWOUTTIME do include time spent on calls made or received while in
ACW not associated with an ACD call. Therefore, the sum of
ACWINTIME and ACWOUTIME may be greater than ACWTIME.
ACWTIME includes ACWINTIME, ACWOUTTIME, DA_ACWTIME, and
O_ACWTIME.

This is a cumulative item.

VDN tables
The time that agents spent in ACW associated with ACDCALLS.
ACWTIME includes SKILLACWTIME1-3.

This is a cumulative item.

Call work codes tables
Time that the agent spent in ACW for ACDCALLS that were associated
with this call work code.

This is a cumulative item.

Call record tables
The time spent, in seconds, in ACW associated with this call by the
answering agent in this segment.

ADJATTEMPTS

Database tables   The ADJATTEMPTS item appears in the following database tables:

Vector tables
The number of adjunct routing attempts for calls in this VECTOR.
Available on the ECS and Generic 3 switches with the ASAI feature.
ADJATTEMPTS includes ADJROUTED.

This is a cumulative item.

VDN tables
The number of adjunct-routing attempts for calls in this VDN.
ADJATTEMPTS includes ADJROUTED. Available on the ECS and
Generic 3 switches with the ASAI gateway.

This is a cumulative item.

ADJROUTED

Database tables
The ADJROUTED item appears in the following database tables:

Vector tables
The number of adjunct-routing calls that were redirected by an adjunct processor or host computer. Available on the ECS and Generic 3 switches with vectoring and the ASAI feature.

This is a cumulative item.

VDN tables
The number of adjunct routing calls that were redirected by an adjunct processor or host computer. Available on the ECS and Generic 3 switches with vectoring and the ASAI feature.

This is a cumulative item.

ADJUNCTOUT (real-time)

Database tables
The ADJUNCTOUT (real-time) item appears in the following database tables:

Trunk group tables
The current number of OUTBOUND calls an adjunct processor originated. Available on Generic 3 switches with the ASAI gateway.

This is a status item.

AGINRING (real-time)

Database tables   The AGINRING (real-time) item appears in the following database tables:

Split/skill tables
Current number of POSITIONS at which split/skill or direct agent calls are ringing (for example, ACD call ringing for this split/skill and are not doing anything else). Note: When an agent makes or answers a personal call while an ACD call is ringing, that position is no longer counted in AGINRING (because the agent is then on an AUXIN/OUT call). Agents talking on ACD calls who receive a forced MCH call (Generic 3 Version 4 switches only) are not counted in AGINRING (they are counted in ONACD). Available on Generic 3 switches for ring tracking.

This is a status item.

AGOCC

Database tables   The AGOCC item appears in the following database tables:

Current day report tables
Objective maximum percentage of time that an agent will be on ACD calls (agent occupancy).

AGSTATE (real-time)

Database tables   The AGSTATE (real-time) item appears in the following database tables:

Agent tables
The agent's current WORKMODE and call DIRECTION, for example, AUXOUT.

This is a status item.

AGT_RELEASED

Database tables   The AGT_RELEASED item appears in the following database tables:

Agent trace tables
Agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. Available on Generic 3 and newer switches.

Call record tables
Agent released or dropped the split/skill or direct agent ACD call. This is always true for ACD calls the agent transferred or conferenced. (0=NO, 1=YES). Available on Generic 3 and newer switches.

AGDURATION
(real-time)

Database tables   The AGTIME (real-time) item appears in the following database tables:

Agent tables
The elapsed time since the last agent WORKMODE and/or DIRECTION change for any split/skill. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME resets for each DIRECTION change.

This is a status item.

AGTIME
(real-time)

Database tables   The AGTIME (real-time) item appears in the following database tables:

Agent tables
The elapsed time since the last agent WORKMODE change for any split/skill. This item is not reset if the DIRECTION changes, but WORKMODE remains the same. For example, if the agent goes from AUX to AUXOUT to AUX, AGTIME continues without resetting.

This is a status item.

ALLINUSE (real-time)

Database tables   The ALLINUSE (real-time) item appears in the following database tables:

Trunk group tables
Current use status of all trunks in the trunk group (on calls or
maintenance busy). Values for ALLINUSE are YES and NO

This is a status item.

ALLINUSETIME

Database tables   The ALLINUSETIME item appears in the following database tables:

Trunk group tables
The length of time during the interval that all trunks in the trunk group are
in use (on calls or maintenance busy).

This is a cumulative item.

ANI_SID

Database tables   The ANI_SID item appears in the following database tables:

Malicious call trace exception table
Billing number or phone number from which the malicious call originated
(available only if the switch has ANI/SID service).

This is a cumulative item.

ANSCONN-CALLS1-10

Database tables   The ANSCONNCALLS1-10 item appears in the following database tables:

VDN tables
The number of times that callers were answered (ACDCALLS) and connected (CONNECTCALLS) during each of the service level increments PERIOD1 through PERIOD9 as defined in the Call Center Administration: VDN Call Profile Setup window. ANSCONNCALLS10 counts calls answered or connected after PERIOD9. Answered/connected calls include split/skill and direct agent ACD calls and extension calls by a "route to" or "adjunct routing" vector command.

This is a cumulative item.

ANSHOLDTIME

Database tables   The ANSHOLDTIME item appears in the following database tables:

Call record tables
The total time, in seconds, the call was put on hold by the answering agent in this call segment. In agent-to-agent calls, ANSHOLDTIME is accrued for the answering agent if the agent puts the call on hold, but not for the other agent (who continues to accrue talk time). For Generic 3 switches, and *DEFINITY* ECS Release 5, hold time is accrued for any type of call.

ANSLOCID

Database tables   The ANSLOCID item appears in the following database tables:

Call record tables
The location ID associated with the EXTENSION at which the answering agent logged in.

ANSLOGIN

Database tables   The ANSLOGIN item appears in the following database tables:

Call record tables
Login ID of the agent who answered the call in this segment. This field is blank for unmeasured extensions when EAS is not active.

ANSREASON

Database tables   The ANSREASON item appears in the following database tables:

Call record tables
The reason code (0 through 9) associated with the answering agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ANSREASON is always 0.

ANSRINGTIME

Database tables   The ANSRINGTIME item appears in the following database tables:

Agent tables
The time split/skill and direct agent ACD calls spent ringing at the agent's voice terminal before being answered. Available for ring-tracking on Generic 3 switches.

This is a cumulative item.

ANSTIME

Database tables   The ANSTIME item appears in the following database tables:

Split/skill tables
Time spent by callers in queue or ringing before being answered by an
agent.

This is a cumulative item.

Vector tables
The time that split/skill and direct agent ACD calls waited while executing
steps in this vector, queuing, and ringing before being answered by an
agent. ANSTIME includes RINGTIME.

This is a cumulative item.

VDN tables
The time split/skill and direct agent ACD calls spent waiting to be
answered in vector processing, in queue, and while ringing. ANSTIME
includes RINGTIME.

This is a cumulative item.

ASA (real-time)

Database tables   The ASA (real-time) item appears in the following database tables:

Split/skill tables
The switch-provided rolling average speed of answer for this split/skill.
This value is sent to *CentreVu* CMS whenever it changes on the switch
(for example, when a call is answered). EWT and ASA should not be
expected to match. ASA gives a historical perspective, while EWT
changes constantly to match current conditions such as queue length
and staffing changes. Available with Generic 3 Version 4 switches for
vectoring feature enhancements.

This is a status item.

VDN tables
The switch-provided rolling average speed of answer for this VDN. This
value is sent to CMS whenever it changes on the switch when a call is
answered. Available on Generic 3 Version 4 switches and on the ECS
with vectoring.

This is a status item.

ASSIST (real-time)

Database tables   The ASSIST item appears in the following database tables:

Agent tables
This is a real-time item.

A request for supervisor assistance is active for this agent for any split/skill. Values for ASSIST are 0= NO, 1 = YES.

This is a status item.

Call record tables
Whether or not the answering agent in this segment requested supervisor assistance on this call. Valid values for ASSIST are 0=NO, 1=YES.

ASSIST_ACTV

Database tables   The ASSIST_ACTV item appears in the following database tables:

Agent trace tables
Agent requested supervisor assistance (pressed the ASSIST button).

ASSISTS

Database tables   The ASSISTS item appears in the following database tables:

Split/skill tables
The number of times the supervisor was called (supervisor assists) by agents on split/skill calls, direct agent ACD calls, or in call-related ACW for this split/skill.

This is a cumulative item.

Agent tables
The number of times the supervisor was called (supervisor assists) by agents on a split/skill direct agent ACD calls, or in call- related ACW for this split/skill.

This is a cumulative item.

ATAGENT (real-time)

Database tables   The ATAGENT (real-time) item appears in the following database tables:

VDN tables
The current number of INPROGRESS calls (ACD and non-ACD) that have been answered by an agent or connected to a station.

This is a status item.

AUDIO

Database tables   The AUDIO item appears in the following database tables:

Trunk group tables
The number of calls for which audio difficulty problems were reported for a trunk or for trunks in this trunk group. Available on Generic 3 switches.

This is a cumulative item.

Trunk tables
The number of calls for which audio difficulty problems were reported for this trunk. Available on Generic 3 switches.

This is a cumulative item.

Call record tables
Whether or not an agent in this segment reported an audio difficulty problem. Valid values for AUDIO are 0=NO, 1=YES.

AUXINCALLS

Database tables   The AUXINCALLS item appears in the following database tables:

Split/skill tables
The number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE, or, for Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is OLDEST_LOGON for agents in multiple splits/skills.

This is a cumulative item.

Agent tables
The number of inbound extension calls received by agents while in AUX (auxiliary work), AVAILABLE, or for Generic 3 switches, with an ACD or AUXIN/AUXOUT call on hold.

This is a cumulative item.

AUXINTIME

Database tables   The AUXINTIME item appears in the following database tables:

Split/skill tables
The talk time of all AUXINCALLS (does not include hold time on Generic 3 switches).

This is a cumulative item.

Agent tables
The talk time of all AUXINCALLS.

This is a cumulative item.

AUXOUTADJ-
CALLS

Database tables   The AUXOUTADJCALLS item appears in the following database tables:

Split/skill tables
The number of AUXOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard-dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS that were placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-switch destinations, then they are also counted as AUXOUTOFFCALLS. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

AUXOUTCALLS

Database tables   The AUXOUTCALLS item appears in the following database tables:

Split/skill tables
The number of outbound extension calls made by agents while in AUX
(auxiliary work), AVAILABLE, or for Generic 3 switches with an ACD or
AUXIN/AUXOUT call on hold. AUXOUTCALLS are recorded for the
SPLIT which is the OLDEST_LOGON, unless the agent made the call
with an ACD call on hold. In this case, they are recorded for the split/skill
of the ACD call. AUXOUTCALLS includes ACDAUXOUTCALLS,
AUXOUTADJCALLS, and AUXOUTOFFCALLS.

This is a cumulative item.

Agent tables
The number of outbound extension calls that were made by the agent or
on behalf of the agent while in AUX (auxiliary work), AVAILABLE, or for
Generic 3 switches with an ACD or AUXIN/AUXOUT call on hold. NOTE:
Calls the agent makes to transfer or conference an ACD call are included
as AUXOUT calls. AUXOUTCALLS includes AUXOUTADJCALLS,
AUXOUTOFFCALLS, and ACDAUXOUTCALLS.

This is a cumulative item.

AUXOUTOFF-
CALLS

Database tables   The AUXOUTOFFCALLS item appears in the following database tables:

Split/skill tables
The number of AUXOUTCALLS that were made to a destination outside
the switch. If such calls are placed by an adjunct on behalf of an agent,
they are also counted as AUXOUTADJCALLS. Available for external
calls with Generic 3 switches.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS that were made to a destination outside
the switch. If such calls were placed by an adjunct on behalf of the agent
(keyboard-dialed), then they are also counted as AUXOUTADJCALLS.
Available for external calls on Generic 3 switches.

This is a cumulative item.

AUXOUTOFF-TIME

Database tables

The AUXOUTOFFTIME item appears in the following database tables:

Split/skill tables
The talk time of all AUXOUTOFFCALLS (does not include
AUXOUTOFFCALLS spent on hold). AUXOUTOFFTIME is included in
AUXOUTTIME. Available for external calls on Generic 3 switches.

This is a cumulative item.

Agent tables
The talk time of all AUXOUTOFFCALLS (does not include HOLDTIME).
This time is included in AUXOUTTIME. Available for external calls on
Generic 3 switches.

This is a cumulative item.

AUXOUTTIME

Database tables

The AUXOUTTIME item appears in the following database tables:

Split/skill tables
Talk time of all AUXOUTCALLS. AUXOUTTIME does not include time
spent on hold on Generic 3 switches. AUXOUTTIME includes
AUXOUTOFFTIME.

This is a cumulative item.

Agent tables
The talk time of all AUXOUTCALLS. AUXOUTTIME includes
AUXOUTOFFTIME, AUXOUTOFFCALLS, and AUXADJCALLS.

This is a cumulative item.

AUXREASON (real-time)

Database tables   The AUXREASON item appears in the following database tables:

Agent tables
The reason code associated with the agent's current state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes active, this will be 0 (zero).

This is a status item.

Agent trace tables
Reason code associated with the agent's state. This is blank if the agent is not in the AUX state. For agents in AUX on switch releases that are earlier than the ECS or that do not have EAS and reason codes active, this will be 0 (zero).

AVAILABLE (real-time)

Database tables   The AVAILABLE (real-time) item appears in the following database tables:

Split/skill tables
Current Number of POSITIONS that are available in this split/skill.

This is a status item.

AVGAGSERV

Database tables   The AVGAGSERV item appears in the following database tables:

Current day report tables
Objective average number of seconds for an agent to service a call.

AVGSPEEDANS

Database tables   The AVGSPEEDANS item appears in the following database tables:

Current day report tables
Objective average speed of answer in seconds for this type of call.

AWORKMODE (real-time)

Database tables   The AWORKMODE item appears in the following database tables:

Agent tables
The current work mode for the agent. This item is identical to WORKMODE, except when the agent is available in some, but not all, splits/skills. In this case, AWORKMODE is only set to AVAIL if the agent is available in SPLIT. Otherwise, AWORKMODE is set to OTHER.

This is a status item.

BACKUPCALLS

Database tables   The BACKUPCALLS item appears in the following database tables:

Split/skill tables
The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than "queue to main" and the number of ACDCALLS that were delivered to a split/skill by a "queue to" vector command answered by an agent that has neither reserve1 or reserve2 skill levels assigned for that skill. This allows tracking of calls answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check backup, route to split/skill, and redirect on no answer vector routing. Calls that are redirected back to the split/skill from ringing by the redirect on no answer feature that are subsequently answered by an agent in the split/skill are also counted as backup calls. Available on Generic 3 switches with the Vectoring feature. Note: The Redirect on No Answer VDN routing feature is also available on the *DEFINITY* ECS.

This is a cumulative item.

Trunk group tables
The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than "queue to main" and the number of ACDCALLS that were delivered to a split/skill by a "queue to" vector command answered by an agent that has neither reserve1 or reserve2 skill levels assigned for that skill. This allows tracking of calls answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by "messaging split/skill", "check backup", and "route to split/skill" vector commands, direct agent calls, and redirect on no answer routing. Calls answered in a main split/skill can be calculated as ACDCALLS - BACKUPCALLS. Available on Generic 3 switches with vectoring. NOTE: The Redirect on No Answer to VDN routing feature is available on the *DEFINITY* ECS.

This is a cumulative item.

Vector tables
The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than "queue to main" and the number of ACDCALLS that were delivered to a split/skill by a "queue to" vector command answered by an agent that has neither reserve1 or reserve2 skill levels assigned for that skill. This allows tracking of calls answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. Calls answered in a main split/skill (MAINCALLS) can then be calculated as ACDCALLS - BACKUPCALLS However, MAINCALLS does not include direct agent calls. BACKUPCALLS includes "messaging split/skill" calls, "check backup" calls, and calls that route to a split/skill or direct agent, either by the "route to" vector command or by adjunct routing. Calls that are redirected back to the split/skill using the redirection on no answer feature and are subsequently answered are also counted as BACKUPCALLS. NOTE: The Redirect to No Answer to VDN routing feature is available on the *DEFINITY* ECS. Available on Generic 3 switches and on the ECS with the vectoring feature.

This is a cumulative item.

VDN tables
The number of ACDCALLS that were delivered to and answered by this split/skill by a vector command other than "queue to main" and the number of ACDCALLS that were delivered to a split/skill by a "queue to" vector command answered by an agent that has neither reserve1 or reserve2 skill levels assigned for that skill. This allows tracking of calls answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. Calls answered in the main split/skill can then be calculated as ACDCALLS - BACKUPCALLS. However, this calculation does not include direct agent calls. BACKUPCALLS includes "messaging split/skill" calls, "check backup" calls, and calls that route to a split/skill or direct agent, either by the "route to" vector command or by adjunct routing. Calls that are redirected back to the split/skill using the Redirection on No Answer feature and then answered are also counted as BACKUPCALLS. NOTE: The Redirect on No Answer to VDN routing feature is available on the *DEFINITY* ECS. Available on Generic 3 switches and the ECS with the vectoring feature.

This is a cumulative item.

BH_ABNCALLS (daily only)

Database tables   The BH_ABNCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by the trunk group that abandoned during the busy hour.

This is a busy hour item.

VDN tables
The number of INCALLS that were abandoned by callers during the busy hour.

This is a busy hour item.

BH_ACDCALLS

Database tables   The BH_ACDCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by this trunk group during the busy hour that were answered by an agent as split/skill or direct agent ACD calls.

This is a busy hour item.

VDN tables
The number of ACDCALLS that were completed during the busy hour.

This is a busy hour item.

BH_ACDTIME

Database tables   The BH_ACDTIME item appears in the following database tables:

VDN tables
The talk time of ACDCALLS that were completed during the busy hour.

This is a busy hour item.

BH_ALLINUSE-TIME

Database tables   The BH_ALLINUSETIME item appears in the following database tables:

Trunk group tables
The length of time during the busy hour that all trunks in the trunk group were in use.

This is a busy hour item.

BH_BUSYCALLS

Database tables The BH_BUSYCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by the trunk group during the busy hour that were given a busy signal by the switch.

This is a busy hour item.

VDN tables
The number of INCALLS that were given a busy signal by the switch during the busy hour.

This is a busy hour item.

BH_DISCCALLS

Database tables The BH_DISCCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by the trunk group during the busy hour that were forced to disconnect by the switch.

This is a busy hour item.

VDN tables
The number of INCALLS that were disconnected by the switch during the busy hour.

This is a busy hour item.

BH_INCALLS

Database tables The BH_INCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by this trunk group that completed during the busy hour. BH_INCALLS includes BH_ABNCALLS, BH_ACDCALLS, and BH_OTHERCALLS.

This is a busy hour item.

BH_INTIME

Database tables   The BH_INTIME item appears in the following database tables:

Trunk group tables
The trunk holding time of all incoming calls carried by this trunk group that completed during the busy hour.

This is a busy hour item.

BH_OABN-CALLS

Database tables   The BH_OABNCALLS item appears in the following database tables:

Trunk group tables
The number of outgoing adjunct-originated calls carried by the trunk group that abandoned during the busy hour. Available on Generic 3 switches with the ASAI feature.

This is a busy hour item.

BH_OACD-CALLS

Database tables   The BH_OACDCALLS item appears in the following database tables:

Trunk group tables
The number of outgoing adjunct-originated ACD calls carried by the trunk group and answered by an agent as split/skill or direct agent ACD calls that completed during the busy hour. Available on Generic 3 switches with the ASAI feature.

This is a busy hour item.

BH_OOTHER-CALLS

Database tables   The BH_OOTHERCALLS item appears in the following database tables:

Trunk group tables
The number of outgoing calls carried by the trunk group during the busy hour that were not answered or abandoned as ACD calls. BH_OOTHERCALLS include extension out calls, outbound call management calls forced busy or forced disconnect, short outgoing calls, and outgoing calls with unknown disposition.

This is a busy hour item.

BH_OTHER-CALLS

Database tables   The BH_OTHERCALLS item appears in the following database tables:

Trunk group tables
The number of incoming calls carried by the trunk group during the busy hour that were not answered or abandoned. BH_OTHERCALLS include extension in calls, calls forced busy or disconnected, calls that outflowed off the switch, short inbound calls, and inbound calls of unknown disposition. BH_OTHERCALLS includes BH_BUSYCALLS and BH_DISCCALLS.

This is a busy hour item.

VDN tables
The number of OTHERCALLS that completed during the busy hour. BH_OTHERCALLS includes extension-in calls, calls forced busy or disconnected, calls that outflowed off the switch, short inbound calls, and inbound calls of unknown disposition.

This is a busy hour item.

BH_OUTCALLS

Database tables   The BH_OUTCALLS item appears in the following database tables:

Trunk group tables
The number of outgoing calls carried by the trunk group that completed
during the busy hour. BH_OUTCALLS includes BH_OABNCALLS,
BH_OACDCALLS, and BH_OOTHERCALLS.

This is a busy hour item.

BH_OUTTIME

Database tables   The BH_OUTTIME item appears in the following database tables:

Trunk group tables
The trunk holding time of all outgoing calls carried by the trunk group that
completed during the busy hour.

This is a busy hour item.

BH_STARTTIME

Database tables   The BH_STARTTIME item appears in the following database tables:

Trunk group tables
The starting time of the hour for which busy hour data was collected. The
busy hour is that set of contiguous intervals during the day totaling an
hour in which the trunk holding time for the trunk group was a maximum.

This is a busy hour item.

VDN tables
The starting time of the hour for which busy hour data was collected. The
busy hour is that set of contiguous intervals comprising a total of one
hour in which the number of INCALLS to the VDN was a maximum.

This is a busy hour item.

BH_VDNCALLS

Database tables The BH_VDNCALLS item appears in the following database tables:

VDN tables
The number of INCALLS to the VDN that completed during the busy hour. BH_VDNCALLS includes answered calls that completed during the busy hour, calls that abandoned, were forced busy, forced disconnected or outflowed from the VDN during the busy hour.

This is a busy hour item.

BLOCKAGE

Database tables The BLOCKAGE item appears in the following database tables:

Trunk group tables
The number of outbound call attempts that were blocked because all trunks were busy.

This is a cumulative item.

BSRPLAN

Database tables The BSRPLAN item appears in the following database tables:

VDN tables
Information for the specified Best Service Routing (BSR) plan. Available on the R6 and later ECS.

This is an administrative item.

BUSYCALLS

Database tables   The BUSYCALLS item appears in the following database tables:

Split/skill tables
Number of CALLSOFFERED calls that were given a busy signal by the switch. This happens when a "busy" vector command is executed while the call is queued to this split/skill (and this is the primary split/skill the call is queued to) or if a call queued to this split/skill forwards to another split/skill whose queue is full. On Generic 3 and later switches, a busy is given because a non- vector controlled split has a full queue, no queue and no available agents, or no agents that are staffed.

This is a cumulative item.

Trunk tables
The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches without vectoring, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered and an announcement has played or the trunk is not a CO trunk. BUSYCALLS can occur on Generic 3 switches without vectoring when a split queue is full or there are no queue slots, no busy coverage is administered and an announcement has played or the trunk is not a CO trunk.

This is a cumulative item.

Vector tables
The number of INCALLS that were given a busy signal by the switch. This can occur on all switches when the "busy" vector command is executed. On Generic 3 switches, BUSYCALLS can occur if a call is routed to a split with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered and an announcement has played or the trunk is not a CO trunk.

This is a cumulative item.

VDN tables
The number of INCALLS that were given a busy signal by the switch. This can occur on all switches via the "busy" vector command. On Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a split/skill with coverage set to "yes" where there are no agents available, the queue is full (or there is no queue), there is no coverage, and an announcement has played or the trunk is not a CO trunk. Also on Generic 3 switches and the ECS, BUSYCALLS can occur if a call is routed to a direct agent with coverage set to "yes", the agent is not logged in and there is no coverage path administered, an announcement has played, or the trunk is not a CO trunk.

This is a cumulative item.

BUSYTIME

Database tables   The BUSYTIME item appears in the following database tables:

Split/skill tables
Time callers waited in queue until hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

Vector tables
The time callers waited in queue until hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

VDN tables
Duration of all BUSYCALLS (until the trunk goes idle).

This is a cumulative item.

CALLER_HOLD

Database tables   The CALLER_HOLD item appears in the following database tables:

Agent trace tables
Agent put the current call on hold. For Generic 3 switches, CALLER_HOLD applies to all calls the agent put on hold.

CALLID

Database tables   The CALLID item appears in the following database tables:

Call record tables
A unique number assigned to this call and all its call segments. For conferenced/transferred calls, two (or more) calls are tied together. When the entire call is recorded, one call ID is used to tie together all call segments. In "meet-me" conferences, this may result in a "later" segment of the call starting earlier than the first segment. Call IDs are not necessarily strictly sequential, but will be unique for calls over a day.

CALLING_II

Database tables   The CALLING_II item appears in the following database tables:

Agent trace tables
Information Indicator (II) digits associated with the call. These digits supply information about the originator location, for example, pay phone, hospital, or prison. Available on the ECS and newer switches.

Call record tables
Information Indicator (II) digits associated with the call. These digits are a two-digit string provided by ISDN PRI to indicate the type of originating line of the caller. These digits supply information about the originator location, for example, pay phone, hospital, or prison. The column is blank if the call does not contain II digits. Available on the ECS and newer switches.

CALLING_LOGID (real-time)

Database tables   The CALLING_LOGID item appears in the following database tables:

Trunk tables
The Login ID of the agent originating the current call on this trunk. This is NULL when the trunk idles.

This is a status item.

CALLING_PTY

Database tables   The CALLING_PTY item appears in the following database tables:

Agent trace tables
Calling party identification, which is the ANI/SID (for Generic 3 Version 4 and later switches with ISDN ANI delivery), extension or trunk equipment location identifying the originator of the call. The field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured.

Call record tables
Calling party identification, which is the Automatic Number Identification (ANI)/Station Identification (SID) (for Generic 3 Version 4 and newer switches with ISDN ANI delivery), extension or trunk equipment location identifying the originator of the call. This field is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. (Up to 12 digits in this field.)

CALLSOFFERED

Database tables   The CALLSOFFERED item appears in the following database tables:

Split/skill tables
Number of calls that queued to the split/skill and that completed during the interval. This does *not* include calls on the Generic 3 switch that could not queue to the split/skill because the queue was full or there was no queue. CALLSOFFERED = ACDCALLS + ABNCALLS + BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUECALLS CALLSOFFERED includes ABNCALLS, RINGCALLS, OTHERCALLS, and INFLOWCALLS.

This is a cumulative item.

CHANGE

Database tables   The CHANGE item appears in the following database tables:

Current day configuration tables
Additional change factor (percent).

CHANGED (real-time)

Database tables   The CHANGED (real-time) item appears in the following database tables:

Agent tables
Time of day that new agent activity started (for example, when
WORKMODE or DIRECTION changed). Valid values are blank and time-
of-day.

This is a status item.

CHPROF

Database tables   The CHPROF item appears in the following database tables:

Current day configuration tables
Number of the call handling profile to use.

COMPLETED

Database tables   The COMPLETED item appears in the following database tables:

Trunk group tables
The number of OUTCALLS that were completed (far end answered).
Available on Generic 3 switches.

This is a cumulative item.

CONFERENCE

Database tables   The CONFERENCE item appears in the following database tables:

Split/skill tables
Number of ACDCALLS that were conferenced at least once. Available on
Generic 3 switches.

This is a cumulative item.

Agent tables
The number of times the agent completed a conference, that is, pushed the conference key a second time). Available on Generic 3 switches.

This is a cumulative item.

Agent trace tables
Agent activated a conference. Available on Generic 3 switches.

Call record tables
Whether or not the answering agent initiated a conference on this segment. Valid values for CONFERENCE are 0=NO, 1=YES. Available on the ECS and Generic 3 switches.

CONNECT-CALLS

Database tables　　　　The CONNECTCALLS item appears in the following database tables:

Trunk group tables
The number of INCALLS that were answered at a station and were not split/skill or direct agent ACD calls.

This is a cumulative item.

VDN tables
Number of non-ACD INCALLS that were delivered to a station extension (other than a VDN or direct agent login ID) by a "route to" or "adjunct routing" vector command and did not abandon. CONNECTCALLS includes ANSCONNCALLS1-10.

This is a cumulative item.

CONNECTTIME

Database tables　　　　The CONNECTTIME item appears in the following database tables:

VDN tables
For Generic 3 and newer switches, CONNECTTIME is the time CONNECTCALLS waited before being answered.

This is a cumulative item.

CONNTALKTIME

Database tables   The CONNTALKTIME item appears in the following database tables:

VDN tables
Talk time for all CONNECTCALLS, not including HOLDTIME.

This is a cumulative item.

CONSULTTIME

Database tables   The CONSULTTIME item appears in the following database tables:

Call record tables
The time an agent talked on any outbound call while in AUX work, ACW, or in OTHER with a call on hold. This includes the time the originating agent spent talking to the destination party while establishing a conference or transferring a call. (This is the time between presses of the transfer or conference button.) It includes wait time if the agent is calling a Vector Directory Number (VDN) or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME.

CWC (index)

Database tables   The CWC (index) item appears in the following database tables:

Call work codes tables
Call work code for which data was collected.

This is a row identifier item.

DA_ABNCALLS

Database tables   The DA_ABNCALLS item appears in the following database tables:

Agent tables
The number of direct agent ACD calls that were abandoned by callers while in queue or ringing the agent's voice terminal. Includes calls considered abandoned because their talk time was less than the phantom abandon call timer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ABNTIME

Database tables   The DA_ABNTIME item appears in the following database tables:

Agent tables
The time DA_ABNCALLS were waiting in queue or ringing before being abandoned. Includes the time until the agent releases the call for phantom abandoned calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACDCALLS

Database tables   The DA_ACDCALLS item appears in the following database tables:

Agent tables
The number of direct agent ACD calls that the agent answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACDCALLS includes DA_RELEASE.

This is a cumulative item.

DA_ACDTIME

Database tables   The DA_ACDTIME item appears in the following database tables:

Agent tables
The talk time of all DA_ACDCALLS (does not include HOLDTIME).
Requires a Generic 3 switch with the ASAI or EAS feature for direct agent
calling.

This is a cumulative item.

DA_ACWIN-CALLS

Database tables   The DA_ACWINCALLS item appears in the following database tables:

Split/skill tables
Number of inbound extension calls agents answered while in after call
work mode for direct agent ACD calls that were queued through this
split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for
direct agent calling.

This is a cumulative item.

Agent tables
The number of inbound extension calls answered by the agent while in
ACW for direct agent ACD calls. Requires a Generic 3 switch with the
ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACWINTIME

Database tables   The DA_ACWINTIME item appears in the following database tables:

Split/skill tables
Talk time of inbound extension calls agents answered while in the after
call work mode for direct agent ACD calls queued through this split/skill.
Requires a Generic 3 switch with the ASAI or EAS feature for direct agent
calling.

This is a cumulative item.

Agent tables
The talk time of all DA_ACWINCALLS (does not include HOLDTIME). Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACWOADJ-CALLS

Database tables   The DA_ACWOADJCALLS item appears in the following database tables:

Agent tables
The number of DA_ACWOCALLS that were placed by an ASAI adjunct on behalf of the agent (keyboard-dialed). If these calls were placed to off-switch destinations, they are also counted as DA_ACWOOFFCALLS. Available on Generic 3 switches with ASAI.

This is a cumulative item.

DA_ACWO-CALLS

Database tables   The DA_ACWOCALLS item appears in the following database tables:

Split/skill tables
Number of outbound extension calls agents made while in the after call work mode for direct agent call ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables
The number of outbound extension calls agents made while in ACW for direct agent ACD calls queued through this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOOFFCALLS.

This is a cumulative item.

DA_ACWOOFF-CALLS

Database tables   The DA_ACWOOFFCALLS item appears in the following database tables:

Agent tables
The number of DA_ACWOCALLS that were made to an off- switch location. If these calls were placed by an adjunct on behalf of the agent (keyboard-dialed), they are also counted as DA_ACWOADJCALLS. Requires a Generic 3 switch with ASAI.

This is a cumulative item.

DA_ACWOOFF-TIME

Database tables   The DA_ACWOOFFTIME item appears in the following database tables:

Agent tables
The talk time of all DA_ACWOOFFCALLS (does not include HOLDTIME). DA_ACWOOFFTIME is included in DA_ACWOTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACWOTIME

Database tables   The DA_ACWOTIME item appears in the following database tables:

Split/skill tables
Talk time of outbound extension calls the agent made while in the after call work mode for a direct agent ACD call. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables
The talk time of all DA_ACWOCALLS (does not include HOLDTIME). DA_ACWOTIME includes DA_ACWOOFFTIME. Available on Generic 3 switches with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_ACWTIME

Database tables　　　　The DA_ACWTIME item appears in the following database tables:

Agent tables
The duration of ACW associated with DA_ACDCALLS, including time on DA_ACWINCALLS and DA_ACWOCALLS. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. DA_ACWTIME includes DA_ACWINTIME and DA_ACWOTIME.

This is a cumulative item.

DA_ANSTIME

Database tables　　　　The DA_ANSTIME item appears in the following database tables:

Agent tables
The time spent by callers in direct agent queue and ringing before being answered. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_INACW (real-time)

Database tables　　　　The DA_INACW (real-time) item appears in the following database tables:

Split/skill tables
Current number of POSITIONS that are in after call work associated with direct agent calls. This includes agents who are on ACWIN/ACWOUT calls. DA_INACW is a subset of OTHER. Note: The total number of agents in after call work = INACW + DA_INACW. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_INQUEUE (real-time)

Database tables   The DA_INQUEUE (real-time) item appears in the following database tables:

Split/skill tables
Current number of direct agent ACD calls waiting in this split's/skill's queue. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

Agent tables
The current number of direct agent calls waiting in any split/skill's queue for this agent. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_INRING (real-time)

Database tables   The DA_INRING (real-time) item appears in the following database tables:

Split/skill tables
Current number of direct agent ACD calls ringing at an agent's voice terminal that was queued in this split/skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_OLDEST-CALL (real-time)

Database tables　　　The DA_OLDESTCALL (real-time) item appears in the following database tables:

Split/skill tables
Length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

Agent tables
The length of time that the current oldest direct agent call has waited in any split/skill queue for this agent. Available on Generic 3 switches with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_ONACD (real-time)

Database tables　　　The DA_ONACD (real-time) item appears in the following database tables:

Split/skill tables
Current number of POSITIONS that are on direct agent ACD calls. DA_ONACD is a subset of OTHER. Note: The total number of agents on split/skill and direct agent ACD calls = ONACD + DA_ONACD. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_OTHER-CALLS

Database tables   The DA_OTHERCALLS item appears in the following database tables:

Agent tables
The number of direct agent calls that were redirected to another destination before being answered, for example, by call pickup, coverage or Redirection on No Answer. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_OTHERTIME

Database tables   The DA_OTHERTIME item appears in the following database tables:

Agent tables
The time spent in queue or ringing by DA_OTHERCALLS before being redirected. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_QUEUED

Database tables   The DA_QUEUED item appears in the following database tables:

Call record tables
Whether or not the call was queued as a direct agent call Valid values for DA_QUEUED are 0=NO, 1=YES. Applies to the ECS and Generic 3 switches only.

DA_RELEASE

Database tables   The DA_RELEASE item appears in the following database tables:

Agent tables
The number of direct agent ACD calls released or dropped by the agent before the far end released. Requires an ECS with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

DA_SKILL
(real-time)

Database tables   The DA_SKILL item appears in the following database tables:

Agent tables
The skill currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a status item.

DACALLS_FIRST
(real-time)

Database tables   The DACALLS_FIRST item appears in the following database tables:

Agent tables
Indicates if a percent allocated agent (PCNT) has requested direct agent calls first. Values are: 1 = YES, 0=NO. Requires a DEFINITY ECS R6 or later with EAS.

This is a status item.

DEFLECTCALLS

Database tables   The DEFLECTCALLS item appears in the following database tables:

Vector tables
The number of calls deflected to the network through BSR. Requires the *DEFINITY* ECS R6 and later.

This is a cumulative item.

VDN tables
Number of calls that were deflected to the network by BSR. Requires the R6 and later ECS.

This is a cumulative item.

DEQUECALLS

Database tables   The DEQUECALLS item appears in the following database tables:

Split/skill tables
Number of calls that queued to this split/skill as a nonprimary split/skill, but whose disposition was recorded in another split/skill (as answered, abandoned, outflowed, busy, or forced disconnect). Requires vectoring for multiple split/skill queueing on a Generic 3 switch.

This is a cumulative item.

DEQUETIME

Database tables   The DEQUETIME item appears in the following database tables:

Split/skill tables
Amount of time DEQUECALLS waited in this split/skill queue before dequeuing. Requires vectoring for multiple split/skill queueing on a Generic 3 switch.

This is a cumulative item.

DESTINATION (real-time)

Database tables   The DESTINATION (real-time) item appears in the following database tables:

Agent tables
The type of outbound call destination for the call the agent is active on for any split/skill. Valid values can be PBX (internal call), OFF (external call), or as defined in the Dictionary. If the agent is not on an outbound call, the value is blank.

This is a status item.

DIALED_NUM

Database tables   The DIALED_NUM item appears in the following database tables:

Call record tables
Number the caller dialed (up to 24 digits). This will be the VDN for inbound vectoring calls, blank for inbound calls without vectoring, and dialed digits for outbound calls.

DIGITS_DIALED

Database tables The DIGITS_DIALED item appears in the following database tables:

Agent trace tables
Digits the agent dialed to originate a call. Trunk access codes, feature access codes, account and authorization codes are not included. Available on Generic 3 switches.

DIRECTION (real-time)

Database tables The DIRECTION item appears in the following database tables:

Agent tables
This is a real-time item.

The direction of the call the agent is currently handling for any split/skill. Valid values are blank, IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank.

This is a status item.

Trunk tables
This is a real-time item.

The current call direction of the trunk (IN, OUT, or as defined in Dictionary). The value is blank (NULL) if the trunk is idle.

This is a status item.

Agent trace tables
Direction of the call the agent is currently handling for any split/skill. Valid values are IN, OUT, or as defined in Dictionary. If the agent is not on a call, the value is blank (NULL).

DISCCALLS

Database tables   The DISCCALLS item appears in the following database tables:

Split/skill tables
For the Generic 3 Version 2 and newer switch releases, this also includes the number of CALLSOFFERED that were disconnected by the switch when the vector disconnect timer expired.

This is a cumulative item.

Trunk group tables
With Generic 3 Version 2 (prior to load 100) switches, DISCCALLS is the number of INCALLS that were given a forced disconnect announcement by the "disconnect" vector command, listened to the entire announcement, then were disconnected by the switch. With Generic 3 Version 2 and later switches, this is the number of INCALLS that were disconnected by the switch by the "disconnect" vector command. DISCCALLS also includes calls that were disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.

This is a cumulative item.

Vector tables
With the Generic 3 Version 2 and later Generic 3 switches and with the ECS, the number of INCALLS that executed the "disconnect" vector command. With Generic 3 Version 2 and newer switches (and with the ECS), DISCCALLS also includes calls disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.

This is a cumulative item.

VDN tables
With Generic 3 Version 2 and newer Generic 3 switches, DISCALLS also includes calls disconnected by the switch when the vector disconnect timer expired or that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS.

This is a cumulative item.

DISCTIME

Database tables   The DISCTIME item appears in the following database tables:

Split/skill tables
Time all DISCCALLS spent in this split's/skill's queue. For the Generic 3 Version 2 and newer switches (if the call is disconnected due to the expiration of the vector disconnect timer), this is the time until the call is disconnected by the switch.

This is a cumulative item.

Vector tables
The time all DISCCALLS spent in this VECTOR. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 3 Version 2 and later Generic 3 switches, and for the ECS, this is the time until the trunk drops, in the case where the caller hangs up without listening to the entire announcement. For Generic 3 Version 2 and newer switches, and for the ECS, this is the time when the call is disconnected due to the expiration of the vector disconnect timer or the time until the caller is disconnected by the switch.

This is a cumulative item.

VDN tables
The time all DISCCALLS spent in this VDN. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS. For Generic 3 Version 2 and newer Generic 3 switches, if the caller hangs up during the forced disconnect announcement, this is the time until the caller hangs up. For Generic 3 switches, this is the time until the announcement ends and the caller is disconnected by the switch.

This is a cumulative item.

DISPIVECTOR

Database tables   The DISPIVECTOR item appears in the following database tables:

Call record tables
Number of the first vector associated with the disposition VDN (DISPVDN).

DISPOSITION

Database tables   The DISPOSITION item appears in the following database tables:

Call record tables
Represents the call disposition and indicates whether the call in the
segment was: 1= connected (CONN, non-ACD call to a measured agent)
2= answered (ANS, split/skill or direct agent call answered by an agent)
3= abandoned (ABAN) 4= interflowed (IFLOW) 5= forced busy (FBUSY)
6= forced disconnect (FDISC) 7= other (OTHER) A connected call is a
non-ACD call to a measured agent for which CMS receives an indication
that the call was connected. An answered call is any split/skill or direct
agent ACD call for which CMS receives an indication that the call was
answered by an agent and was not a phantom abandon. An abandoned
call is any ACD call in which a caller hangs up before receiving an
answer from an agent and for which CMS receives notification that the
caller abandoned. Phantom abandons (PHANTOMABNS) are included
as abandoned calls. Interflowed calls are calls that are interflowed to an
off-switch destination. Forced busy calls are calls that CMS records as
BUSYCALLS for the trunk group that carried them. These calls can be
VDN calls that received a forced busy from the vector command or, on
the ECS and Generic 3 switches, a split/skill call for a nonvector-
controlled split that received a busy indication from the switch because
the split queue was full. For Generic 3 Version 2 and Generic 3 switches
and newer switches, forced disconnect calls are VDN calls that are
disconnected by the switch due to the execution of a disconnect vector
command. For the ECS, and Generic 3 Version 2 and later Generic 3
switches, forced disconnect calls also include calls disconnected
because of the vector disconnect timer or because they reached the end
of vector processing without being queued. Other calls include any other
calls that do not fall into categories such as answered or abandoned. See
definitions for individual tables for OTHERCALLS.

DISPPRIORITY

Database tables   The DISPPRIORITY item appears in the following database tables:

Call record tables
Priority the call had at its disposition in this segment. Priorities can be 1=NO or 2=YES (without vectoring), or 3=LOW, 4=MED, 5=HIGH, or 6=TOP (with vectoring). If the call never gets queued to a split/skill, the priority will not be set. For the ECS and Generic 3 switches with vectoring, calls directed to split/skills using "route to" or "messaging split/skill" commands and calls directly routed to splits/skills without going through a vector will have MED (no priority) or HIGH (priority) priority, depending on the class of restriction of the originator of the call (agent, extension, trunk group, or VDN).

DISPSKLEVEL

Database tables   The DISPSKLEVEL item appears in the following database tables:

Call record tables
The skill level (1 through 16) associated with the skill for which the agent answered the call or, for calls that abandoned from ringing or from a direct agent queue, with the agent from whom the call abandoned.

DISPSPLIT

Database tables   The DISPSPLIT item appears in the following database tables:

Call record tables
Number of the split/skill associated with the call at its disposition in this call segment. Calls that were not queued to a split or skill at the time of disposition will have DISPSPLIT set to null. Calls that were queued to an unmeasured split/skill at the time of disposition will have DISPSPLIT set to zero.

DISPTIME

Database tables　　　The DISPTIME item appears in the following database tables:

Call record tables
Wait time (in the vector, in queue, and ringing) until the disposition is recorded in DISPOSITION for the segment. For extension calls made directly to agents (not through a VDN), this will always be zero.

DISPVDN

Database tables　　　The DISPVDN item appears in the following database tables:

Call record tables
Number of the VDN associated with the call at its disposition for this call segment. DISPVDN will be blank for calls that are not associated with a VDN at their disposition.

DURATION (real-time)

Database tables　　　The DURATION item appears in the following database tables:

Agent tables
This is a real-time item.

The duration of current WORKMODE and DIRECTION for this SPLIT (for example, length of time in current AGSTATE for this SPLIT). For example, if the agent goes from AUX to AUXOUT and back to AUX, DURATION will restart with each of these changes.

This is a status item.

Trunk tables
This is a real-time item.

The current length of time the trunk has been in TKSTATE.

This is a status item.

Agent trace tables
Duration of current WORKMODE and DIRECTION for this split (for example, length of time in current AGSTATE for this split).

Call record tables
The total time the trunk was in use. This is the overall trunk holding time from the beginning of the call segment until the caller is disconnected. For the first segment of a call, this will be the trunk holding time for the caller for the entire call (from seized until idle). With a transfer, the original trunk remains associated with both call segments until the call ends.

Data collection exception table
Length of time for which data collection was off.

This is a cumulative item.

EQLOC

Database tables   The EQLOC item has been modified in R3V8 CMS to be only eight characters long. It is nine characters long in previous releases of CMS. The EQLOC database item appears in the following tables:

Trunk tables
This is an index item.

The physical equipment location (trunk number) for which data was collected.

This is an administrative item.

Call record tables
Physical equipment location (trunk number) for which data was collected or for which the exception occurred. This will be blank if the trunk is not measured.

Trunk group exception table
Physical equipment location (trunk number) for which data was collected or the exception occurred.

This is a cumulative item.

Malicious call trace exception table
Physical equipment location (trunk number) for which data was collected or for which the exception occurred.

This is a cumulative item.

EVENT1-9

Database tables   The EVENT1-9 item appears in the following database tables:

Split/skill tables
Number of times each event (stroke count) feature button (feature button 1 to 9) was pressed by agents on split/skill or direct agent ACD calls or in after call work associated with an ACD call for this split/skill. Available with Generic 3 switches.

This is a cumulative item.

Agent tables
The number of times each event (stroke count) feature button (1 to 9) was pressed while the agent was on an ACD call or in call- related after call work. Available on Generic 3 switches.

This is a cumulative item.

Call record tables
The number of times each event (stroke count) button (buttons 1 to 9) was entered for this call segment. Available with the ECS and Generic 3 switches.

EVENT_TIME

Database tables   The EVENT_TIME item appears in the following database tables:

Agent trace tables
Time of day (hour, minute, and second) the WORKMODE or DIRECTION changed.

EWTHIGH (real-time)

Database tables　　　The EWTHIGH (real-time) item appears in the following database tables:

Split/skill tables
Switch-calculated expected wait time for calls queued at high priority to this split/skill. The expected wait time (EWT) is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.

This is a status item.

EWTLOW (real-time)

Database tables　　　The EWTLOW (real-time) item appears in the following database tables:

Split/skill tables
Switch-calculated expected wait time for calls queued at low priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at LOW priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.

This is a status item.

EWTMEDIUM (real-time)

Database tables   The EWTMEDIUM (real-time) item appears in the following database tables:

Split/skill tables
Switch-calculated expected wait time for calls queued at medium priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at MEDIUM priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.

This is a status item.

EWTTOP (real-time)

Database tables   The EWTTOP (real-time) item appears in the following database tables:

Split/skill tables
Switch-calculated expected wait time for calls queued at top priority to this split/skill. The expected wait time is an estimate of how long a caller will wait in queue at TOP priority until being served. Time spent ringing at the agent is not included in this estimate. EWT and ASA should not be expected to match. ASA gives a historical perspective, while EWT changes constantly to match current conditions such as queue length and staffing changes. Available with Generic 3 Version 4 switches for Vectoring enhancements.

This is a status item.

EXT_CALL_ ORIG

Database tables   The EXT_CALL_ORIG item appears in the following database tables:

Agent trace tables
Agent originated an external (off-switch) call. Available on Generic 3 switches.

EXTENSION

Database tables   The EXTENSION item appears in the following database tables:

Agent tables
The extension number for which data was collected.

This is an administrative item.

Trunk tables
This is a real-time item.

The extension to which this trunk is currently queued, ringing, or connected.

This is a status item.

EXTN

Database tables   The EXTN item appears in the following database tables:

Agent login/logout tables
Extension number of the station that the agent staffed.

EXTYPE

Database tables   The EXTYPE item appears in the following database tables:

Agent exception table
The type of exception that occurred:

Value = Type

1 = Time Available

2 = Time on inbound ACD call (min)

3 = Time on inbound ACD call (max)

4 = Time in after call work

5 = Time on outbound ACW call

6 = Time on inbound ACW call

7 = Time in AUX work

8 = Time on outbound AUX call

9 = Time on inbound AUX call

10 = Number of outbound ACW calls/agent

11 = Number of inbound ACW calls/agent

12 = Number of outbound AUX calls/agent

13 = Number of inbound AUX calls/agent

14 = Login identification

15 = Time ACD call spent on hold*

16 = Number ACD calls placed on hold*

17 = Number ACD calls abandoned while on hold*

18 = Time on outbound ACD call (min)

19 = Time on outbound ACD call (max)

20 = Number calls transferred**

21 = Time on external outbound ACW call

22 = Time on external outbound AUX call

23 = Time on direct agent call

24 = Number external outbound ACW calls/agent**

25 = Number external outbound AUX calls/agent**

26 = Time ACD call spends ringing**

27 = Multiple logins on same extension

28 = Ringing call automatically redirected from agent

29 = Agent logged out with active/held calls

30 = Number of calls in direct agent queue

31 = Time call waited in direct agent queue

32 = Number calls abandoned from direct agent queue

34 = Number calls outflowed from direct agent queue

38 = Number of calls transferred

48 = Logout attempt without valid reason code

49 = Could not be logged in

59 = AUX attempt without valid reason code

60 = Time in AUX with reason code 0 (default)

61 = Time in AUX with reason code 1

62 = Time in AUX with reason code 2

63 = Time in AUX with reason code 3

64 = Time in AUX with reason code 4

65 = Time in AUX with reason code 5

66 = Time in AUX with reason code 6

67 = Time in AUX with reason code 7

68 = Time in AUX with reason code 8

69 = Time in AUX with reason code 9

98 = Agent denied login to some skills

99 = Invalid call work code

This is a cumulative item.

Split/skill exception table
The type of exception that occurred:

Value = Type

30 = Number calls waiting

31 = Time call has waited in queue

32 = Number calls abandoned

33 = Number intraflowed-in calls

34 = Number intraflowed-out calls

35 = Number interflowed-out calls

36 = Number calls offered while queue full*

37 = Number calls handled as backup

38 = Number calls transferred**

39 = Average speed of answer (seconds)

40 = Rolling average speed of answer (seconds)

41 = Expected wait time (priority top)

42 = Expected wait time (priority high)

43 = Expected wait time (priority medium)

44 = Expected wait time (priority low)

Trunk group exception table
The type of exception that occurred:

Value = Type

50 = Time trunk in use (min)

51 = Time trunk in use (max)

52 = Number of trunks in use

53 = Time any trunk maintenance busy

54 = Number of trunks maintenance busy

55 = Length of time all trunks busy

56 = Number trunk failures in group

57 = Number failures on a single trunk

58 = Audio difficulty on a trunk

This is a cumulative item.

VDN exception table
The type of exception that occurred:

Value = Type

2 = Time at agent (min)

3 = Time at agent (max)

30 = Number calls in an ACD split queue

32 = Number calls abandoned while in vector

33 = Number calls that flowed into VDN

34 = Number calls that flowed out of VDN

35 = Number calls interflowed out of VDN

37 = Number calls handled by backup split

71 = Time in vector (max)

72 = Number calls forced busy

73 = Number calls disconnected

74 = Number unsuccessful lookahead attempts

75 = Adjunct routing

76 = Rolling average speed of answer

This is a cumulative item.

Vector exception table
The type of exception that occurred:

Value = Type

30 = Number calls in an ACD split/skill queue

32 = Number calls abandoned while in the vector

72 = Number calls forced busy

73 = Number calls disconnected

74 = Number unsuccessful lookahead interflow attempts

75 = Number unsuccessful adjunct routing attempts

80 = Time in vector (min)

81 = Time in vector (max)

This is a cumulative item.

FAGINRING (real-time)

Database tables   The FAGINRING item appears in the following database tables:

Split/skill tables
The number of flex agents (0-999) with this skill ACD call ringing.
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FAVAILABLE (real-time)

Database tables   The FAVAILABLE item appears in the following database tables:

Split/skill tables
The number of flex agents available (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FAILURES

Database tables   The FAILURES item appears in the following database tables:

Trunk Group tables
The number of trunk failures for this TKGRP. No time or call is recorded in any of the CMS tables. Trunk failures can be due to hardware problems on the trunk, incompatible trunk types on either end of a call, or internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. The FAILURES database item is not populated for Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.

This is a cumulative item.

Trunk tables
The number of trunk failures for this trunk. No time or call is recorded in any of the CMS tables. Trunk failures can be due to hardware problems on the trunk, incompatible trunk types on either end of a call, or to internal switch errors (such as errors in call processing or vectoring translations). This item does not include calls with short holding times. The FAILURES database item is not populated for Generic 3 switches because trunks that fail are automatically placed in the maintenance busy state.

This is a cumulative item.

FCALLS

Database tables   The FCALLS item appears in the following database tables:

Current day report tables
Number of forecast calls carried.

FINACW (real-time)

Database tables   The FINACW item appears in the following database tables:

Split/skill tables
The number of flex agents in ACW for this skill (0-999). Requires a
DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FINAUX

Database tables   The FINAUX item appears in the following database tables:

Split/skill tables
The number of flex agents in AUX for this skill (0-999). Requires a
DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FIRSTVDN

Database tables   The FIRSTVDN item appears in the following database tables:

Call record tables
The number of the first VDN associated with the call segment. This will
be blank for calls not associated with a VDN.

FIRSTVECTOR

Database tables   The FIRSTVECTOR item appears in the following database tables:

Call record tables
Number of the first vector associated with the first VDN for the call
segment. This will be blank if no vector is involved.

FMETHOD

Database tables   The FMETHOD item appears in the following database tables:

Current day configuration tables
Type of trending to use for forecast. Values are 0 = none, 1 = seasonal, 2 = current trending.

FONACD (real-time)

Database tables   The FONACD item appears in the following database tables:

Split/skill tables
The number of flex agents on ACD calls for this skill (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FOTHER (real-time)

Database tables   The FOTHER item appears in the following database tables:

Split/skill tables
The number of flex agents in the OTHER work state (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

FSTAFFED (real-time)

Database tables   The FSTAFFED item appears in the following database tables:

Split/skill tables
The number of agents staffing this skill as neither top or reserve agents (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

GNAGINRING (real-time)

Database tables   The GNAGINRING item appears in the following database tables:

Split/skill tables
The number of greatest need agents logged into the split/skill who currently have ACD calls.

This is a real-time item.

GNAVAILABLE (real-time)

Database tables   The GNAVAILABLE item appears in the following database tables:

Split/skill tables
The number of greatest need agents logged into the split/skill who are available in the split/skill.

This is a real-time item.

GNINACW (real-time)

Database tables   The GNINACW item appears in the following database tables:

Split/skill tables
The number of greatest need agents logged into the split/skill who are in after call work (ACW) for ACD calls to the split/skill. This includes agents on ACWIN/ACWOUT calls, as well as agents who are in after call work not associated with an ACD call. Available on the R6 ECS and later.

This is a real-time item.

GNINAUX (real-time)

Database tables   The GNINAUX item appears in the following database tables:

Split/skill tables
The number of greatest need agents logged into the split/skill who are on inbound and outbound ACD calls for the split/skill. Available on the R6 ECS and later.

This is a real-time item.

GNINAUX0 (real-time)

Database tables   The GNINAUX0 item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in AUX with reason code 0 (zero) for all splits/skills including greatest need agents on AUXIN/AUXOUT calls. For ECS with EAS and later ECS switches, reason code 0 (zero) is for "system" AUX work when reason codes are active. For switches without EAS and for releases prior to ECS, GNINAUX0 will be the same as GNINAUX.

This is a status item.

GNINAUX1-9 (real-time)

Database tables   The GNINAUX1-9 item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in AUX with the reason codes 1-9 for all splits/skills including greatest need agents on AUXIN/AUXOUT calls. Available on the ECS and later.

This is a real-time item.

GNONACD (real-time)

Database tables   The GNONACD item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are on inbound and outbound ACD calls to this split/skill.

This is a real-time item.

GNONACDAUX-OUT (real-time)

Database tables   The GNONACDAUXOUT item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are on AUXOUT calls with an ACD call on hold for this split/skill. For greatest need agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. Available for Generic 3 switches.

This is a real-time item.

GNONACDOUT (real-time)

Database tables   The GNONACDOUT item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are on outbound calls placed by an adjunct to this split/skill. Available for Generic 3 switches with the ASAI feature.

This is a real-time item.

GNONACWIN (real-time)

Database tables   The GNONACWIN item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in ACW for this split/skill and on inbound extension calls. These greatest need agents also appear in INACW. GNONACWIN includes agents receiving extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.

This is a real-time item.

GNONACWOUT (real-time)

Database tables   The GNONACWOUT item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in ACW for this split/skill and on outbound extension calls. These agents also appear in INACW. GNONACWOUT includes agents making extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.

This is a real-time item.

GNONAUXIN (real-time)

Database tables   The GNONAUXIN item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in AUX work or AVAILABLE, or, for Generic 3 switches, including greatest need agents who have an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls, where SPLIT is OLDEST LOGON.

This is a real-time item.

GNONAUXOUT (real-time)

Database tables   The GNONAUXOUT item appears in the following database tables:

Split/skill tables

The current number of greatest need POSITIONS that are in AUX work or AVAILABLE or, for Generic 3 switches, including greatest need agents who have an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold, and on outbound extension calls.

This is a real-time item.

GNDA_INACW (real-time)

Database tables   The GNDA_INACW item appears in the following database tables:

Split/skill tables

Current number of greatest need POSITIONS that are in after call work associated with direct agent calls. This includes greatest need agents who are on ACWIN/ACWOUT calls. GNDA_INACW is a subset of GNOTHER. Note: The total number of agents in after call work = GNINACW + GNDA_INACW. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a real-time item.

GNDA_ONACD (real-time)

Database tables   The GNDA_ONACD item appears in the following database tables:

Split/skill tables

Current number of greatest need POSITIONS that are on direct agent ACD calls. GNDA_ONACD is a subset of GNOTHER. Note: The total number of greatest need agents on split/skill and direct agent ACD calls = GNONACD + GNDA_ONACD. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a real-time item.

GNOTHER
(real-time)

Database tables   The GNOTHER item appears in the following database tables:

Split/skill tables
The number of greatest need agents who are doing other work. Available on the R6 ECS and later.

For the G3 ECS with EAS, while in Auto-In or Manual-In, the agent is in other work if:

- the agent put any call on hold and has performed no further action

- the agent is on a direct agent call or in ACW for a direct agent call

- the agent is dialing to place a call or to activate a feature

- an extension call or direct agent ACD call is ringing with no other activity

- the agent is logged into multiple splits/skills and doing work for a split/skill other than this one (on an ACD call or in ACW).

With multiple call handling, the agent is available for other call handling and splits/skills. The agent will display in the GNOTHER state after the link to the switch comes up and directly after the agent logs in before the CMS is notified of the agent's work state.

This is a real-time item.

GNSKILL
(real-time)

Database tables   The GNSKILL item appears in the following database tables:

Agent tables
For the greatest need call handling preference, the agent's first-administered, highest-level, measured skill, where skill level 1 is the highest and skill level 16 is the lowest.

This is a status item.

GNSTAFFED (real-time)

Database tables   The GNSTAFFED item appears in the following database tables:

Split/skill tables
Current number of greatest need agents that are staffed in SPLIT. Available on the R6 ECS and later.

This is a real-time item.

GOTOCALLS

Database tables   The GOTOCALLS item appears in the following database tables:

Vector tables
The number of OUTFLOWCALLS that were redirected to another vector by way of a "go to vector" command. Available on Generic 3 switches and on the *DEFINITY* ECS.

This is a cumulative item.

GOTOTIME

Database tables   The GOTOTIME item appears in the following database tables:

Vector tables
The time all GOTOCALLS spent in this vector before being redirected to another vector. Available on Generic 3 switches and on the *DEFINITY* ECS.

This is a cumulative item.

HDATE1-4

Database tables   The HDATE1-4 items appear in the following database tables:

Current day configuration tables
Date of first (HDATE1), second (HDATE2), third (HDATE3), and fourth (HDATE4) days of historical data to be used.

HELD

Database tables   The HELD item appears in the following database tables:

Call record tables
Total number of times this call was placed on hold by the answering
agent in this call segment. With agent-to-agent calls, this count is
incremented for the agent who puts the call on hold, but not for the calling
agent. (For the ECS and Generic 3 switches, applies to all calls the agent
put on hold.)

HIGHCALLS

Database tables   The HIGHCALLS item appears in the following database tables:

Split/skill tables
Number of ACDCALLS with high priority that were answered by agents in
this split/skill (for example, answered calls that were queued to the
split/skill with high priority by a "queue to main" or "check backup" vector
command) For Generic 3 switches with the Vectoring feature, this
includes calls that were queued to a split/skill with priority using the "route
to" or "messaging split/skill" vector commands, and calls that queued
directly to a split/skill with priority. (Priority in these cases is determined
by the class of restriction of the originator, which is an agent, an
extension, a trunk group or a VDN.) Available on Generic 3 switches with
the Vectoring feature.

This is a cumulative item.

HOLDABN

Database tables   The HOLDABN item appears in the following database tables:

Call record tables
Whether or not this call abandoned from hold in this call segment. Valid
values for HOLDABN are 0=NO, 1=YES. With Generic 3 switches and
the ECS, this applies to all calls the agent put on hold.

HOLDABN-CALLS

Database tables   The HOLDABNCALLS item appears in the following database tables:

Split/skill tables
Number of times split/skill ACD callers abandoned the call while on hold. Available on Generic 3 switches.

This is a cumulative item.

Agent tables
The number of times callers abandoned from hold. For Generic 3 switches, HOLDABNCALLS applies to all calls the agent put on hold.

This is a cumulative item.

VDN tables
The number of times that callers abandoned from on hold. For Generic 3 switches, and for the ECS, HOLDABNCALLS applies to all calls the agent put on hold.

This is a cumulative item.

HOLDACD-CALLS

Database tables   The HOLDACDCALLS item appears in the following database tables:

VDN tables
The number of split/skill or direct agent ACD calls placed on hold at least one time.

This is a cumulative item.

HOLDACDTIME

Database tables   The HOLDACDTIME item appears in the following database tables:

Agent tables
The time split/skill and direct agent ACD calls spent on hold at the agent's voice terminal. This includes time on AUXIN or AUXOUT calls with the ACD calls on hold.

This is a cumulative item.

VDN tables
The time spent by split/skill or direct agent ACD callers spent on hold.

This is a cumulative item.

HOLDCALLS

Database tables   The HOLDCALLS item appears in the following database tables:

Split/skill tables
Number of split/skill ACD calls that were placed on hold at least once. Available on Generic 3 switches. HOLDCALLS includes HOLDABNCALLS.

This is a cumulative item.

Agent tables
The number of calls that were placed on hold at least once. HOLDCALLS includes HOLDABNCALLS. For Generic 3 switches, HOLDCALLS applies to all calls the agent put on hold. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

VDN tables
The number of calls that were placed on hold at least once. HOLDCALLS also includes HOLDABNCALLS and HOLDACDCALLS. For Generic 3 switches, and for the ECS, HOLDCALLS applies to all calls the agent put on hold.

This is a cumulative item.

HOLDTIME

Database tables   The HOLDTIME item appears in the following database tables:

Split/skill tables
Time spent by split/skill ACD callers on hold. Available on Generic 3
switches.

This is a cumulative item.

Agent tables
The time spent by callers on hold. For Generic 3 switches, HOLDTIME is
the time spent by split/skill ACD callers on hold. HOLDTIME includes
HOLDACDTIME.

This is a cumulative item.

VDN tables
Time spent by callers on hold. HOLDTIME includes HOLDACDTIME. For
Generic 3 switches and for the ECS, HOLDTIME applies to all calls the
agent put on hold.

This is a cumulative item.

I_ACDAUXIN-TIME

Database tables   The I_ACDAUXINTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS were talking on
AUXIN calls with a split/skill ACD call on hold where SPLIT is
OLDEST_LOGON. Available on Generic 3 switches.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent spent talking on
AUXIN calls with at least one split/skill or direct agent ACD call on hold.
For agents in multiple splits/skills, this time is recorded in the record in
which SPLIT is OLDEST_LOGON. Available on Generic 3 switches.

This is a cumulative item.

I_ACDAUX_ OUTTIME

Database tables   The I_ACDAUX_OUTTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS spent dialing and talking on AUXOUT calls with a split/skill ACD call for this split/skill on hold. Note: In a multiple call handling environment with agents in multiple skills, the ACD call for this skill must have been the last ACD call to have been put on hold before the agent made the AUXOUT call. Available on Generic 3 switches.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent spent dialing and talking on AUXOUT calls with at least one split/skill or direct agent ACD call for this split/skill with the call on hold. Available on Generic 3 switches.

This is a cumulative item.

I_ACDOTHER- TIME

Database tables   The I_ACDOTHERTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS spent in the OTHER state (dialing an outgoing call with a Generic 3 switch, with a ringing extension call with Generic 3 switch, or with calls on hold and with no other state selected) with a split/skill ACD call on hold. Available on Generic 3 switches.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent spent in the OTHER state (dialing an outgoing call, with a ringing personal call [Generic 3 switches], or with calls on hold and with no other state selected) with at least one split/skill or direct agent ACD call on hold. Available on Generic 3 switches.

This is a cumulative item.

I_ACDTIME

Database tables　　　The I_ACDTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS were on split/skill
ACD calls. This includes time on O_ACDCALLS as well as on
ACDCALLS.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was talking on ACD
calls for SPLIT or the time ACD calls spent on hold. I_ACDTIME includes
time spent on O_ACDCALLS, but does not include HOLDTIME.

This is a cumulative item.

I_ACWINTIME

Database tables　　　The I_ACWINTIME item appears in the following database tables:

Split/skill tables
The time during the collection interval that POSITIONS were in ACW for
this split/skill, either associated with a split/skill ACD call or not
associated with a call, and on inbound extension calls. This does not
include time inbound extension calls spent on hold. Available on Generic
3 switches.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was in ACW and on
inbound extension calls. I_ACWINTIME includes ACW for split/skill ACD
calls and ACW not associated with a call, but does not include the time
inbound ACW calls spent on hold.

This is a cumulative item.

I_ACWOUTTIME

Database tables   The I_ACWOUTTIME item appears in the following database tables:

Split/skill tables
The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with this split/skill ACD call or not associated with a call, and on outbound extension calls. This does not include time outbound extension calls spent on hold. Available on Generic 3 switches.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was in ACW and on outbound extension calls. I_ACWOUTTIME includes ACW for split/skill ACD calls and ACW not associated with a call, but does not include the time ACWOUT calls spent on hold.

This is a cumulative item.

I_ACWTIME

Database tables   The I_ACWTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was in ACW. This includes ACW for split/skill ACD calls and ACW not associated with a call. Note: I_ACWINTIME and I_ACWOUTTIME include time in ACW for direct agent calls, but I_ACWTIME does not include this time. Therefore, the sum of I_ACWINTIME and I_ACWOUTTIME may be greater than I_ACWTIME. I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME.

This is a cumulative item.

Split/skill tables
The time during the collection interval that POSITIONS were in ACW for this split/skill, either associated with a split/skill ACD call or not associated with a call. This I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME

This is a cumulative item.

I_ARRIVED

Database tables   The I_ARRIVED item appears in the following database tables:

VDN tables
Number of calls that reached this VDN during this interval.

This is a cumulative item.

I_AUXINTIME

Database tables   The I_AUXINTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was in AUX work,
AVAILABLE, or for Generic 3 switches, including time when an ACD or
AUXIN/AUXOUT call is on hold and on inbound extension calls and
SPLIT was the OLDEST_LOGON. I_AUXINTIME includes
I_ACDAUXINTIME but does not include time calls spent on hold, which
include time spent on hold unless the agent makes an outgoing call with
an AUXIN call on hold.

Split/Skill tables

The time during the collection interval that POSITIONS were in AUX
work, AVAILABLE, or for Generic 3 switches, including time when an
ACD or AUXIN/AUXOUT call is on hold and on inbound extension calls.
I_AUXINTIME includes I_ACDAUXINTIME but does not include time
inbound extension calls spent on hold.

This is a cumulative item.

I_AUXOUTTIME

Database tables   The I_AUXOUTTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was in AUX work,
AVAILABLE, or, for Generic 3 switches, including time when an ACD or
AUXIN/AUXOUT call on hold and on outbound extension calls. In the
cases where the agent was in AUX work, AVAILABLE or had an
AUXIN/AUXOUT call on hold, the AUXOUT time and calls are recorded
for the SPLIT that is the OLDEST_LOGON. In cases where the agent
had an ACD call on hold, SPLIT is the split or skill associated with the last
ACD call put on hold. I_AUXOUTTIME includes I_ACDAUX_OUTTIME,
but does not include time calls spent on hold.

Split/Skill tables
The time during the collection interval that POSITIONS were in AUX
work, AVAILABLE, or, for Generic 3 switches, including time when an
ACD or AUXIN/AUXOUT call on hold and on outbound extension calls. In
the cases where the agent was in AUX work, AVAILABLE or had an
AUXIN/AUXOUT call on hold. This does not include time outbound
extension calls spent on hold.

This is a cumulative item.

I_AUXTIME

Database tables   The I_AUXTIME item appears in the following database tables:

Split/Skill tables
The time during the collection interval that POSITIONS were in AUX in
this split/skill. I_AUXTIME = I_AUXTIME0 + I_AUXTIME1 + I_AUXTIME2
+ I_AUXTIME3 + I_AUXTIME4 + I_AUXTIME5 + I_AUXTIME6 +
I_AUXTIME7 + I_AUXTIME8 + I_AUXTIME9 I_AUXTIME includes
I_AUXTIME0, I_AUXTIME1-9, I_AUXINTIME, I_AUXOUTTIME, and
I_TAUXTIME.

This is a cumulative item.

Agent tables
The time the agent spent in AUX work in SPLIT. When an agent is in AUX
work in multiple splits/skills, this time is recorded in each split or skill in
which the agent is in AUX. I_AUXTIME includes I_AUXINTIME and
I_AUXOUTTIME.

This is a cumulative item.

I_AUXTIME0

Database tables   The I_AUXTIME0 item appears in the following database tables:

Split/skill tables
The time during the collection interval that POSITIONS were in AUX for reason code 0 in this split/skill. This includes time on extension calls from this AUX state. For switches with AUX reason codes active, this represents time agents spent in "system" AUX. For switches without AUX reason codes active, I_AUXTIME0 is the same as I_AUXTIME.

This is a cumulative item.

I_AUXTIME1-9

Database tables   The I_AUXTIME1-9 item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS were in AUX for each reason code 1-9 in this skill. This includes time on extension calls from each AUX state. Available for Generic 3 Version 5 and later Generic 3 switches with EAS.

This is a cumulative item.

I_AVAILTIME

Database tables   The I_AVAILTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that POSITIONS were available for calls from this split/skill. I_AVAILTIME includes I_TAVAILTIME.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was available for ACD calls in this split/skill.

This is a cumulative item.

I_DA_ACDTIME

Database tables The I_DA_ACDTIME item appears in the following database tables:

Split/skill tables
Time during the collection interval that the agent spent talking on direct agent ACD calls queued through this split/skill. I_DA_ACDTIME is a subset of I_OTHERTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent spent talking on direct agent calls. Does not include HOLDTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

I_DA_ACWTIME

Database tables The I_DA_ACWTIME item appears in the following database tables:

Split/skill tables
The time that POSITIONS spent in ACW for direct agent ACD calls queued through this split/skill. I_DA_ACWTIME is a subset of I_OTHERTIME. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was doing after call work associated with direct agent ACD calls. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

I_INOCC

Database tables   The I_INOCC item appears in the following database tables:

Trunk group tables
The total time during the collection interval that ALL trunks in the trunk group were occupied by incoming calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

Trunk tables
The total time during the collection interval that the trunk was occupied by incoming calls. If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

I_NORMTIME

Database tables   The I_NORMTIME item appears in the following database tables:

Split/skill tables
The amount of time in seconds (0-3600) that this skill spent under all administered thresholds. Requires a DEFINITY ECS R6 or later with EAS.

This is a cumulative item.

I_OL1TIME

Database tables   The I_OL1TIME item appears in the following database tables:

Split/skill tables
The amount of time, in seconds (0-3600), that the skill spent over threshold 1. Requires a DEFINITY ECS R6 or later with EAS.

This is a cumulative item.

I_OL2TIME

Database tables   The I_OL2TIME item appears in the following database tables:

Split/skill tables
The amount of time, in seconds (0-3600), that the skill spent over
threshold 2. Requires a DEFINITY ECS R6 or later with EAS.

This is a cumulative item.

I_OTHERTIME

Database tables   The I_OTHERTIME item appears in the following database tables:

Split/skill tables
The time during the collection interval that POSITIONS were doing other
work. I_OTHERTIME is collected for the time period after the link to the
switch comes up or after the agent logs in and before the CMS receives
notification of the agent's state from the switch. For Generic 3 switches,
other work includes: while in Auto-In or Manual-In mode, an agent put
any call on hold and performed no further action; the agent had a direct
agent call ringing, was on a direct agent call or in ACW for a direct agent
call; the agent dialed to place a call or activate a feature; or an extension-
in call rang at the agent's voice terminal with no other activity. For
Generic 3 switches, the other work includes the time agents were logged
into multiple splits/skills and doing work for a split/skill other than this one
(with an ACD call ringing, talking on an ACD call, or in ACW for a
split/skill other than this one). For Generic 3 switches with EAS and
multiple call handling, agents are available in other, multiple call handling
skills, but not in this skill. I_OTHERTIME includes I_ACDOTHERTIME,
I_DA_ACDTIME, and I_DA_ACWTIME.

This is a cumulative item.

Agent tables
The time during the collection interval that POSITIONS were doing other work. I_OTHERTIME is collected for the time period after the link to the switch comes up or after the agent logs in and before the CMS receives notification of the agent's state from the switch. For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and performed no further action; the agent had a direct agent call ringing, was on a direct agent call or in ACW for a direct agent call; the agent dialed to place a call or activate a feature; or an extension-in call rang at the agent's voice terminal with no other activity. For Generic 3 switches, the other work includes the time agents were logged into multiple splits/skills and doing work for a split/skill other than this one (with an ACD call ringing, talking on an ACD call, or in ACW for a split/skill other than this one). For Generic 3 switches with EAS and multiple call handling, agents are available in other, multiple call handling skills, but not in this skill. I_OTHERTIME includes I_ACDOTHERTIME, I_DA_ACDTIME, and I_DA_ACWTIME.

This is a cumulative item.

I_OUTOCC

Database tables   The I_OUTOCC item appears in the following database tables:

Trunk group tables
The time during the collection interval that trunks in this trunk group were occupied by outgoing calls.

This is a cumulative item.

Trunk tables
The total time during the collection interval that this trunk was occupied by outbound calls.

This is a cumulative item.

I_RINGTIME

Database tables   The I_RINGTIME item appears in the following database tables:

Split/skill tables
The time during the collection interval that agents were in the ringing state for calls to this split/skill. If the agent changes work modes or answers/makes another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Note: With forced multiple call handling (Generic 3 Version 4 and later), if an ACD call rings at the agent's voice terminal while the agent is talking on another call, I_RINGTIME does not accumulate. Available on Generic 3 switches for ring tracking.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent had split/skill and direct agent ACD calls ringing. If the agent changes work modes or makes/receives another call instead of answering the ringing call, I_RINGTIME will stop accumulating. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 3 switch for ring tracking.

This is a cumulative item.

I_STAFFTIME

Database tables   The I_STAFFTIME item appears in the following database tables:

Split/skill tables
The time during the collection interval that POSITIONS were staffed (logged in). I_STAFFTIME = I_AVAILTIME + I_ACDTIME + I_ACWTIME + I_AUXTIME + I_RINGTIME + I_OTHERTIME. I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILTIME, I_OTHERTIME, and I_RINGTIME.

This is a cumulative item.

Agent tables
The time during the collection interval that the agent was staffed (logged in) in this split/skill. I_STAFFTIME includes I_AUXTIME, I_AVAILABLE, I_ACDTIME, I_ACWTIME, I_DA_ACDTIME, I_DA_ACWTIME, I_OTHERTIME, and I_RINGTIME.

This is a cumulative item.

I_TAUXTIME

Database tables   The I_TAUXTIME item appears in the following database tables:

Split/skill tables
The time top agents in this split/skill were in AUX mode. This includes time on AUXIN/AUXOUT calls, received or made without an ACD call on hold. (Time on AUXIN/AUXOUT calls with an ACD call on hold is tracked in I_ACDAUXINTIME and I_ACDAUX_OUTTIME.) Available with a Generic 3 switch with the EAS feature for top skills.

This is a cumulative item.

I_TAVAILTIME

Database tables   The I_TAVAILTIME item appears in the following database tables:

Split/skill tables
The time top agents in this split/skill were available to receive calls for this split/skill. Available with a Generic 3 switch with the EAS feature for top skills.

This is a cumulative item.

I_TOTHERTIME

Database tables   The I_TOTHERTIME item appears in the following database tables:

Split/skill tables
Time, in seconds, that top agents spent in the OTHER state. Available on the *DEFINITY* ECS R6 and later.

This is a cumulative item.

II_DIGITS

Database tables   The II_DIGITS item appears in the following database tables:

Malicious call trace exception table
Information Indicator digits. Indicates type of originating line the call used.

This is a cumulative item.

ILN

Database tables   The ILN item appears in the following database tables:

VDN tables
Internal line number (ILN) of the VDN extension. The ILN is used
internally by the CMS to track data about a VDN.

This is an administrative item.

INACW (real-time)

Database tables   The INACW (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in ACW for this split/skill.
This includes agents on ACWIN/ACWOUT calls as well as agents in
ACW not associated with an ACD call. It does not include agents in ACW
for direct agent ACD calls. INACW includes ONACWIN and
ONACWOUT.

This is a status item.

INAUX (real-time)

Database tables   The INAUX (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in AUX work for all
splits/skills, or on AUXIN/AUXOUT calls. INAUX = INAUX0 + INAUX1 +
INAUX2 + INAUX3 + INAUX4 + INAUX5 + INAUX6 + INAUX7 + INAUX8
+ INAUX9 INAUX includes INAUX0, INAUX1-9, ONACDAUXOUT,
ONAUXIN, and ONAUXOUT.

This is a status item.

INAUX0 (real-time)

Database tables   The INAUX0 item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in AUX with reason code 0 (zero) for all splits/skills including agents on AUXIN/AUXOUT calls. For ECS with EAS and later ECS switches, reason code 0 (zero) is for "system" AUX work when reason codes are active. For switches without EAS and for releases prior to ECS, INAUX0 will be the same as INAUX.

This is a status item.

INAUX1-9 (real-time)

Database tables   The INAUX1-9 item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in AUX with the reason codes 1-9 for all splits/skills including agents on AUXIN/AUXOUT calls. Available on the ECS and later.

This is a status item.

INBOUND (real-time)

Database tables   The INBOUND (real-time) item appears in the following database tables:

Trunk group tables
The current number of trunks in the trunk group that are busy on inbound calls.

This is a status item.

INCALLS

Database tables   The INCALLS item appears in the following database tables:

Trunk group tables
The number of inbound calls that were carried by this TKGRP and that completed during the collection interval. INCALLS includes ABNCALLS, ACDCALLS, OTHERCALLS, CONNECTCALLS, and TRANSFERRED. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS.

This is a cumulative item.

Trunk tables
The number of inbound calls carried by this trunk that completed during the collection interval. This includes calls with short holding times (SHORTCALLS) but does not include calls that had a trunk failure (FAILURES). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

This is a cumulative item.

Vector tables
The number of inbound calls that were processed by this vector. INCALLS includes ABNCALLS, RINGCALLS, INFLOWCALLS, and OTHERCALLS. INCALLS = ACDCALLS + ABNCALLS + OTHERCALLS

This is a cumulative item.

VDN tables
Number of inbound calls that were directed to this VDN. INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS (which includes ACDCALLS). INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

This is a cumulative item.

INCOMPLETE

Database tables   The INCOMPLETE item appears in the following database tables:

Split/skill tables
Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3 switches), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Agent tables
This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active.

The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.

This is a cumulative item.

Trunk group tables
This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = N0, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Trunk tables

This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = N0, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.

This is a cumulative item.

Vector tables

This indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls due to trunk failures, the trunk going maintenance busy with a call active (Generic 3 and the ECS), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = N0, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

VDN tables

Indicates whether or not data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3 and the ECS), protocol failures with data collection active, or when the split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data is incomplete for the interval (0 = NO, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month.

This is a cumulative item.

Call work codes tables
This indicates whether or not data is complete for this interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, due to trunk failures, the trunk going maintenance busy with a call active (Generic 3), protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. The value for interval tables indicates whether data collection is incomplete for the interval (0 = N0, 1 = YES). The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing split/skill or VDN call profile data while data collection is active only affects the respective split/skill or VDN data.

This is a cumulative item.

INFLAG

Database tables   The INFLAG item appears in the following database tables:

Agent login/logout tables
If not null, indicates that agent was already logged in when the link came up. Values are NULL and "<."

INFLOWCALLS

Database tables   The INFLOWCALLS item appears in the following database tables:

Split/skill tables
Number of calls that were redirected to the split/skill's queue from another queue.

When a call leaves the VDN (for example, by routing to another VDN) or leaves vector processing, (for example, by routing to a split/skill) the next split/skill to which a call queues will not be credited with an inflow. Calls that ring at an agent and are then requeued to the same split/skill by the Redirect on No answer feature are counted as inflows to that split/skill.

On Generic 3 switches with vectoring, an inflow is counted for calls that intraflow from one split's queue to another (that is, call that queue to a split after having previously been queued to another split).

For Generic 3 with vectoring, calls answered by an agent in a non-primary split/skill are counted as inflows to that split/skill. Calls that abandon from ringing at an agent's voice terminal in a non- primary split/skill are also counted as inflows to that skill.

On Generic 3 Version 2 and newer switches, calls that ring at an agent in this split/skill and then requeue to the same split/skill by the Redirection on No Answer to a Split/Skill feature are counted as inflows.

This is a cumulative item.

Vector tables
The number of calls that were redirected to this vector by way of a "go to vector" or a "route to" VDN command, or by redirection on no answer to a VDN.

This is a cumulative item.

VDN tables
The number of calls that were redirected into the VDN by way of a "route to" VDN command, or by Redirection on No Answer to this VDN.

This is a cumulative item.

INPROGRESS (real-time)

Database tables   The INPROGRESS (real-time) item appears in the following database tables:

Vector tables
The current number of inbound calls that are being processed by this VECTOR until the disposition of the call is known. Calls are no longer counted as in progress on the vector when they have been answered, abandoned, outflowed from the vector, at the beginning of forced busy, or dropped on a forced disconnect. INPROGRESS includes INQUEUE and INRING.

This is a status item.

VDN tables
The current number of inbound calls that are associated with this VDN. Calls are considered to be in progress in the VDN until they route to another VDN, route off the switch, are transferred, or the trunk carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR.

This is a status item.

INQUEUE (real-time)

Database tables   The INQUEUE (real-time) item appears in the following database tables:

Split/skill tables
Current number of split/skill ACD calls waiting in queue.

This is a status item.

Vector tables
The current number of INPROGRESS calls that are in split/skill or direct agent ACD queues.

This is a status item.

VDN tables
The current number of INPROGRESS calls that are in a split/skill or direct agent ACD queues.

This is a status item.

INRING (real-time)

Database tables   The INRING (real-time) item appears in the following database tables:

Split/skill tables
Current number of split/skill ACD calls which are ringing at agent positions for this split/skill. Available on Generic 3 switches for ring tracking.

This is a status item.

Vector tables
The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 3 switches and on the ECS.

This is a status item.

VDN tables
The current number of INPROGRESS split/skill and direct agent ACD calls that are ringing at an agent position. Available on Generic 3 switches and on the ECS.

This is a status item.

INTERFLOW-CALLS

Database tables   The INTERFLOWCALLS item appears in the following database tables:

Split/skill tables
Number of OUTFLOWCALLS that were redirected to a destination outside the switch.

This is a cumulative item.

Vector tables
Number of OUTFLOWCALLS that were directed to an off- switch location. INTERFLOWCALLS includes LOOKFLOWCALLS.

This is a cumulative item.

VDN tables
The number of OUTFLOWCALLS that were redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS.

This is a cumulative item.

INTIME

Database tables   The INTIME item appears in the following database tables:

Trunk group tables
The trunk holding time for all INCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

Trunk tables

The trunk holding time for all INCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the caller drops, the agent releases the call, or the switch disconnects the call). If an incoming call on a measured trunk is transferred off the switch, the incoming trunk remains in use for the call and accrues trunk holding time until the caller drops or the call is released.

This is a cumulative item.

Vector tables

The time all DISCCALLS spent in this VECTOR. The time until the trunk drops following the forced disconnect command for those calls recorded as DISCCALLS.

This is a cumulative item.

VDN tables

The time spent by INCALLS in this VDN. INTIME = ACDTIME + ABNTIME + ANSTIME + HOLDTIME + OTHERTIME.

This is a cumulative item.

INTRVL

Database tables   The INTRVL item appears in the following database tables:

Split/skill tables

Number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.

This is an administrative item.

Agent tables

The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.

This is an administrative item.

Trunk group tables

The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.

This is an administrative item.

Trunk tables
The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour intervals only.

This is an administrative item.

Vector tables
The number of OUTFLOWCALLS that were redirected to another vector by way of a "go to vector" command. Available on Generic 3 switches and on the ECS.

This is an administrative item.

VDN tables
The number of minutes in the timed period (15, 30, or 60). INTRVL applies to intrahour tables only.

This is an administrative item.

Call work codes tables
The number of minutes in the intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.

This is an administrative item.

Current day report tables
Length of intrahour interval (15, 30, or 60). INTRVL applies to intrahour tables only.

INVECTOR (real-time)

Database tables   The INVECTOR (real-time) item appears in the following database tables:

VDN tables
The current number of INPROGRESS calls that are being processed by a vector. Calls that are in queue and calls that are ringing are still counted as INVECTOR. Calls are no longer counted as INVECTOR when they connect to a station, are answered by an agent, abandon, or outflow from the VDN. INVECTOR includes INQUEUE and INRING.

This is a status item.

ITN (index)

Database tables   The ITN (index) item appears in the following database tables:

Trunk tables
The internal trunk number of the trunk.

This is a row identifier item.

KEYBD_DIALED

Database tables   The KEYBD_DIALED item appears in the following database tables:

Agent trace tables
Call was keyboard dialed. Available on Generic 3 switches with the ASAI feature.

LASTCWC

Database tables   The LASTCWC item appears in the following database tables:

Call record tables
The last call work code (up to 16 digits) entered by the answering agent in this segment. Applies to Generic 3 switches and the ECS only.

LASTDIGITS

Database tables   The LASTDIGITS item appears in the following database tables:

Call record tables
Last set of collected digits sent to the CMS by the switch for this call. These are digits the switch sends to CMS when it executes a "collect" vector command. The digits may be digits the caller was prompted to enter, either through the prompting feature on the switch or through network-prompted digits ("caller-entered digits (CED)"), customer database-provided digits ("CDPD" from the network), or digits collected through a "converse" vector command. Available on ECS switches.

LASTOBSERVER

Database tables   The LASTOBSERVER item appears in the following database tables:

Call record tables
Login ID of the last agent who service-observed or bridged on to this call.

LEVEL
(real-time)

Database tables   The LEVEL item appears in the following database tables:

Agent tables
The skill level (1-16) or reserve level (1 or 2) for a reserve skill associated with SPLIT. Requires an R5 or R6 or later ECS with EAS.

This is a status item.

LOC_ID

Database tables   The LOC_ID item appears in the following database tables:

Agent tables
The equipment location ID associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on DEFINITY, and is 1 – 44 characters long. An agent can be associated with many location IDs, and a location ID is not assigned to an agent until that agent logs into a terminal.

Agent Login/Logout table
The equipment location ID associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on DEFINITY, and is 1 – 44 characters long. An agent can be associated with many location IDs, and a location ID is not assigned to an agent until that agent logs into a terminal.

Agent Trace table

The equipment location ID associated with a particular agent. This is the location ID of the terminal the agent is logged into. It is associated with a port network location ID on DEFINITY, and is 1 – 44 characters long. An agent can be associated with many location IDs, and a location ID is not assigned to an agent until that agent logs into a terminal.

Trunk tables

The DEFINITY location ID, 1– 44 characters long, associated with the trunk. The location ID is not directly assigned to a trunk, but is assigned to a port network location on DEFINITY. Each trunk whose equipment location belongs to a specific port network will be associated with that post network's location ID.

LOGID

Database tables   The LOGID item appears in the following database tables:

Agent tables
This is an index item.

The Login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

This is an administrative item.

Trunk tables
This is a real-time item.

The Login ID of the agent handling the call currently carried by this trunk. This is blank (NULL) when the trunk is idle.

This is a status item.

Agent trace tables
This is an index item.

Login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

Agent login/logout tables
Login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

Agent exception tables
Login ID of the agent who had the exception.

This is a cumulative.

Trunk group exception table
Login ID of the agent reporting audio difficulty.

This is a cumulative item.

Malicious call trace exception table
Login ID of the agent initiating a malicious call trace.

This is a cumulative item.

LOGIN

Database tables   The LOGIN item appears in the following database tables:

Agent login/logout tables
Time at which the agent logged into this extension and split/skill with the given login ID. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.

LOGONSKILL (real-time)

Database tables   The LOGONSKILL (real-time) item appears in the following database tables:

Agent tables
The first split/skill the agent logged in with. Requires a Generic 3 switch with EAS.

This is a status item.

LOGONSKILL2-20 (real-time)

Database tables

The LOGONSKILL2-20 item appears in the following database tables:

Agent tables
This is a real-time item.

The second through twentieth skills the agent logged in with. The number of skills per agent depends on the type of switch. Available on the ECS with the EAS feature and Generic 3 switches with the EAS feature.

This is a status item.

Agent login/logout tables
The second through twentieth skills the agent logged in with. NOTE: The number of skills per agent depends on the type of switch. Available on the ECS with the EAS feature and later Generic 3 switches with the EAS feature.

LOGONSTART (real-time)

Database tables

The LOGONSTART (real-time) item appears in the following database tables:

Agent tables
The time of day that the agent logged into this SPLIT. This field is not set unless the agent is logged in. If the agent has not logged in during the collection interval, the value will be blank. Valid values are null and time-of-day.

This is a status item.

LOGOUT

Database tables

The LOGOUT item appears in the following database tables:

Agent login/logout tables
Time at which the agent logged out.

LOGOUT_DATE

Database tables   The LOGOUT_DATE item appears in the following database tables:

Agent login/logout tables
Date on which the agent logged out. This field is a standard UNIX time field; that is, the time is stored as the number of seconds since January 1, 1970.

LOGOUTREA-
SON

Database tables   The LOGOUTREASON item appears in the following database tables:

Agent login/logout tables
Reason code (0 through 9) associated with the agent's logout. For switch releases earlier than the ECS or switch releases that do not have the EAS feature and reason codes active, this field will always contain a 0 when the agent has logged out.

Agent trace tables
Reason code (0 through 9) associated with the agent's logout. For switch releases earlier than the ECS or switch releases that do not have the EAS feature and reason codes active, this field will always contain 0 when the agent has logged out.

LOOKATTEMPTS

Database tables   The LOOKATTEMPTS item appears in the following database tables:

Vector tables
The time all GOTOCALLS spent in this vector before being redirected to another vector. Available on Generic 3 switches and on the ECS.

This is a cumulative item.

VDN tables
The number of look-ahead interflow attempts for calls in this VDN. Available on Generic 3 switches and on the ECS with the vectoring and look-ahead interflow features. LOOKATTEMPTS includes LOOKFLOWCALLS.

This is a cumulative item.

LOOKFLOW-CALLS

Database tables   The LOOKFLOWCALLS item appears in the following database tables:

Vector tables
Number of INTERFLOWCALLS that were redirected by way of the Lookahead Interflow feature. Available on Generic 3 switches with the Lookahead Interflow feature.

This is a cumulative item.

VDN tables
Number of INTERFLOWCALLS that were redirected by way of the Lookahead Interflow feature. Available on Generic 3 switches with the Lookahead Interflow feature.

This is a cumulative item.

LOWCALLS

Database tables   The LOWCALLS item appears in the following database tables:

Split/skill tables
For switches with vectoring, this is the number of ACDCALLS with low priority that were answered by this split/skill. For switches without vectoring, this is the number of ACDCALLS with no priority that were answered by this split/skill.

This is a cumulative item.

MALICIOUS (real-time)

Database tables The MALICIOUS item appears in the following database tables:

Agent tables
This is a real-time item.

This indicates whether a malicious call trace is active for the agent for any split/skill. Values for MALICIOUS are 0= NO, 1 = YES. Available on Generic 3 switches (except for Generic 3i Version 1 switches).

This is a status item.

Call record tables
Indicates whether or not a malicious call trace was activated for this call segment. Valid values for MALICIOUS are 0=NO, 1=YES. Applies to the ECS and Generic 3 switches.

MAXINQUEUE

Database tables The MAXINQUEUE item appears in the following database tables:

Split/skill tables
Maximum number of simultaneous calls in this split's/skill's queue during the collection interval.

This is a maximum value item.

MAXOCWTIME

Database tables The MAXOCWTIME item appears in the following database tables:

Split/skill tables
Maximum amount of time that a call, recorded during the collection interval, waited in queue and ringing before an agent answered in this split/skill, the caller abandoned, or the call was redirected, received a busy signal, or was disconnected.

This is a maximum value item.

VDN tables
The maximum time that a call, recorded during the collection interval, waited in the VDN before being answered (ACD calls) or connected (non-ACD calls), abandoning, being redirected, receiving a busy signal or being disconnected. This applies only to the first disposition of the call.

This is a maximum value item.

MAXSTAFFED

Database tables   The MAXSTAFFED item appears in the following database tables:

Split/skill tables
Maximum number of agent POSITIONS that were simultaneously staffed during the collection interval. MAXSTAFFED includes MAXTOP.

This is a maximum value item.

MAXTOP

Database tables   The MAXTOP item appears in the following database tables:

Split/skill tables
Maximum number of top agents that were staffed during the collection interval in this split/skill.

This is a maximum value item.

MAX_TOT_ PERCENTS

Database tables   The MAX_TOT_PERCENTS item appears in the following database tables:

Split/skill tables
The maximum total staffed agent percentages allocated to a skill. Requires a DEFINITY ECS R6 or later with EAS.

MAXWAITING

Database tables   The MAXWAITING item appears in the following database tables:

VDN tables
Maximum number of calls simultaneously in progress in the VDN during the collection interval.

This is a maximum value item.

MBUSY (real-time)

Database tables   The MBUSY (real-time) item appears in the following database tables:

Trunk group tables
The current number of trunks in the trunk group that are maintenance busy.

This is a status item.

MBUSYTIME

Database tables   The MBUSYTIME item appears in the following database tables:

Trunk group tables
The total time during the collection interval that trunks in the trunk group were maintenance busy.

This is a cumulative item.

Trunk tables
The total time during the collection interval that this trunk was maintenance busy.

This is a cumulative item.

MCT

Database tables   The MCT item appears in the following database tables:

Agent trace tables
The agent activated a malicious call trace. Available on Generic 3 switches.

MEDCALLS

Database tables   The MEDCALLS item appears in the following database tables:

Split/skill tables
For switches with vectoring, the number of ACDCALLS with medium priority that were answered by agents in the split/skill. For example, answered calls that were queued to the split/skill with medium priority by a queue to main or check backup vector command.

For Generic 3 with vectoring, MEDCALLS includes calls that were queued to a split/skill with no priority using the route to or messaging split vector commands, calls that queued directly to a non-vector-controlled split with no priority, and calls that intraflowed to a split/skill with no priority.

For switches without vectoring, the number of ACDCALLS with "yes" priority that were answered by agents in the split/skill.

This is a cumulative item.

MOVEPENDING (real-time)

Database tables   The MOVEPENDING (real-time) item appears in the following database tables:

Agent tables
This is an administrative item. move to a new split or skill or a change of skills is pending for this agent. This is only available for G3V4 and newer switches with the "Move Agent While Staffed" feature. Values for MOVEPENDING are 0= NO, 1 = YES.

This is a status item.

NETDISCCALLS

Database tables   The NETDISCCALLS item appears in the following database tables:

Vector tables
Number of disconnected calls for the reply step in BSR. Requires the *DEFINITY* ECS R6 and later.

This is a cumulative item.

VDN tables
Number of calls that disconnected from the BSR reply step. Requires the R6 and later ECS.

This is a cumulative item.

NETINCALLS

Database tables   The NETINCALLS item appears in the following database tables:

VDN tables
Calls that interflowed in from the network in BSR. Requires the R6 and later ECS.

This is a cumulative item.

NETINTIME

Database tables   The NETINTIME item appears in the following database tables:

VDN tables
Time, in seconds, that the call was in a VDN somewhere else in the network. Requires the R6 and later ECS.

This is a cumulative item.

Call record tables
The time the call spent in a VDN processing at another switch located elsewhere in the network. Requires the *DEFINITY* ECS R6 and later.

NETPOLLS

Database tables   The NETPOLLS item appears in the following database tables:

Vector tables
Number of network polls for the consider steps in BSR. Requires the *DEFINITY* ECS R6 and later.

This is a cumulative item.

VDN tables
Number of network polls for BSR consider steps. Requires the R6 and later ECS.

This is a cumulative item.

NOANSREDIR

Database tables   The NOANSREDIR item appears in the following database tables:

Split/skill tables
Number of split/skill ACD calls that rang at agent positions in the split/skill and then were automatically redirected back to the split/skill queue or to a VDN by the Redirection on No Answer feature because they were not answered.

Available on Generic 3 Version 2 and newer switches.

Note: When a call is requeued to the same split/skill using the Redirection on No Answer feature, it is counted as an outflow from the split/skill and an inflow to the same split/skill. This is *not* true for calls that are redirected to a VDN using the Redirection on No Answer feature, rather than redirecting the call back to the same split/skill.

Such calls count as outflows from the original split or skill, but do not count as inflows to the next split/skill to which they are queued through the new VDN. It is also counted as a NOANSREDIR call and so can be subtracted out from the outflows and from the inflows to calculate the number of outflows and inflows that were not due to requeuing the call to the same split.

This is a cumulative item.

Agent tables
The number of split/skill and direct agent ACD calls that rang at this agent's voice terminal and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Split/skill ACD calls are requeued to the split/skill or VDN, direct agent ACD calls are redirected to the agent's coverage path. Redirection On No Answer to a split/skill is available on *DEFINITY* ECS or Generic 3 Version 2 or later switches. Redirection On No Answer to a VDN is only available on *DEFINITY* ECS.

This is a cumulative item.

VDN tables
Number of split/skill and direct agent ACD calls that rang at agent stations and then were automatically redirected by the Redirection on No Answer feature because they were not answered. Available on Generic 3 Version 2 and newer switches and on the ECS.

This is a cumulative item.

NUMAGREQ

Database tables   The NUMAGREQ item appears in the following database tables:

Current day report tables
Number of agents required to handle FCALLS.

NUMINUSE (real-time)

Database tables   The NUMINUSE (real-time) item appears in the following database tables:

Trunk group tables
The current number of TRUNKS that are busy (on calls or maintenance busy). NUMINUSE = INBOUND + OUTBOUND + MBUSY

This is a status item.

NUMTGS

Database tables   The NUMTGS item appears in the following database tables:

VDN tables
Number of trunk groups assigned to this VDN.

This is an administrative item.

NUMVDNS

Database tables   The NUMVDNS item appears in the following database tables:

Vector tables
The current number of VDNs that are assigned to this VECTOR.

This is an administrative item.

O_ABNCALLS

Database tables   The O_ABNCALLS item appears in the following database tables:

Split/skill tables
The number of ABNCALLS that were placed by an adjunct, that is, the
number of outbound predictive dialing calls that were abandoned by the
far end. O_ABNCALLS is a subset of ABNCALLS. Available for outbound
calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS on this trunk group that were offered by an
adjunct as split/skill or direct agent ACD calls and were answered then
abandoned by the far end. Available on Generic 3 switches with the ASAI
feature.

This is a cumulative item.

Trunk tables
The number of OUTCALLS on this trunk that were offered by an adjunct
as split/skill or direct agent ACD calls and were answered then
abandoned by the far end before talking to an agent. Available on
Generic 3 switches with the ASAI feature.

This is a cumulative item.

O_ACDCALLS

Database tables   The O_ACDCALLS item appears in the following database tables:

Split/skill tables
The number of ACDCALLS that were placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Agent tables
The number of ACDCALLS and DA_ACDCALLS that were placed by an adjunct (predictive dialing). Available for outbound calling on a Generic 3 switch with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS from this trunk group that were offered by an adjunct to one or more splits/skills and were answered by an agent. Available on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Trunk tables
The number of OUTCALLS from this trunk that were offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent. Available on Generic 3 switches with the ASAI feature.

This is a cumulative item.

O_ACDTIME

Database tables   The O_ACDTIME item appears in the following database tables:

Split/skill tables
The talk time of all O_ACDCALLS (does not include time calls spent on hold). Available for outbound calls on Generic 3 switches with the ASAI feature. ACDTIME includes O_ACDTIM E.

This is a cumulative item.

Agent tables
The talk time of all O_ACDCALLS (does not include time calls spent on hold). This time is included in ACDTIME. Available for outbound calling on Generic 3 switches with the ASAI feature.

This is a cumulative item.

O_ACWTIME

Database tables   The O_ACWTIME item appears in the following database tables:

Split/skill tables
The duration of all after call work associated with O_ACDCALL status. Available for outbound calls on Generic 3 switches with the ASAI feature. O_ACWTIME is included in ACWTIME.

This is a cumulative item.

Agent tables
The duration of all ACW associated with O_ACDCALLS. O_ACWTIME is included in ACWTIME. Available for outbound calling on Generic 3 switches with the ASAI feature.

This is a cumulative item.

O_OTHER-CALLS

Database tables   The O_OTHERCALLS item appears in the following database tables:

Split/skill tables
The number of outbound calls queued to this split/skill that were not answered or abandoned as ACD split/skill calls. These include forced busy calls and calls with unknown dispositions. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS on this trunk group that were not answered or abandoned as ACD split/skill calls. These include extension out calls, calls forced busy and forced disconnected, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS.

This is a cumulative item.

Trunk tables
The number of OUTCALLS on this trunk that were not answered as ACD split/skill calls or abandoned. These include extension out calls, forced busy calls, short outgoing calls, and calls with unknown dispositions. O_OTHERCALLS includes SHORTCALLS.

This is a cumulative item.

OBSERVING-CALL

Database tables The OBSERVINGCALL item appears in the following database tables:

Call record tables
Whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are 0=NO, 1=YES.

OBSLOCID

Database tables The OBSLOCID item appears in the following database tables:

Call record tables
The location ID of an agent observing or bridging on to an existing call.

OLDESTCALL (real-time)

Database tables The OLDESTCALL (real-time) item appears in the following database tables:

Split/skill tables
The number of seconds the oldest split/skill ACD call has waited in queue or ringing.

This is a status item.

VDN tables
Number of seconds that the oldest call waited to be answered ringing in this VDN.

This is a status item.

OLDEST_LOG-ON (real-time)

Database tables   The OLDEST_LOGON (real-time) item appears in the following database tables:

Agent tables
The split/skill the agent has been logged into the longest. For Generic 3 switches with EAS, this is always the first administered skill.

This is a status item.

ONACD (real-time)

Database tables   The ONACD (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT.

This is a status item.

ONACDAUXOUT (real-time)

Database tables   The ONACDAUXOUT (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are on AUXOUT calls with an ACD call on hold for this split/skill. For agents in multiple skills with multiple call handling, the last call the agent put on hold was for this skill. Available for Generic 3 switches.

This is a status item.

ONACDOUT (real-time)

Database tables   The ONACDOUT (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are on outbound calls placed by an adjunct to this split/skill. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a status item.

ONACWIN (real-time)

Database tables   The ONACWIN (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in ACW for this split/skill and on inbound extension calls. These agents also appear in INACW. ONACWIN includes agents receiving extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.

This is a status item.

ONACWOUT (real-time)

Database tables   The ONACWOUT (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in ACW for this split/skill and on outbound extension calls. These agents also appear in INACW. ONACWOUT includes agents making extension calls from ACW associated with split/skill ACD calls and from ACW not associated with an ACD call.

This is a status item.

ONAUXIN (real-time)

Database tables   The ONAUXIN (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in AUX work or AVAILABLE, or, for Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call on hold, and on inbound extension calls, where SPLIT is OLDEST LOGON.

This is a status item.

ONAUXOUT (real-time)

Database tables   The ONAUXOUT (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS that are in AUX work or AVAILABLE or, for Generic 3 switches, including agents who have an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold, and on outbound extension calls.

This is a status item.

ONHOLD (real-time)

Database tables   The ONHOLD (real-time) item appears in the following database tables:

Split/skill tables
The current number of split/skill ACD calls for this split/skill that are on hold at agent positions. For Generic 3 switches, ONHOLD includes all calls. Available on Generic 3 switches.

This is a status item.

Agent tables
The current number of calls for any split/skill on hold at the agent's station. ONHOLD includes ACDONHOLD. For Generic 3 switches, ONHOLD includes all calls.

This is a status item.

ORIGHOLDTIME

Database tables   The ORIGHOLDTIME item appears in the following database tables:

Call record tables
The total time the call was put on hold by the originating agent. Requires the *DEFINITY* ECS R6 and later.

ORIGIN (real-time)

Database tables   The ORIGIN (real-time) item appears in the following database tables:

Agent tables
The outbound call origination for the call the agent is currently talking on for any split/skill. Valid values for ORIGIN are blank, PHONE, and KEYBOARD (adjunct-dialed).

This is a status item.

ORIGLOCID

Database tables   The ORIGLOCID item appears in the following database tables:

Call record tables
The location ID of the agent originating the call.

ORIGLOGIN

Database tables   The ORIGLOGIN item appears in the following database tables:

Call record tables
Login ID of the agent originating the call. This is used for calls an agent originates to another agent, to an on-switch extension, or to an external destination.

ORIGREASON

Database tables   The ORIGREASON item appears in the following database tables:

Call record tables
The reason code (0 through 9) associated with the originating agent's mode, if the agent is in the AUX mode. For agents in AUX on switches with releases prior to the ECS or switches that do not have EAS and reason codes active, ORIGREASON is always 0.

OTHER (real-time)

Database tables   The OTHER (real-time) item appears in the following database tables:

Split/skill tables
The current number of POSITIONS doing OTHER work. Agent POSITIONS will show up in OTHER directly after the link to the switch comes up and directly after the agents log in before the CMS is notified of the agent's work state.

For Generic 3 switches, other work includes: while in Auto-In or Manual-In mode, an agent put any call on hold and perform no further action; the agent is on a direct agent call or in ACW for a direct agent call; the agent is dialing to place a call or to activate a feature; an extension call or a direct agent ACD call is ringing with no other activity.

For Generic 3 switches without EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call, in ACW, or on a personal call attributed to a split other than this one.

For Generic 3 switches with EAS, agents are logged into multiple splits and doing work for a split other than this one (on an ACD call or in call-related ACW).

For Generic 3 switches with multiple call handling, agents are available for other skills.

This is a status item.

OTHERCALLS

Database tables   The OTHERCALLS item appears in the following database tables:

Split/skill tables
The number of calls offered to this split/skill that did not abandon and were not answered by an ACD agent for this split/skill. OTHERCALLS = BUSYCALLS + DISCCALLS + OUTFLOWCALLS + DEQUEUECALLS

This is a cumulative item.

Trunk group tables
The number of INCALLS carried by this trunk group that were not answered as split/skill or direct agent ACD calls or abandoned. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, calls that outflowed off the switch, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS, DISCCALLS, SHORTCALLS, and CONNECTCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS.

This is a cumulative item.

Trunk tables
The number of INCALLS carried by this trunk that were not answered as split/skill or direct agent ACD calls or abandoned. These include forced busy calls, forced disconnect calls, calls that were connected to a non-ACD destination, short inbound calls, and calls with unknown dispositions. OTHERCALLS includes BUSYCALLS, DISCCALLS, SHORTCALLS and CONNECTCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a status item.

Vector tables
The number of INCALLS that were redirected out of the vector, given a busy signal, or were disconnected. OTHERCALLS includes BUSYCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a status item.

VDN tables
Number of calls that were given a forced busy, forced disconnect, or outflowed from the switch, and non-ACD calls that were answered (CONNECTCALLS). OTHERCALLS includes BUSYCALLS, CONNECTCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a cumulative item.

OTHERTIME

Database tables   The OTHERTIME item appears in the following database tables:

Split/skill tables
The time OTHERCALLS waited in queue until the disposition was known and the call left the split/skill. Note: OTHERTIME relates to time for OTHERCALLS and is not related to I_OTHERTIME, which is the time agents spent in the OTHER state. OTHERTIME = BUSYTIME + DEQUETIME + DISCTIME + OUTFLOWTIME.

This is a cumulative item.

Vector tables
The time OTHERCALLS spent in the vector until the disposition was known and the call left the vector. OTHERTIME includes BUSYTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

VDN tables
Duration of all OTHERCALLS until the calls leave the VDN (the calls drop, are sent to another VDN, are transferred, or are sent outside the switch). OTHERTIME includes BUSYTIME, CONNECTTIME, CONNTALKTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

OUTBOUND (real-time)

Database tables
The OUTBOUND (real-time) item appears in the following database tables:

Trunk group tables
The current number of trunks in this trunk group that are busy on outbound calls. OUTBOUND includes ADJUNCTOUT.

This is a status item.

OUTCALLS

Database tables
The OUTCALLS item appears in the following database tables:

Trunk group tables
The number of outbound calls that were carried by this TKGRP and were completed during the collection interval. OUTCALLS includes COMPLETED, O_ABNCALLS, O_ACDCALLS, O_OTHERCALLS, TRANSFERRED, and SHORTCALLS. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS.

This is a cumulative item.

Trunk tables
The number of outbound calls that were carried by the trunk and were completed during the collection interval. OUTCALLS includes COMPLETED, O_ABNCALLS, O_ACDCALLS, O_OTHERCALLS, TRANSFERRED and SHORTCALLS. OUTCALLS = O_ACDCALLS + O_ABNCALLS + O_OTHERCALLS

This is a cumulative item.

OUTFLAG

Database tables
The OUTFLAG item appears in the following database tables:

Agent login/logout tables
If not null, indicates that the agent logged out while the link was down. Values are NULL and ">."

OUTFLOW-CALLS

Database tables   The OUTFLOWCALLS item appears in the following database tables:

Split/skill tables
Number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and on whether vectoring is active or not. For Generic 3 switches without vectoring, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill.

This can happen if:

- the call intraflowed or interflowed.
- the split/skill call forwarding was active.
- a ringing ACD call was answered using call pickup.
- a ringing ACD call redirected on no answer.

For Generic 3 switches with vectoring, the number of outflow calls are counted if:

- a ringing ACD call redirected on no answer.
- the call rang at an agent in this split/skill and was answered using call pickup.
- the call was routed to another VDN.
- the call routed to a number or digits.
- the call queued to a messaging split/skill.
- the call queued to this split/skill as the primary split/skill and was answered by an agent in another split/skill, rang at an agent in another split/skill and then abandoned or was redirected by the Redirection on No Answer feature (for Generic 3 Version 2 and later switch releases).

For Generic 3 Version 2 switches, this is the number of CALLSOFFERED that were redirected to another destination while queued to this split/skill. This can happen by requeueing to the same split/skill via the Redirect on No Answer feature.

OUTFLOWCALLS includes INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.

This is a cumulative item.

Vector tables
The number of INCALLS that were redirected to another destination by way of a "go to vector" command or by a "route to" or "adjunct routing" command to a destination other than a split/skill or direct agent. (Calls that route to a split/skill or direct agent by way of a "route to," "adjunct routing," or "messaging split/skill" command are still tracked in the vector.) OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS.

This is a cumulative item.

VDN tables
Number of INCALLS that were redirected to another VDN or to a destination outside the switch by way of a "route to" or "adjunct routing" command, or were redirected to another VDN by the Redirect on No Answer feature. Note that calls are only counted as outflows from the VDN when they are redirected to another VDN or to an off-switch destination. Calls in the VDN that route to other destinations, such as split/skills or extensions, are not counted as outflows from the VDN. OUTFLOWCALLS includes INTERFLOWCALLS and SLVLOUTFLOWS.

This is a cumulative item.

OUTFLOWTIME

Database tables   The OUTFLOWTIME item appears in the following database tables:

Split/skill tables
The time all OUTFLOWCALLS waited in queue or ringing before being redirected.

This is a cumulative item.

Vector tables
Time all OUTFLOWCALLS spent in the VECTOR before being redirected. OUTFLOWTIME includes GOTOTIME.

This is a cumulative item.

VDN tables
Time all OUTFLOWCALLS spent in the VDN before being redirected.

This is a cumulative item.

OUTTIME

Database tables   The OUTTIME item appears in the following database tables:

Trunk group tables
The trunk holding time for all OUTCALLS carried by trunks in this trunk group that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call). OUTTIME includes SETUPTIME.

This is a cumulative item.

Trunk tables
The trunk holding time for all OUTCALLS carried by this trunk that completed during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle (that is, until the far end drops, the agent releases the call, or the switch disconnects the call).

This is a cumulative item.

PENDINGSPLIT (real-time)

Database tables   The PENDINGSPLIT (real-time) item appears in the following database tables:

Agent tables
The split or skill to which the agent will be moved. The move is pending until the agent is idle. In the case of a change of multiple skills in one request, PENDINGSPLIT is set to the first new skill for the agent. It is possible for PENDINGSPLIT to be blank or 0, even when MOVEPENDING is set. This can happen when the link to the switch comes up and a move is already pending for an agent. Available on Generic 3 Version 4 and newer Generic 3 switches.

This is a status item.

PERCENT (real-time)

Database tables   The PERCENT (real-time) item appears in the following database tables:

Agent tables
The agent's percent allocation (0-100) for a skill. Requires a DEFINITY ECS R6 or later with EAS.

This is a status item.

PERIOD 1-9

Database tables   The PERIOD 1-9 item appears in the following database tables:

Split/skill tables
The length, in seconds, of each service level increment as defined in the Call Center Administration: Split/Skill Call Profile window. Each increment represents a progressively longer wait time. *CentreVu* CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in either ACDCALLS10 or ABNCALLS10.

This is an administrative item.

VDN tables
Length, in seconds, of each service level increment as defined in the Call Center Administration. Each increment represents a progressively longer wait time. *CentreVu* CMS counts answered or abandoned calls that wait beyond the last increment (PERIOD9) in ANSCONNCALLS10.

This is an administrative item.

PERIODCHG

Database tables   The PERIODCHG item appears in the following database tables:

Split/skill tables
Indicates whether or not service level increments PERIOD1-9 (as defined on the Call Center Administration: Split/Skill Call Profile window) changed during the collection interval. Valid values for PERIODCHG are 1 = YES and 0= NO.

This is an administrative item.

VDN tables
This indicates whether or not service level increments PERIOD1 through PERIOD9 (as defined on the Call Center Administration: VDN Call Profile window) changed during the data collection interval. Valid values for PERIODCHG are 1 = YES and 0 = NO.

This is an administrative item.

PHANTOMABNS

Database tables The PHANTOMABNS item appears in the following database tables:

Split/skill tables
The number of split/skill ACD calls with talk time less than the value of the phantom-abandoned call timer. Available on Generic 3 and newer switches.

This is a cumulative item.

Agent tables
The number of ACD calls with talk time less than the value of the phantom- abandoned call timer. Available on Generic 3 switches.

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls and calls that routed to an agent or extension with talk time less than the value of the phantom abandoned call timer. Available on Generic 3 and newer switches.

This is a cumulative item.

VDN tables
Number of split/skill and direct agent ACD calls and calls that routed to an agent or extension with talk time of less than the value set for the phantom abandoned call timer. Available on Generic 3 and newer switches.

This is a cumulative item.

POSITION (index)

Database tables   The POSITION (index) item appears in the following database tables:

Agent tables
The position number associated with this EXTENSION. Agents in multiple splits (without EAS) have more than one POSITION. Agents in multiple skills (with EAS) have a single POSITION.

POSITIONS

Database tables   The POSITIONS item appears in the following database tables:

Split/skill tables
The current number of agent positions that are assigned to this SPLIT (non-EAS) or current number of agent positions logged into this skill (EAS).

This is an administrative item.

PREFERENCE

Database tables   The PREFERENCE item appears in the following database tables:

Agent tables
The agent's call handling preference. Valid values are blank, skill level (LVL), greatest need (NEED), or percent (PCNT). Requires an R5 or R6 ECS or later with EAS.

This is a status item.

Agent Login/Logout tables
The agent's call handling preference. Values are NEED (greatest need) LVL (skill level), and PCNT (percent allocation). Requires a DEFINITY ECS R5 or R6 or later with EAS. PCNT is only available on the ECS R6 or later.

PRIORITY (real-time)

Database tables   The PRIORITY (real-time) item appears in the following database tables:

Trunk tables
The priority at which call was queued. Without vectoring, the values are YES, NO, or as defined in Dictionary. With vectoring, the values are LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, the call gets a forced busy or a forced disconnect). Generic 3 switches with vectoring use MED for "no priority" and HIGH for "priority" calls that queue directly to a split/skill without going through a vector, and calls that queue to a split/skill by "route to" number or "messaging split/skill" vector commands.

This is a status item.

PRIORITY2-3 (real-time)

Database tables   The PRIORITY2-3 (real-time) item appears in the following database tables:

Trunk tables
The priority at which call was queued to a second or third split/skill, the values are: LOW, MED, HIGH, TOP, or as defined in Dictionary. This is blank (NULL) when the call is dequeued (when the call rings at an agent, outflows or dequeues from the split/skill, the caller abandons from queue, the call gets a forced busy or a forced disconnect). Available on Generic 3 switches with vectoring.

This is a status item.

QUECOUNT
(real-time)

Database tables   The QUECOUNT (real-time) item appears in the following database
                             tables:

                             Trunk tables
                             The number of ACD split/skill queues that the call is in. This is blank
                             (NULL) when the trunk goes idle, gets forced busy, gets a forced
                             disconnect, connects to a station or agent, or forwards out of the queue.
                             Values: NULL, 1-3

                             This is a status item.

QUETYPE
(real-time)

Database tables   The QUETYPE (real-time) item appears in the following database tables:

                             Trunk tables
                             Whether this call entered the queue by the "queue to main" or another
                             vector step. QUETYPE is NULL for direct agent calls, when vectoring is
                             not used, and when the call dequeues (is answered, abandoned, gets
                             forced busy, or gets a forced disconnect). Valid values are NULL, MAIN,
                             and BACKUP.

                             This is a status item.

QUETYPE2-3
(real-time)

Database tables   The QUETYPE2-3 (real-time) item appears in the following database
                             tables:

                             Trunk tables
                             Whether this call entered the second or third queue by the "queue to
                             main" or another vector step. QUETYPE2 and QUETYPE3 are NULL
                             when vectoring is not used and when the call dequeues (is answered,
                             abandoned, gets forced busy, or gets a forced disconnect). Valid values
                             are NULL, MAIN, and BACKUP. Available on Generic 3 switches.

                             This is a status item.

R1AGINRING (real-time)

Database tables   The R1AGINRING item appears in the following database tables:

Split/skill tables
The number of reserve1 agents with this skill ACD call ringing (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1AVAILABLE (real-time)

Database tables   The R1AVAILABLE item appears in the following database tables:

Split/skill tables
The number of reserve1 agents who are available to take a call (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1INACW (real-time)

Database tables   The R1INACW item appears in the following database tables:

Split/skill tables
The number of reserve1 agents in ACW for this skill (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1INAUX (real-time)

Database tables   The R1INAUX item appears in the following database tables:

Split/skill tables
The number of reserve1 agents in AUX work for this skill (0-999).
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1ONACD (real-time)

Database tables   The R1ONACD item appears in the following database tables:

Split/skill tables
The number of reserve1 agents on ACD calls for this skill (0-999).
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1OTHER (real-time)

Database tables   The R1OTHER item appears in the following database tables:

Split/skill tables
The number of reserve1 agents in the OTHER work state for this skill (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R1STAFFED (real-time)

Database tables   The R1STAFFED item appears in the following database tables:

Split/skill tables
The number of agents staffing this skill as reserve1 (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2AGINRING (real-time)

Database tables   The R2AGINRING item appears in the following database tables:

Split/skill tables
The number of reserve2 agents with this skill ACD call ringing (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2AVAILABLE (real-time)

Database tables   The R2AVAILABLE item appears in the following database tables:

Split/skill tables
The number of reserve2 agents who are available to take a call (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2INACW
(real-time)

Database tables　　　The R2INACW item appears in the following database tables:

Split/skill tables
The number of reserve2 agents in ACW for this skill (0-999). Requires a
DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2INAUX
(real-time)

Database tables　　　The R2INAUX item appears in the following database tables:

Split/skill tables
The number of reserve2 agents in AUX work for this skill (0-999).
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2ONACD
(real-time)

Database tables　　　The R2ONACD item appears in the following database tables:

Split/skill tables
The number of reserve2 agents on ACD calls for this skill (0-999).
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2OTHER (real-time)

Database tables   The R2OTHER item appears in the following database tables:

Split/skill tables
The number of reserve2 agents in the OTHER work state for this skill (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

R2STAFFED (real-time)

Database tables   The R2STAFFED item appears in the following database tables:

Split/skill tables
The number of agents staffing this skill as reserve2 (0-999). Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

RAGOCC

Database tables   The RAGOCC item appears in the following database tables:

Current day report tables
Resulting maximum percentage of time that an agent will be on ACD calls.

RAVGSPEED-ANS

Database tables   The RAVGSPEEDANS item appears in the following database tables:

Current day report tables
Resulting average speed of answer in seconds for this type of call.

REASON

Database tables   The REASON item appears in the following database tables:

Data collection exception table
The reason for the interruption of data collection. The reasons may be as follows:

Value = Reason

91 = Data collection started

92 = Data collection of new translations started

93 = Data collection turned off

94 = Data collection busied out

95 = Data collection timed out

96 = Data collection clock was reset

97 = Data collection session down

This is a cumulative item.

REASON_CODE

Database tables   The REASON_CODE item appears in the following database tables:

Agent exception table
The reason code that the agent was in when the exception occurred.

This is a cumulative item.

RECONNECT

Database tables   The RECONNECT item appears in the following database tables:

Agent trace tables
This event represents the agent reconnecting to the call after putting it on hold. Available on Generic 3 switches.

RETURNCALLS

Database tables   The RETURNCALLS item appears in the following database tables:

VDN tables
Number of calls that reached this VDN via the VDN return destination feature. Available on Generic 3 Version 3 and newer switches.

This is a cumulative item.

RINGCALLS

Database tables   The RINGCALLS item appears in the following database tables:

Split/skill tables
The number of this split/skill's calls that rang at agent positions. Available on a Generic 3 switch for ring tracking. RINGCALLS includes ACDCALLS and NOANSREDIR.

This is a cumulative item.

Agent tables
The number of split/skill (Generic 3 switches) and direct agent ACD calls (Generic 3 switches) that rang at the agent's position. RINGCALLS includes NOANSREDIR. Available on Generic 3 switches for ring tracking.

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls that rang at agent positions. RINGCALLS includes ACDCALLS. Available on Generic 3 switches and the ECS.

This is a cumulative item.

VDN tables
Number of split/skill and direct agent ACD calls that rang at agent positions. Available on Generic 3 switches and the ECS. RINGCALLS includes ACDCALLS.

This is a cumulative item.

RINGTIME

Database tables   The RINGTIME item appears in the following database tables:

Split/skill tables
The time this split/skill's calls spent ringing at agent positions independent of final disposition and other agent activity. I_RINGTIME is the time the agent spends with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing and is independent of agent activity. Available on a Generic 3 switch for ring tracking.

This is a cumulative item.

Agent tables
The time split/skill and direct agent ACD calls spent ringing at the agent's position (independent of disposition or other agent activity). RINGTIME is the time the caller spends ringing and is independent of agent activity. I_RINGTIME is the time the agent spends in the ringing state and is affected by other agent activity. RINGTIME includes ANSRINGTIME. Available on Generic 3 switches.

This is a cumulative item.

Vector tables
The time split/skill and direct agent ACD that rang at agent positions. Available on Generic 3 switches.

This is a cumulative item.

VDN tables
Time split/skill and direct agent ACD calls spent ringing at agent positions, independent of final disposition. Available on Generic 3 switches and on the ECS.

This is a cumulative item.

ROLE
(real-time)

Database tables   The ROLE item appears in the following database tables:

Agent report tables
The agent's service role for the split. Values are: Top, Reserve, Backup, Standard, Roving, and Flex. Requires a DEFINITY ECS R6 or later with EAS.

This is a status item.

ROW_DATE
(index)

Database tables   The ROW_DATE (index) item appears in the following database tables:

Split/skill tables
Date on which data was collected.

This is a row identifier item.

Agent tables
The day for which the data was collected or the exception occurred.

This is a row identifier item.

Trunk group tables
The day for which data was collected or the exception occurred.

This is a row identifier item.

Trunk tables
The day for which data was collected or the exception occurred.

This is a row identifier item.

Vector tables
The date for which data was collected or the exception occurred.

This is a row identifier item.

VDN tables
Date for which the data was collected or the exception occurred.

This is a row identifier item.

Call work codes tables
The day for which data was collected or the exception occurred.

This is a row identifier item.

Agent login/logout tables
The day for which data was collected or the exception occurred.

Agent trace tables
The day for which data was collected or the exception occurred.

Current day configuration tables
The day for which data was collected or the exception occurred.

Current day report tables
The day for which data was collected or the exception occurred.

Call record tables
The date for which data was collected or the exception occurred.

Agent exception table
The day for which data was collected or the exception occurred.

This is a cumulative item.

Split/skill exception table
The day for which data was collected or the exception occurred.

This is a cumulative item.

Trunk group exception table
Day for which data was collected or the exception occurred.

This is a cumulative item.

VDN exception table
The day for which data was collected or the exception occurred.

This is a cumulative item.

Vector exception table
The date for which data was collected or which the exception occurred.

This is a cumulative item.

Malicious call trace exception table
The date for which data was collected or the exception occurred.

This is a cumulative item.

Data collection exception table
The day for which data was collected or the exception occurred.

This is a cumulative item.

ROW_TIME

Database tables   The ROW_TIME item appears in the following database tables:

Call record tables
The starting time for this segment.

Agent exception table
Time at which the exception occurred.

This is a cumulative item.

Split/skill exception table
Time at which the exception occurred.

This is a cumulative item.

Trunk group exception table
Time at which the exception occurred.

This is a cumulative item.

VDN exception table
Time at which the exception occurred.

This is a cumulative item.

Vector exception table
Time at which the exception occurred.

This is a cumulative item.

Malicious call trace exception table
Time at which the malicious call was reported.

This is a cumulative item.

Data collection exception table
Time at which data collection was interrupted.

This is a cumulative item.

RSERVLEVELP

Database tables   The RSERVLEVELP item appears in the following database tables:

Current day report tables
Resulting percentage of calls to be handled within SERVLEVELT
seconds.

SEGMENT

Database tables   The SEGMENT item appears in the following database tables:

Call record tables
Number identifying the call segment. Segment numbers are from 1 up to
the number of segments in the call.

SEGSTART

Database tables   The SEGSTART item appears in the following database tables:

Call record tables
UNIX time and date when the call segment started. (UNIX time and date
is the number of seconds since midnight, 01/01/70.) Call segments start
when CMS receives the first message for the call, since each call
segment represents a call. (When an agent transfers or conferences a
call, the agent makes another call to bring about the transfer/conference.)

SEGSTOP

Database tables   The SEGSTOP item appears in the following database tables:

Call record tables
UNIX time and date when the call segment ended. (UNIX time and date
is the number of seconds since midnight, 01/01/70.) A call segment ends
when all trunks and agents associated with the call segment have
dropped off the call. This means that after call work time for the agent(s)
is included when calculating the call segment stop time.

SERVICELEVEL

Database tables   The SERVICELEVEL item appears in the following database tables:

Split/skill tables
Number of seconds within which calls must be answered/connected in order to be considered acceptable (as defined on the Call Center Administration: Split/Skill Call Profile window).

This is an administrative item.

VDN tables
Number of seconds within which calls must be answered/connected to be considered acceptable (as defined on the Call Center Administration: VDN Call Profile Setup window).

This is an administrative item.

SERVLEVELP

Database tables   The SERVLEVELP item appears in the following database tables:

Current day report tables
Objective percentage of calls to be handled within SERVLEVELT seconds.

SERVLEVELT

Database tables   The SERVLEVELT item appears in the following database tables:

Current day report tables
Number of seconds within which SERVLEVELP percent of calls are to be answered (service level time).

SETUPTIME

Database tables   The SETUPTIME item appears in the following database tables:

Trunk group tables
Amount of time from trunk seizure until OUTCALLS completed at the far end. Available on Generic 3 switches.

This is a cumulative item.

SHORTCALLS

Database tables   The SHORTCALLS item appears in the following database tables:

Trunk group tables
The number of inbound and outbound calls that occupied a trunk in the trunk group for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS.

This is a cumulative item.

Trunk tables
The number of inbound and outbound calls that occupied a trunk for less than 2 seconds and that did not queue to a split/skill, forward to a split/skill, get answered by an agent, get a forced busy or forced disconnect from the switch, or produce a trunk failure or maintenance busy. Note that SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS.

This is a cumulative item.

SKILL1-3

Database tables   The SKILL1-3 item appears in the following database tables:

VDN tables
First, second, and third VDN skill assigned to this VDN. Available on
Generic 3 and newer switches and on the ECS with EAS.

This is an administrative item.

SKILLACWTIME-1-3

Database tables   The SKILLACWTIME1-3 item appears in the following database tables:

VDN tables
ACW time spent by agents for calls answered in each VDN skill
preference. Available on Generic 3 switches with EAS.

This is a cumulative item.

SKILLCALLS1-3

Database tables   The SKILLCALLS1-3 item appears in the following database tables:

VDN tables
Number of calls answered by agents in each VDN skill preference.
Available on Generic 3 Version 2 switches with EAS.

This is a cumulative item.

SKILLTIME1-3

Database tables   The SKILLTIME1-3 item appears in the following database tables:

VDN tables
Time agents spent talking on calls they answered in each VDN skill
preference. Available on Generic 3 switches with EAS.

This is a cumulative item.

SKILLTYPE

Database tables   The SKILLTYPE item appears in the following database tables:

Agent tables
This is a real-time item.

The type ("p." for primary or "s" for secondary) of the first skill that the agent logged into. Requires Generic 3 Version 2 switches with EAS. Note: For the ECS and newer switches with the EAS feature, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.

This is a status item.

Agent login/logout tables
Type ("p" for primary or "s" for secondary) of the first skill that the agent logged into. Requires Generic 3 switches with EAS. NOTE: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p," skill level 2 will be represented by "s," and skill levels 3 through 16 by blank. Users of more than 2 skill levels should use SKLEVEL instead of SKILLTYPE items.

SKILLTYPE2-4

Database tables   The SKILLTYPE2-4 item appears in the following database tables:

Agent tables
This is a real-time item.

The type ("p" for primary or "s" for secondary) of the second, third, and fourth skills the agent logged into. Requires Generic 3 Version 2 switches with EAS. Note: For the ECS and newer EAS releases, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.

This is a status item.

Agent login/logout tables
Type ("p" for primary or "s" for secondary) of the second, third, and fourth skills the agent logged into. NOTE: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p," skill level 2 will be represented by "s," and skill levels 3 through 16 by blank. Users of more than 2 skill levels should use SKLEVEL instead of SKILLTYPE items. Available for Generic 3 switches with EAS and requires Generic 3 Version 2 switches with EAS.

SKLEVEL

Database tables   The SKLEVEL item appears in the following database tables:

Agent tables
The skill level (from 1-16) or the reserve level (1 or 2) for a reserve skill associated with the first skill the agent logged into. This SKLEVEL applies to LOGONSKILL. Requires the R6 or later ECS with the EAS feature. Reserve levels are only available on the ECS R6 or later.

This is a status item.

Agent login/logout tables
Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This SKLEVEL applies to LOGONSKILL. Requires a DEFINITY ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.

SKLEVEL2-20

Database tables   The SKLEVEL2-20 item appears in the following database tables:

Agent tables
Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This SKLEVEL2-20 applies to LOGONSKILL2-20. Requires a DEFINITY ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.

This is a status item.

Agent login/logout tables
Indicates the agent's skill level (1-16) for a normal skill or reserve level (1 or 2) for a reserve skill. This SKLEVEL2-20 applies to LOGONSKILL2-20. Requires a DEFINITY ECS R5 or R6 or later with EAS. Reserve levels are only available on the ECS R6 or later.

SKPERCENT

Database tables   The SKPERCENT item appears in the following database tables:

Agent tables
The agent's percent allocation for LOGONSKILL. Requires a DEFINITY
ECS R6 or later with EAS.

This is a status item.

Agent login/logout tables
The agent's percent allocation for LOGONSKILL. Requires a DEFINITY
ECS R6 or later with EAS.

SKPERCENT2-20

Database tables   The SKPERCENT2-20 item appears in the following database tables:

Agent tables
The agent's percent allocation for LOGONSKILL2-20. Requires a
DEFINITY ECS R6 or later with EAS.

This is a status item.

Agent login/logout tables
The agent's percent allocation for LOGONSKILL2-20. Requires a
DEFINITY ECS R6 or later with EAS.

SKSTATE
(real-time)

Database tables   The SKSTATE item appears in the following database tables:

Split/skill tables
The current state for the skill compared to all administered thresholds.
Requires a DEFINITY ECS R6 or later with EAS.

This is a real-time item.

SLVLABNS

Database tables　　　The SLVLABNS item appears in the following database tables:

Split/skill tables
Number of ABNCALLS whose time to abandon was less than or equal to this split/skill's SERVICELEVEL.

This is a cumulative item.

VDN tables
Number of ABNCALLS whose time to abandon was less than or equal to this VDN's SERVICELEVEL.

This is a cumulative item.

SLVLOUT-
FLOWS

Database tables　　　The SLVLOUTFLOWS item appears in the following database tables:

Split/skill tables
Number of OUTFLOWCALLS whose time to outflow was less than or equal to this split/skill's SERVICELEVEL.

This is a cumulative item.

VDN tables
Number of OUTFLOWCALLS whose time to outflow was less than or equal to this VDN's SERVICELEVEL.

This is a cumulative item.

SPLIT

Database tables　　　The SPLIT item appears in the following database tables:

Split/skill tables
This is an index item.

Split/skill number for which data was collected.

This is a row identifier item.

Agent tables
This is an index item.

The split number to which the EXTENSION is assigned to or the skill number that the agent logged into.

This is a row identifier item.

Trunk group tables
The split/skill to which this TKGRP terminates.

This is an administrative item.

Trunk tables
This is a real-time item.

The first split/skill number to which the call is currently queued or split/skill for which the call was answered. SPLIT is blank (NULL) when the trunk idles.

This is a status item.

Agent trace tables
The split number to which the EXTENSION is assigned or the skill number the agent logged into.

Current day report tables
This is an index item.

Split/skill number for which data was collected.

Agent login/logout tables
This is an index item.

Split number to which the extension is assigned or skill number the agent logged into.

Current day configuration tables
This is an index item.

Split/skill number for which data was collected

Agent exception tables
Split/skill in which the agent was doing work when the exception occurred.

This is a cumulative item.

Split/skill exception table
Split/skill in which the exception occurred.

This is cumulative item.

Malicious call trace table
Split/skill of the agent reporting the malicious call.

This is a cumulative item.

SPLIT1

Database tables The SPLIT1 item appears in the following database tables:

Call record tables
First split/skill the call queued to in the first VDN with which it was associated in the call segment.

SPLIT2-3

Database tables The SPLIT2 ... 3 items appear in the following database tables:

Trunk tables
This is a real-time item.

The split/skill numbers of the second and third splits/skills to which the call is queued. This is blank (NULL) when the call dequeues (is answered, abandoned, gets a forced busy or forced disconnect). Available on Generic 3 switches with vectoring.

This is a status item.

Call record tables
Second and third split/skill the call was also queued to in the first VDN with which it was associated in the call segment. Applies to Generic 3 switches with vectoring only.

STAFFED (real-time)

Database tables The STAFFED (real-time) item appears in the following database tables:

Split/skill tables
Current number of POSITIONS that are staffed (logged in). STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER.

This is a status item.

STARTED (real-time)

Database tables   The STARTED (real-time) item appears in the following database tables:

Agent tables
Time of day that WORKMODE began. Valid values for STARTED are NULL and time-of day.

This is a status item.

Trunk tables
The time of day that TKSTATE started. Valid values are NULL and time-of-day

This is a status item.

STARTTIME

Database tables   The STARTTIME item appears in the following database tables:

Split/skill tables
Start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Agent tables
The start time for the interval for which data was collected. STARTTIME applies only to the Interval table.

This is a row identifier item.

Trunk group tables
This is a real-time item.

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Trunk tables
This is a real-time item.

The start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

Vector tables
This is a real-time item.

Start time of the interval for which data was collected. STARTTIME applies only to the interval table.

This is a row identifier item.

VDN tables
Start time of the interval for which data was collected. STARTTIME applies only to the interval table. STARTTIME is a table index for the VDN table.

This is a row identifier item.

Call work codes tables
Start time of the interval for which data was collected. STARTTIME applies to the only interval table.

This is a row identifier item.

Agent trace tables
The time of day (hour and minute) for which the agent trace is being ordered. This is the time of day you enter to request the report.

Current day report tables
Start time of the intrahour interval for which data was collected. STARTTIME applies only to the interval table.

SVCLEVELCHG

Database tables   The SVCLEVELCHG item appears in the following database tables:

Split/skill tables
Indicates whether or not the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 1 = YES and 0 = NO.

This is an administrative item.

VDN tables
Indicates whether the service level was changed during the data collection interval. Valid values for SVCLEVELCHG are 1 = YES and 0 = NO.

This is an administrative item.

TAGINRING (real-time)

Database tables   The TAGINRING item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who have ACD calls ringing and who are not doing anything else. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TALKTIME

Database tables   The TALKTIME item appears in the following database tables:

Call record tables
Total talk time for the answering agent in this segment.

TAVAILABLE (real-time)

Database tables   The TAVAILABLE item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are available in the skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TDA_INACW (real-time)

Database tables   The TDA_INACW item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are in after call work associated with direct agent calls. TDA_INACW is a subset of TOTHER. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. Available with Generic 3 switches. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TDA_ONACD (real-time)

Database tables   The TDA_ONACD item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are talking on direct agent calls. TDA_ONACD is a subset of TOTHER. Requires a Generic 3 switch with the ASAI or EAS feature for direct agent calling. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. Available with Generic 3 switches.

This is a status item.

THRESHOLD

Database tables   The THRESHOLD item appears in the following tables:

Agent exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the agent's activity falls outside of that limit.

This is a cumulative item.

Split/skill exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the split's/skill's activity falls outside of that limit.

This is a cumulative item.

Trunk group exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the trunk group's activity falls outside of that limit.

This is a cumulative item.

VDN exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the VDN activity falls outside of that limit.

This is a cumulative item.

Vector exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the vector activity falls outside of that limit.

This is a cumulative item.

Data collection exception table
Limit, as a number of occurrences, administered for the exception type. An exception occurs when the activity falls outside of that limit.

This is a cumulative item.

TI_AUXTIME

Database tables   The TI_AUXTIME item appears in the following database tables:

Agent tables
Time during the collection interval that the agent was in AUX for all splits/skills or on AUXINCALLS or AUXOUTCALLS and SPLIT was OLDEST_LOGON. "TI_" time is only stored for the split/skill the agent has been logged into the longest. "TI_" needs to be summed across the splits/skills the agents may log in to, in case the logon order changes during the collection interval.

TI_AUXTIME includes TI_AUXTIME0, TI_AUXTIME1-9, I_AUXINTIME, and I_AUXOUTTIME. SUM(I_AUXTIME) = sum(TI_AUXTIME0 + TI_AUXTIME1 + TI_AUXTIME2 + TI_AUXTIME3 + TI_AUXTIME4 + TI_AUXTIME5 + TI_AUXTIME6 + TI_AUXTIME7 + TI_AUXTIME8 + TI_AUXTIME 9), over all splits/skills the agent was logged into. Requires an ECS with the EAS feature.

This is a cumulative item.

TI_AUXTIME0

Database tables   The TI_AUXTIME0 item appears in the following database tables:

Agent tables
The time the agent spent in AUX with reason code 0 (zero). This is time in "system" AUX for switches with AUX reason codes active. It is the same as TI_AUXTIME for switches without AUX reason codes active. "TI_" time is only stored for the skill logged in to the longest. "TI_" time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires an ECS with the EAS feature.

This is a cumulative item.

TI_AUXTIME1-9

Database tables   The TI_AUXTIME1-9 item appears in the following database tables:

Agent tables
The time the agent spent in AUX with reason codes 1-9. "TI_" time is only stored for the skill logged in to the longest. "TI_" time needs to be summed across the skills the agents may log in to, in case the login order changes during the collection interval. Requires an ECS with the EAS feature.

This is a cumulative item.

TI_AVAILTIME

Database tables   The TI_AVAILTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was in the available
state for split/skill or direct agent ACD calls in any split/skill.
TI_AVAILTIME is recorded for the split/skill that was the
OLDEST_LOGON. For a non-EAS operation, if an agent logged into
multiple splits and is in AUX mode in one split and is available for ACD
calls in another split, the agent will accrue I_AVAILTIME for the split in
which the agent is available and TI_AVAILTIME in the split logged into the
longest. Note: "TI_" time is only stored for the split/skill the agent has
been logged into the longest. "TI_" time needs to be summed across the
splits/skills the agents may log in to, in case the logon order changes
during the collection interval.

This is a cumulative item.

TI_OTHERTIME

Database tables   The TI_OTHERTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was doing other
work in all splits/skills. For all switches, TI_OTHERTIME is collected for
the time period after the link to the switch comes up or after the agent
logs in and before the *CentreVu* CMS receives notification of the agent's
state from the switch. For Generic 3 switches, other work includes: while
in AUTO-IN or MANUAL-IN mode, the agent put any call on hold and
performed no further action, the agent dialed to place a call or to activate
a feature, or an extension call rang with no other activity. Note: "TI_" time
is only stored for the split/skill the agent has been logged into the longest.
"TI_" time needs to be summed across the splits/skills the agents may log
in to, in case the logon order changes during the collection interval.
TI_OTHERTIME includes I_ACDOTHERTIME.

This is a cumulative item.

TI_STAFFTIME

Database tables   The TI_STAFFTIME item appears in the following database tables:

Agent tables
The time during the collection interval that the agent was staffed in any split/skill. "TI_" time is only stored for the split/skill logged into the longest. "TI_" time needs to be summed across the splits/skills the agents may log in to, in case the login order changes during the collection interval. sum(TI_STAFFTIME) = sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME + TI_AUXTIME + TI_AVAILTIME + TI_OTHERTIME), over all splits/skills the agent was logged into.

This is a cumulative item.

TIME

Database tables   The TIME item appears in the following database tables:

Agent exception table
Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the agent's activity falls outside of that limit.

This is a cumulative item.

Split/skill exception table
Limit, as a number of seconds, administered for timed exception types. An occurrence is logged against the threshold when the split's/skill's activity falls outside of that limit.

This is a cumulative item.

Trunk group exception table
Limit, as a number of seconds, administered for timed exception types. An occurrence is logged against the threshold when the trunk group's activity falls outside of that limit.

This is a cumulative item.

VDN exception table
Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the VDN activity falls outside of that limit.

This is a cumulative item.

Vector exception table
Limit, as a number of seconds, administered for timed exceptions types. An occurrence is logged against the threshold when the vector activity falls outside of that limit.

This is a cumulative item.

TINACW (real-time)

Database tables   The TINACW item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are in after call work for ACD calls to the skill. This includes top agents on ACWIN/ACWOUT calls, as well as agents who are in after call work not associated with an ACD call. Available on Generic 3 switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. TINACW includes TONACWIN and TONACWOUT.

This is a status item.

TINAUX (real-time)

Database tables   The TINAUX item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are in the AUX work mode. This includes agents on AUXIN/AUXOUT calls. Available on Generic 3 switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. TINAUX includes TINAUX0, TINAUX1-9, TONACDAUXOUT, TONAUXIN, and TONAUXOUT.

This is a status item.

TINAUX0 (real-time)

Database tables   The TINAUX0 item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are in the AUX work
for reason code 0 (zero) for all splits/skills or on AUXIN/AUXOUT calls for
AUX with reason code 0 (zero). For the ECS with EAS, reason code 0
(zero) is for "system" AUX work when reason codes are active. For
switches without EAS and for releases prior to ECS, TINAUX0 will be the
same as TINAUX. Also available on Generic 3 and newer switches with
EAS in top skills.

This is a status item.

TINAUX1-9 (real-time)

Database tables   The TINAUX1-9 item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are in AUX work for
each of the reason codes 1-9. This includes agents on AUXIN/AUXOUT
calls from AUX with the appropriate reason code. Available for ECS and
later switch releases with the EAS feature for top skills.

This is a status item.

TKGRP

Database tables   The TKGRP item appears in the following database tables:

Trunk group tables
This is an index item.

The trunk group number for which data was collected. This will be zero if
the trunk group carrying the call is not measured

This is a row identifier item.

Trunk tables
This is an index item.

The trunk group number to which the trunk is assigned.

This is an administrative item.

Call record tables
Trunk group number for which data was collected (or for which an exception occurred). This will be null if the trunk group carrying the call is not measured.

Trunk group exception table
Trunk group number for which data was collected (or for which an exception occurred). This will be zero if the trunk group carrying the call is not measured.

This is a cumulative item.

Malicious call trace exception table
Trunk group number for which data was collected (or for which an exception occurred). This will be zero if the trunk group carrying the call is not measured.

This is a cumulative item.

TKSTATE (real-time)

Database tables   The TKSTATE (real-time) item appears in the following database tables:

Trunk tables
The current state of the call. Trunk states include: IDLE, SEIZED, QUEUED, CONN, RING, DABN, FBUSY, FDISC, HOLD, MBUSY, UNKNOWN, or as defined in Dictionary.

This is a status item.

TONACD (real-time)

Database tables   The TONACD item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are on inbound and outbound ACD calls for the skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. TONACD includes TONACDOUT.

This is a status item.

TONACDAUX-OUT (real-time)

Database tables   The TONACDAUXOUT item appears in the following database tables:

Split/skill tables
The number of top agents logged into the skill who are on AUXOUT calls with an ACD call for the skill on hold. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TONACDOUT (real-time)

Database tables   The TONACDOUT item appears in the following database tables:

Split/skill tables
The number of top agents that are on outbound calls placed by an adjunct to this skill. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. Available for outbound calls on Generic 3 switches with the ASAI feature.

This is a status item.

TONACWIN (real-time)

Database tables   The TONACWIN item appears in the following database tables:

Split/skill tables
The number of top agents that are in ACW for this skill and on inbound extension calls. These agents also appear in TINACW. Available with Generic 3 switches. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TONACWOUT (real-time)

Database tables   The TONACWOUT item appears in the following database tables:

Split/skill tables
The number of top agents that are in ACW for this skill and on outbound extension calls. These agents also appear in TINACW. Available with Generic 3 and newer switches with the EAS feature for top skills. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TONAUXIN (real-time)

Database tables   The TONAUXIN item appears in the following database tables:

Split/skill tables
The number of top agents that are in AUX work or AVAILABLE. For Generic 3 switches, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS. Available with Generic 3.

This is a status item.

TONAUXOUT (real-time)

Database tables   The TONAUXOUT item appears in the following database tables:

Split/skill tables
The number of top agents that are in AUX work or AVAILABLE. For Generic 3 switches, including agents with an ACD or AUXIN/AUXOUT call attributed to this split/skill on hold and on inbound extension calls. Available with Generic 3 switches. However, "top" database items are only significant for Generic 3 switches and the ECS with EAS.

This is a status item.

TOPCALLS

Database tables   The TOPCALLS item appears in the following database tables:

Split/skill tables
The number of ACDCALLS with top priority that were answered by agents in this split/skill. Available with Generic 3 switches with vectoring.

This is a cumulative item.

TOPSKILL (real-time)

Database tables   The TOPSKILL item appears in the following database tables:

Agent tables
The agent's first-administered, highest-level, measured skill, where skill level 1 is the highest, skill level 16 is the lowest. Available on a Generic 3 switch with EAS.

The TOPSKILL of an agent will be 0 except when PREFERENCE is skill level (LVL). This means that an agent will not have a top skill or be counted in any split/skill table Top Skill items if their call handling preference is greatest need (NEED) or percent allocation (PCNT). In addition, agents who have skill level preference but only reserve levels for all their skills will not have a TOPSKILL. Requires a DEFINITY ECS R5 or R6 or later with EAS. PCNT and reserve levels are only available on the ECS R6 or later.

This is a status item.

TOT_PERCENTS
(real-time)

Database tables The TOT_PERCENTS item appears in the following database tables:

Split/Skill tables
The total staffed agent percentages allocated to the skill. Requires a
DEFINITY ECS R6 or later with EAS.

This is a real-time item.

TOTHER
(real-time)

Database tables The TOTHER item appears in the following database tables:

Split/skill tables
The number of top agents that are doing other work. Agents are logged
into multiple splits/skills and doing work for a split/skill other than this one
(on an ACD call or in ACW, or ACD calls ringing).

For Generic 3, while in Auto-in or Manual-In mode: the agent put any call
on hold and has performed no further action; the agent is on a direct
agent call or in ACW for a direct agent call; the agent is dialing to place a
call or to activate a feature; an extension call or a direct agent ACD call is
ringing with no other activity.

For Generic 3 EAS with multiple call handling, agents are available for
other, multiple call handling, skills. Agent POSITIONS will show up in
TOTHER directly after the link to the switch comes up and directly after
the agents log in before the *CentreVu* CMS is notified of the agent's work
state.

Available with Generic 3 switches with the EAS feature. However, "top"
database items are only significant for Generic 3 switches and the ECS
with EAS. TOTHER includes TDA_INACW and TDA_ONACD.

This is a status item.

TRANSFERRED

Database tables   The TRANSFERRED item appears in the following database tables:

Split/skill tables
The number of ACDCALLS that were transferred to another destination.
For Generic 3 switches, includes all split/skill calls transferred.

This is a cumulative item.

Agent tables
Number of calls the agent transferred to another destination. Note that
TRANSFERRED calls include both inbound and outbound calls.
Therefore, OTHERCALLS and O_OTHERCALLS may each include
some SHORTCALLS. For Generic 3 switches, this includes transferring
all calls.

This is a cumulative item.

Trunk group tables
The number of calls that the agent transferred to another destination.
Note that TRANSFERRED includes both inbound and outbound calls.
Therefore, OTHERCALLS and O_OTHERCALLS may each include
some TRANSFERRED. For Generic 3 switches, TRANSFERRED
includes all calls that transferred.

This is a cumulative item.

VDN tables
Number of calls that were transferred to another destination. For Generic
Generic 3 switches and for the ECS, TRANSFERRED includes all VDN
calls transferred.

This is a cumulative item.

Agent trace tables
Whether or not an answering agent initiated a transfer for this call. Valid
values are YES and NO. For Generic 3 switches, TRANSFERRED
includes all calls that are transferred.

Call record tables
Whether or not an answering agent initiated a transfer for this call
segment. Valid values are 0=NO, 1=YES. For Generic 3 switches and the
ECS, TRANSFERRED includes all calls that are transferred.

TRENDBASE

Database tables   The TRENDBASE item appears in the following database tables:

Current day configuration tables
Base date for seasonal trending.

TRUNKS

Database tables   The TRUNKS item appears in the following tables:

Trunk group tables
The current number of trunks assigned to this TKGRP.

This is an administrative item.

TSTAFFED (real-time)

Database tables   The TSTAFFED item appears in the following database tables:

Split/skill tables
The current number of top agents that are staffed in SPLIT. Available with Generic 3 switches with the EAS feature. However, "top" database items are significant only for Generic 3 switches and the ECS with EAS. TSTAFFED = TAVAILABLE + TAGINRING + TONACD + TINACW + TINAUX + TOTHER.

This is a status item.

TYPE (real-time)

Database tables   The TYPE (real-time) item appears in the following database tables:

Agent tables
The skill type ("p" for primary or "s" for secondary) associated with the SPLIT. Available on Generic 3 switches with EAS/vectoring feature. Note: For the ECS and later switch releases with the EAS feature, skill level 1 will be represented by "p", skill level 2 by "s" and skill levels 3-16 by blank. Users of more than 2 skill levels should use SKLEVEL items instead of SKILLTYPE items.

This is a status item.

UCID

Database tables   The UCID item appears in the following database tables:

Agent trace tables
The UCID is the Universal Call Identifier-a unique number assigned to this call segment within the customer network. Requires the *DEFINITY* ECS R6 and later.

Call record tables
The UCID is the Universal Call Identifier-a unique number assigned to this call segment within the customer network. Requires the *DEFINITY* ECS R6 and later.

USE_SVC_OBJ (real-time)

Database tables   The USE_SVC_OBJ item appears in the following database tables:

Agent tables
The agent requests calls based on the administered service objective for this skill. Values are 1=YES, 2=NO. Requires a DEFINITY ECS R6 or later with EAS.

This is a status item.

VDISCCALLS

Database tables   The VDISCCALLS item appears in the following database tables:

Vector tables
The number of calls forced to disconnect because the vector disconnect timer timed out or because the call reached a vector stop without being queued. "Vector stop" means an explicit "stop" vector command, the end of the vector, or the call executed 1000 vector steps. Available on Generic 3 Version 2 and newer switches.

This is a cumulative item.

VDN tables
Number of calls forced to disconnect because the vector disconnect timer timed out, or because the call reached a vector stop without being queued. ("Vector stop" means a "stop" vector command, the end of the vector, or the call executed 1000 vector steps.) Available on Generic 3 Version 2 and newer switches and on the ECS.

This is a cumulative item.

VDN

Database tables   The VDN item appears in the following database tables:

Agent tables
This is a real-time item.

The VDN that is associated with the agent's current split/skill or direct agent ACD call. Available on Generic 3 switches with vectoring, and Generic 3 Version 4 switch with EAS.

This is a status item.

Trunk group tables
The VDN to which the TKGRP terminates. Available on Generic 3 switches with vectoring.

This is an administrative item.

Trunk tables
This is a real-time item.

The VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on Generic 3 switches with vectoring.

This is a status item.

VDN tables
This is an index item.

Vector directory number associated with this VDN.

This is a row identifier item.

VDN exception table
VDN for which the exception occurred or that carried the malicious call.

This is a cumulative item.

Malicious call trace exception table
The VDN for which the exception occurred or that carried the malicious call. Available on Generic 3 and newer switches with vectoring.

This is a cumulative item.

VECTOR

Database tables   The VECTOR item appears in the following database tables:

Trunk tables
This is a real-time item.

The vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. Available on Generic 3 switches with vectoring.

This is a status item.

Vector tables
This is an index item.

The vector number that this row represents. Available on Generic 3 switches with vectoring.

This is a row identifier item.

VDN tables
This is an index item.

Vector number associated with this VDN.

This is an administrative item.

VDN exception table
Vector number associated with this VDN or for which the exception occurred.

This is a cumulative item.

Vector exception table
Vector number that this row represents, or for which the exception occurred.

This is a cumulative item.

WMODE_SEQ

Database tables   The WMODE_SEQ item appears in the following database tables:

Agent trace tables
Sequence number for events that occur in the same second.

WORKCODE

Database tables   The WORKCODE item appears in the following database tables:

Agent trace tables
Call work code the agent entered for the call. Available on Generic 3 switches with call work codes.

WORKMODE (real-time)

Database tables   The WORKMODE item appears in the following database tables:

Agent tables
This is a real-time item.

The current work mode of the agent. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value is blank.

This is a status item.

Agent trace tables
Work mode in which the agent was working during the trace. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent has not been logged in during the collection interval, the value is blank.

WORKSKILL (real-time)

Database tables   The WORKSKILL (real-time) item appears in the following database tables:

Agent tables
Use WORKSKILL for the following call conditions:

- When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW).

- When an agent is available, in AUX or in OTHER (this is null [blank]).

- When an agent is on an AUXIN/AUXOUT call (this is OLDEST_LOGON split/skill).

- When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON split/skill).

- When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call).

Note: WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL will be blank and WORKSPLIT will contain one of the split/skills in which the agent is available. For releases with the EAS feature active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports. Requires a Generic 3 Version 2 or later switch with the EAS feature.

This is a status item.

WORKSKLEVEL (real-time)

Database tables   The WORKSKLEVEL (real-time) item appears in the following database tables:

Agent tables
Contains either a skill level (1-16) for a normal skill or a reserve level (1 or 2) for a reserve skill. This WORKSKLEVEL applies to WORKSKILL. Requires a Generic 3 Version 2 or later switch with the EAS feature. Reserve levels are only available on the ECS R6 or later.

This is a status item.

WORKSPLIT (real-time)

Database tables   The WORKSPLIT (real-time) item appears in the following database tables:

Agent tables
Use WORKSPLIT for the following call conditions:

- When an agent is on a split/skill or direct agent ACD call or in ACW (this is the split/skill associated with the call or ACW).

- When an agent is available (this is one of the splits/skills the agent went available in).

- When an agent is on an AUXIN/AUXOUT call from the available state, while in AUX or with an AUXIN/AUXOUT call on hold (this is OLDEST_LOGON split/skill).

- When an agent is on an AUXIN call with an ACD call on hold (this is OLDEST_LOGON split/skill).

- When an agent is on an AUXOUT call with an ACD call on hold (this is the split/skill associated with the ACD call).

Note: WORKSKILL differs from WORKSPLIT only in the case that the agent is available. In this case, WORKSKILL is blank and WORKSPLIT will contain one of the split/skills in which the agent was available. For releases with the EAS feature active, it is recommended to use WORKSKILL instead of WORKSPLIT in reports. Requires a Generic 3 switch with the EAS feature.

This is a status item.

WORKSPLIT2-3 (real-time)

Database tables   The WORKSPLIT2-3 (real-time) item appears in the following database tables:

Agent tables
For agents available in multiple splits/skills, other splits/skills in which the agent is available. Available on Generic 3 switches.

WT1 ... 4

Database tables   The WT1 ... 4 items appear in the following database tables:

Current day configuration tables
Weight given to date 1 (WT1), date 2 (WT2), date 3 (WT3), and date 4 (WT4), respectively.

Switch cross-reference

Overview

Purpose   The following tables list which database items are supported by each of the switch releases.

Switch cross-reference information

Split/Skill database items

The following table lists which Split/Skill database items are supported by each of the switch releases.

The following is a key to the table:

- Items marked "X" indicate that the database item is supported by a switch.

- Items marked "EAS" require that the Expert Agent Selection feature be active on the switch for the items to be populated.

- Items marked "e" are populated for the releases shown, but the values are only meaningful for EAS releases.

- Items marked "t" are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X

Database Item	G3V2/G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACDAUXOUTCALLS	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ACDCALLS1-10	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X
ACWOUTADJCALLS	X	X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X
ACWOUTOFFCALLS	X	X	X	X	X	X
ACWOUTOFFTIME	X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X
AGINRING	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X
ASA		X	X	X	X	X
ASSISTS	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X
AUXOUTADJCALLS	X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X
AUXOUTOFFCALLS	X	X	X	X	X	X
AUXOUTOFFTIME	X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X
AVAILABLE	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X
CALLSOFFERED	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
CONFERENCE	X	X	X	X	X	X
DA_ACWINCALLS	X	X	X	X	X	X
DA_ACWINTIME	X	X	X	X	X	X
DA_ACWOCALLS	X	X	X	X	X	X
DA_ACWOTIME	X	X	X	X	X	X
DA_INACW	X	X	X	X	X	X
DA_INQUEUE	X	X	X	X	X	X
DA_INRING	X	X	X	X	X	X
DA_OLDESTCALL	X	X	X	X	X	X
DA_ONACD	X	X	X	X	X	X
DEQUECALLS	X	X	X	X	X	X
DEQUETIME	X	X	X	X	X	X
DISCCALLS	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X
EWTHIGH		X	X	X	X	X
EWTLOW		X	X	X	X	X
EWTMEDIUM		X	X	X	X	X
EWTTOP		X	X	X	X	X
FAGINRING				X	X	X
FAVAILABLE				X	X	X
FINACD				X	X	X
FINAUX				X	X	X
FONACD				X	X	X
FOTHER				X	X	X
FSTAFFED				X	X	X
GNAGINRING				X	X	X
GNAVAILABLE				X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
GNINACW				X	X	X
GNINAUX				X	X	X
GNINAUX0					X	X
GNINAUX1-9					X	X
GNONACD				X	X	X
GNONACDAUXOUT					X	X
GNONACDOUT					X	X
GNONACWIN					X	X
GNONACWOUT					X	X
GNONAUXIN					X	X
GNONAUXOUT					X	X
GNDA_INACW					X	X
GNDA_ONACD					X	X
GNOTHER				X	X	X
GNSTAFFED				X	X	X
HIGHCALLS	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X
I_ACDAUXINTIME	X	X	X	X	X	X
I_ACDAUX_OUTTIME	X	X	X	X	X	X
I_ACDOTHERTIME	X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
I_AUXOUTTIME	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X
I_AUXTIME0	X	X	X	X	X	X
I_AUXTIME1-9			EAS	X	X	X
I_AVAILTIME	X	X	X	X	X	X
I_DA_ACDTIME	X	X	X	X	X	X
I_DA_ACWTIME	X	X	X	X	X	X
I_NORMTIME				X	X	X
I_OL1TIME				X	X	X
I_OL2TIME				X	X	X
I_OTHERTIME	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X
I_TAUXTIME	X	X	X	X	X	X
I_TOTHERTIME				X	X	X
I_TAVAILABLE	X	X	X	X	X	X
INACW	X	X	X	X	X	X
INAUX	X	X	X	X	X	X
INAUX0	X	X	X	X	X	X
INAUX1-9			EAS	X	X	X
INCOMPLETE	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X
INRING	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
LOWCALLS	X	X	X	X	X	X
MAXINQUEUE	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
MAXOCWTIME	X	X	X	X	X	X
MAXSTAFFED	X	X	X	X	X	X
MAXTOP	t	t	t	t	t	t
MAX_TOT_PERCENTS				X	X	X
MEDCALLS	X	X	X	X	X	X
NOANSREDIR	X	X	X	X	X	X
O_ABNCALLS	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X
O_ACDTIME	X	X	X	X	X	X
O_ACWTIME	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X
ONACD	X	X	X	X	X	X
ONACDAUXOUT	X	X	X	X	X	X
ONACDOUT	X	X	X	X	X	X
ONACWIN	X	X	X	X	X	X
ONACWOUT	X	X	X	X	X	X
ONAUXIN	X	X	X	X	X	X
ONAUXOUT	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X
OTHER	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X
PERIOD 1-9	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
POSITIONS	X	X	X	X	X	X
R1AGINRING				X	X	X
R1AVAILABLE				X	X	X
R1INACW				X	X	X
R1INAUX				X	X	X
R1ONACD				X	X	X
R1OTHER				X	X	X
R1STAFFED				X	X	X
R2AGINRING				X	X	X
R2AVAILABLE				X	X	X
R2INACW				X	X	X
R2INAUX				X	X	X
R2ONACD				X	X	X
R2OTHER				X	X	X
R2STAFFED				X	X	X
RINGCALLS	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X
SKSTATE				X	X	X
SLVLABNS	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X
STAFFED	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X
TAGINRING	t	t	t	t	t	t
TAVAILABLE	t	t	t	t	t	t

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
TDA_INACW	t	t	t	t	t	t
TDA_ONACD	t	t	t	t	t	t
TINACW	t	t	t	t	t	t
TINAUX	t	t	t	t	t	t
TINAUX0	t	t	t	t	t	t
TINAUX1-9			EAS	X	X	X
TONACD	t	t	t	t	t	t
TONACDAUXOUT	t	t	t	t	t	t
TONACDOUT	t	t	t	t	t	t
TONACWIN	t	t	t	t	t	t
TONACWOUT	t	t	t	t	t	t
TONAUXIN	t	t	t	t	t	t
TONAUXOUT	t	t	t	t	t	t
TOPCALLS	X	X	X	t	t	t
TOTHER	t	t	t	t	t	t
TOT_PERCENTS				X	X	X
TRANSFERRED	X	X	X	X	X	X
TSTAFFED	t	t	t	t	t	t

Agent database items   The following table lists which Agent database items are supported by each of the switch releases.

The following is a key to the table:

- Items marked "X" indicate that the database item is supported by a switch.

- Items marked "EAS" require that the Expert Agent Selection feature be active on the switch for the items to be populated.

- Items marked "e" are populated for the releases shown, but the values are only meaningful for EAS releases.

- Items marked "*" are populated for the releases shown, but the values are only meaningful for Generic 3 EAS releases, with skill level distribution of calls.

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X
ACD	X	X	X	X	X	X
ACD_RELEASE	X	X	X	X	X	X
ACDAUXOUTCALLS	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ACDONHOLD	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X
ACWOUTADJCALL	X	X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X
ACWOUTOFFCALLS	X	X	X	X	X	X
ACWOUTOFFTIME	X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X
AGDURATION				X	X	X
AGSTATE	X	X	X	X	X	X
AGTIME	X	X	X	X	X	X
ANSRINGTIME	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X
ASSISTS	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X
AUXOUTADJCALLS	X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X
AUXOUTOFFCALLS	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
AUXOUTOFFTIME	X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X
AUXREASON	X*	X*	X*	X*	X*	X*
AWORKMODE	X	X	X	X	X	X
CHANGED	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X
DA_ABNCALLS	X	X	X	X	X	X
DA_ABNTIME	X	X	X	X	X	X
DA_ACDCALLS	X	X	X	X	X	X
DA_ACDTIME	X	X	X	X	X	X
DA_ACWINCALLS	X	X	X	X	X	X
DA_ACWINTIME	X	X	X	X	X	X
DA_ACWOADJCALLS	X	X	X	X	X	X
DA_ACWOCALLS	X	X	X	X	X	X
DA_ACWOOFFCALLS	X	X	X	X	X	X
DA_ACWOOFFTIME	X	X	X	X	X	X
DA_ACWOTIME	X	X	X	X	X	X
DA_ACWTIME	X	X	X	X	X	X
DA_ANSTIME	X	X	X	X	X	X
DA_INQUEUE	X	X	X	X	X	X
DA_OLDESTCALL	X	X	X	X	X	X
DA_OTHERCALLS	X	X	X	X	X	X
DA_OTHERTIME	X	X	X	X	X	X
DA_RELEASE	X	X	X	X	X	X
DA_SKILL			X	X	X	X
DACALLS_FIRST				X	X	X
DESTINATION	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
DURATION	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X
GNSKILL			X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X
I_ACDAUXINTIME	X	X	X	X	X	X
I_ACDAUX_OUTTIME	X	X	X	X	X	X
I_ACDOTHERTIME	X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X
I_AVAILTIME	X	X	X	X	X	X
I_DA_ACDTIME	X	X	X	X	X	X
I_DA_ACWTIME	X	X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
LEVEL			EAS	EAS	EAS	EAS
LOC_ID						X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
LOGID	X	X	X	X	X	X
LOGONSKILL	e	e	e	e	e	e
LOGONSKILL2-4	EAS	EAS	EAS	EAS	EAS	EAS
LOGONSKILL5			EAS	EAS	EAS	EAS
LOGONSKILL6-20			EAS	EAS	EAS	EAS
LOGONSTART	X	X	X	X	X	X
MALICIOUS	X	X	X	X	X	X
MOVEPENDING		X	X	X	X	X
NOANSREDIR	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X
O_ACDTIME	X	X	X	X	X	X
O_ACWTIME	X	X	X	X	X	X
OLDEST_LOGON	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X
ORIGIN	X	X	X	X	X	X
PENDINGSPLIT		X	X	X	X	X
PERCENT				X	X	X
PHANTOMABNS	X	X	X	X	X	X
POSITION	X	X	X	X	X	X
PREFERENCE			X	X	X	X
RINGCALLS	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X
ROLE				X	X	X
ROW_DATE	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
SKILLTYPE For ECS R5, these items are populated with "p" for skill level 1, "s" for skill level 2, and "blank" for skill levels 3-16. Customers with Generic 3 Version 5 or later EAS should use the SKLEVEL items instead to see all skill levels.	EAS	EAS	X	X	X	X
SKILLTYPE2-4	EAS	EAS	X	X	X	X
SKLEVEL	EAS	EAS	EAS	EAS	X	X
SKLEVEL2-4	EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL5-20			EAS	EAS	EAS	EAS
SKPERCENT				X	X	X
SKPERCENT2-20				X	X	X
SPLIT	X	X	X	X	X	X
STARTED	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
TI_AUXTIME	X	X	X	X	X	X
TI_AUXTIME0	X	X	X	X	X	X
TI_AUXTIME1-9			EAS	EAS	EAS	EAS
TI_AVAILTIME	X	X	X	X	X	X
TI_OTHERTIME	X	X	X	X	X	X
TI_STAFFTIME	X	X	X	X	X	X
TOPSKILL	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X
TYPE	EAS	EAS	EAS	X	X	X
USE_SVC_OBJ				X	X	X
VDN	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
WORKMODE	X	X	X	X	X	X
WORKSKLEVEL	EAS	EAS	EAS	EAS	EAS	EAS
WORKSKILL	X	X	X	X	X	X
WORKSPLIT	X	X	X	X	X	X
WORKSPLIT2-3	X	X	X	X	X	X
WORKSPLIT4	X	X	X	X	X	X
WORKSPLIT5			EAS	EAS	EAS	EAS
WORKSPLIT6-20			EAS	EAS	EAS	EAS

Trunk group database items

The following table lists the Trunk Group database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X
ABNVECCALLS	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ADJUNCTOUT	X	X	X	X	X	X
ALLINUSE	X	X	X	X	X	X
ALLINUSETIME	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X
BH_ALLINUSETIME	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X
BH_DISCCALLS	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
BH_INCALLS	X	X	X	X	X	X
BH_INTIME	X	X	X	X	X	X
BH_OABNCALLS	X	X	X	X	X	X
BH_OACDCALLS	X	X	X	X	X	X
BH_OOTHERCALLS	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X
BH_OUTCALLS	X	X	X	X	X	X
BH_OUTTIME	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X
BLOCKAGE				X	X	X
BUSYCALLS	X	X	X	X	X	X
COMPLETED	X	X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X
DISCCALLS	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X (8 char)
FAILURES				X	X	X
I_INOCC	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X
INBOUND	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INTIME	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
MBUSY	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X
NUMINUSE	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
O_ABNCALLS	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X
OUTBOUND	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SETUPTIME	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X
TRUNKS	X	X	X	X	X	X
VDN	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X

Trunk database items   The following table lists which Trunk database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ACD	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X
CALLING_LOGID	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X
DURATION	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
EQLOC	X	X	X	X	X	X (8 char)
EXTENSION	X	X	X	X	X	X
FAILURES				X	X	X
I_INOCC	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INTIME	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
ITN	X	X	X	X	X	X
LOC_ID						X
LOGID	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X
O_ABNCALLS	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X
PRIORITY	X	X	X	X	X	X
PRIORITY2-3	X	X	X	X	X	X
QUECOUNT	X	X	X	X	X	X
QUETYPE	X	X	X	X	X	X
QUETYPE2-3	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
SPLIT2-3	X	X	X	X	X	X
STARTED	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X
TKSTATE	X	X	X	X	X	X
VDN	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X

Vector Database items   The following table lists which Vector database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X
ACD	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ADJATTEMPTS	X	X	X	X	X	X
ADJROUTED	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X
DEFLECTCALLS				X	X	X
DISCCALLS	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X
GOTOCALLS	X	X	X	X	X	X
GOTOTIME	X	X	X	X	X	X

Database Item	G3V2/G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
INCALLS	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X
INPROGRESS	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X
INRING	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X
INTIME	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
LOOKATTEMPTS	X	X	X	X	X	X
LOOKFLOWCALLS	X	X	X	X	X	X
NETDISCCALLS				X	X	X
NETPOLLS				X	X	X
NUMVDNS	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X
RINGCALLS	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
VDISCCALLS	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X

VDN Database items   The following table lists which VDN database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ABNCALLS	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X
ACD	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X
ACTIVECALLS		X	X	X	X	X
ACWTIME	X	X	X	X	X	X
ADJATTEMPTS	X	X	X	X	X	X
ADJROUTED	X	X	X	X	X	X
ANSCONNCALLS1-10	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X
ASA		X	X	X	X	X
ATAGENT	X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X
BH_ACDTIME	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X
BH_DISCCALLS	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X
BH_VDNCALLS	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
BSRPLAN				X	X	X
BUSYCALLS	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X
CONNECTTIME	X	X	X	X	X	X
CONNTALKTIME	X	X	X	X	X	X
DEFLECTCALLS				X	X	X
DISCCALLS	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X
HOLDACDCALLS	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X
ILN	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X
INPROGRESS	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X
INRING	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X
INTIME	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
INVECTOR	X	X	X	X	X	X
LOOKATTEMPTS	X	X	X	X	X	X
LOOKFLOWCALLS	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
MAXOCWTIME	X	X	X	X	X	X
MAXWAITING	X	X	X	X	X	X
NETDISCCALLS				X	X	X
NETINCALLS				X	X	X
NETINTIME				X	X	X
NETPOLLS				X	X	X
NOANSREDIR	X	X	X	X	X	X
NUMTGS	X	X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X
PERIOD1-9	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X
RETURNCALLS	X (V3)	X	X	X	X	X
RINGCALLS	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X
SKILL1-3	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLACWTIME1-3	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLCALLS1-3	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLTIME1-3	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SLVLABNS	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
SVCLEVELCHG	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X
VDISCCALLS	X	X	X	X	X	X
VDN	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X

Call work codes database items
The following table lists the Call Work Codes database items and the switches each item applies to:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X
CWC	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X

Agent login/logout database items
The following table lists which Agent Login/Logout database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
EXTN	X	X	X	X	X	X
INFLAG	X	X	X	X	X	X
LOC_ID						X
LOGID	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
LOGIN	X	X	X	X	X	X
LOGONSKILL2-4	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
LOGONSKILL5			X (EAS)	X (EAS)	X (EAS)	X (EAS)
LOGONSKILL6-20			X (EAS)	X (EAS)	X (EAS)	X (EAS)
LOGOUT	X	X	X	X	X	X
LOGOUT_DATE	X	X	X	X	X	X
LOGOUTREASON			X (EAS)	X (EAS)	X (EAS)	X (EAS)
OUTFLAG	X	X	X	X	X	X
PREFERENCE			X	X	X	X
ROW_DATE	X	X	X	X	X	X
SKILLTYPE	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKILLTYPE2-4	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL2-4	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKLEVEL5-20			X (EAS)	X (EAS)	X (EAS)	X (EAS)
SKPERCENT				X	X	X
SKPERCENT2-20				X	X	X
SPLIT	X	X	X	X	X	X

Agent trace database items   The following table lists which Agent Trace database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
AGT_RELEASED	X	X	X	X	X	X
ASSIST_ACTV	X	X	X	X	X	X
AUXREASON	X	X	X	X	X	X
CALLER_HOLD	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
CALLING_II			X	X	X	X
CALLING_PTY	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X
DIGITS_DIALED	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X
DURATION	X	X	X	X	X	X
EVENT_TIME	X	X	X	X	X	X
EXT_CALL_ORIG	X	X	X	X	X	X
KEYBD_DIALED	X	X	X	X	X	X
LOC_ID						X
LOGID (index)	X	X	X	X	X	X
LOGOUTREASON	X	X	X	X	X	X
MCT	X	X	X	X	X	X
RECONNECT	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X
UCID				X	X	X
WMODE_SEQ	X	X	X	X	X	X
WORKCODE	X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X

Current day configuration database items

The following table lists which Current Day Configuration database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
CHANGE	X	X	X	X	X	X
CHPROF	X	X	X	X	X	X
FMETHOD	X	X	X	X	X	X
HDATE1	X	X	X	X	X	X
HDATE2	X	X	X	X	X	X
HDATE3	X	X	X	X	X	X
HDATE4	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X
TRENDBASE	X	X	X	X	X	X
WT1	X	X	X	X	X	X
WT2	X	X	X	X	X	X
WT3	X	X	X	X	X	X
WT4	X	X	X	X	X	X

Current day report database items

The following table lists which Current Day Report database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
AGOCC	X	X	X	X	X	X
AVGAGSERV	X	X	X	X	X	X
AVGSPEEDANS	X	X	X	X	X	X
FCALLS	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
NUMAGREQ	X	X	X	X	X	X
RAGOCC	X	X	X	X	X	X
RAVGSPEEDANS	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X
RSERVLEVELP	X	X	X	X	X	X
SERVLEVELP	X	X	X	X	X	X
SERVLEVELT	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X

Call record database items

The following table lists which Call Record database items are supported by each of the switch releases:

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ACD	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X
AGT_RELEASED	X	X	X	X	X	X
ANSHOLDTIME	X	X	X	X	X	X
ANSLOCID					X	X
ANSLOGIN	X	X	X	X	X	X
ANSREASON	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X
CALLID	X	X	X	X	X	X
CALLING_II			X	X	X	X
CALLING_PTY	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X
CONSULTTIME	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
DA_QUEUED	X	X	X	X	X	X
DIALED_NUM	X	X	X	X	X	X
DISPIVECTOR	X	X	X	X	X	X
DISPOSITION	X	X	X	X	X	X
DISPPRIORITY	X	X	X	X	X	X
DISPSKLEVEL			X (EAS)	X (EAS)	X (EAS)	X (EAS)
DISPSPLIT	X	X	X	X	X	X
DISPTIME	X	X	X	X	X	X
DISPVDN	X	X	X	X	X	X
DURATION	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X (8 char)
EVENT1-9	X	X	X	X	X	X
FIRSTIVECTOR	X	X	X	X	X	X
FIRSTVDN	X	X	X	X	X	X
HELD	X	X	X	X	X	X
HOLDABN	X	X	X	X	X	X
LASTCWC	X	X	X	X	X	X
LASTDIGITS				X	X	X
LASTOBSERVER	X	X	X	X	X	X
MALICIOUS	X	X	X	X	X	X
NETINTIME				X	X	X
OBSERVINGCALL	X	X	X	X	X	X
OBSLOCID					X	X
ORIGHOLDTIME				X	X	X
ORIGLOCID					X	X
ORIGLOGIN	X	X	X	X	X	X
ORIGREASON	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X

Database Item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8
ROW_TIME	X	X	X	X	X	X
SEGMENT	X	X	X	X	X	X
SEGSTART	X	X	X	X	X	X
SEGSTOP	X	X	X	X	X	X
SEQNUM	X	X	X	X	X	X
SPLIT1	X	X	X	X	X	X
SPLIT2	X	X	X	X	X	X
SPLIT3	X	X	X	X	X	X
TALKTIME	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X
UCID				X	X	X

Search values and calculations

Overview

Purpose

This section presents database search values and calculations.

Organization

- Agent State and Row Search Values Cross-Reference
- Call Disposition and Row Search Values Cross-Reference
- Standard Dictionary Calculations
- Reports-specific Calculations

Agent state and row search values cross-reference

Agent state and row search table of values

Use the following table to identify how *CentreVu* CMS stores Agent State (names) and the applicable row search values:

Status Database Items	State Names	Values for Row Search
AG_DEST	PBX	1
	OFF	2
AG_DEST	PBX	1
	OFF	2
AG_DIR	OUT	1
	IN	2
AG_ORIG	BLANK	0
	PHONE	1
	KEYBOARD	2

Status Database Items	State Names	Values for Row Search
AG_PREF	LVL	1
	NEED	2
ALL_BUSY	YES	1
	NO	0
PER_CHG	YES	1
	NO	0
SLVL_CHG	YES	1
	NO	0
TKSTATE	UNKNOWN	0
	IDLE	1
	SEIZED	2
	QUEUED	3
	CONN	4
	DABN	5
	MBUSY	6
	FBUSY	7
	FDISC	8
	HOLD	9
	RINGING	80
TK_DIR	IN	2
	OUT	1
TK_PRI	YES	1
	NO	0
TK_QTYPE	MAIN	1
	BACKUP	2

Status Database Items	State Names	Values for Row Search
WORKMODE	UNKNOWN	0
	UNSTAF	10
	AVAIL	20
	ACD	30
	ACW	40
	AUX	50
	DACD	60
	DACW	70
	OTHER	220
	RING	80
	LOGON	100
	LOGOFF	110
	TRACE ON	120
	TRACE OFF	121

Call disposition and row search values cross-reference

Call disposition and row search table of values

Use the following table to identify how *CentreVu* CMS stores Call Disposition and the applicable row search values:

Status Database Items	State Names	Values for Row Search
DISPOSITION	CONN	1
	ANS	2
	ABAN	3
	IFLOW	4
	FBUSY	5
	FDISC	6
	OTHER	7

Calculations

Overview

Purpose   These are the calculations used in real-time and historical reports. You can also use them in custom reports. Do *not* modify any of the standard *CentreVu* CMS Dictionary calculations. If you modify the standard calculations the meaning of the data will be changed.

Standard Dictionary Calculations

Standard Dictionary Calculations Table   The following table lists all of the standard *CentreVu* CMS Dictionary calculations:

Calculation Name	Calculation	Description
ACW_AUX_OUT_ADJ	ACWAUXOUTADJCALLS + AUXOUTADJCALLS	Off-switch calls by adjunct while in ACW or AUX.
ACW_AUX_OUT_CALLS	sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)	All off-switch calls placed while in ACW or AUX.
AGENTS_ON_EXT_CALLS	(ONACWIN + ONAUXIN + ONACWOUT + ONAUXOUT)	Agents on extension calls.
AVG_ABANDON_TIME	ABNTIME / ABNCALLS	Average time to abandon.
AVG_ABANDON_TIME_SUM	sum(ABNTIME) / sum(ABNCALLS)	Total average abandon time.
AVG_ACD_TALK_TIME	ACDTIME / ACDCALLS	Average ACD talk time.
AVG_ACD_TALK_TIM_SUM	(sum(ACDTIME) / sum(ACDCALLS)	Total average ACD talk time.
AVG_ACW_TIME	ACWTIME / ACDCALLS	Average ACW time.

Calculation Name	Calculation	Description
AVG_ACW_TIME_SUM	sum(ACWTIME) / sum(ACDCALLS)	Total average ACW time.
AVG_ACWAUX_OUT_CALLS	sum(ACWOUTOFFTIME + AUXOUTOFFTIME) / sum(ACWOUTOFFCALLS + AUXOUTOFFCALLS)	Average time for off-switch calls while in ACW or AUX.
AVG_AGENT_ACW_SUM	sum(TOTAL_ACWTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACW time.
AVG_AGENT_ACW_TIME	TOTAL_ACWTIME / TOTAL_ACDCALLS	Average ACW time.
AVG_AGENT_TALK_SUM	sum(TOTAL_ACDTIME) / sum(TOTAL_ACDCALLS)	Total average agent ACD talk time.
AVG_AGENT_TALK_TIME	TOTAL_ACDTIME / TOTAL_ACDCALLS	Average agent ACD talk time.
AVG_ANSWER_SPEED	ANSTIME / ACDCALLS	Average speed of answer.
AVG_ANSWER_SPEED_SU M	sum(ANSTIME) / sum(ACDCALLS)	Total average answer speed.
AVG_CONNECT_TIME	CONNECTTIME / CONNECTCALLS	Average amount of time for a non-ACD call to connect to agent.
AVG_CONNECT_TIME_SUM	sum(CONNECTTIME) / sum(CONNECTCALLS)	Total average amount of time for a non-ACD call to connect to agent.
AVG_DEQUE_ACD_TIME	DEQUETIME / DEQUECALLS	Average talk time for calls queued to a split and elsewhere.
AVG_EQV_AGENTS_STFD	(TOTAL_I_ACDACW + TOTAL_I_ACDHOLD + TOP_AVAUXTIME + FTEA_AVAUX) / (INTRVL * 60)	The average positions staffed for this skill across all call handling preferences.
AVG_HOLD_TIME	HOLDTIME / HOLDCALLS	Average hold time.

Calculation Name	Calculation	Description
AVG_HOLD_TIME_SUM	sum(HOLDTIME) / sum(HOLDCALLS)	Total average hold time.
AVG_INB_ACD_TIME	(TOTAL_ACDTIME - O_ACDTIME) / (TOTAL_ACDCALLS - O_ACDCALLS)	The average inbound ACD time.
AVG_INB_ACW_TIME	(TOTAL_ACWTIME - O_ACWTIME) / INBOUND_ACDCALLS	The average inbound ACW time.
AVG_INB_ACD_TIME_SUM	(sum(TOTAL_ACDTIME - O_ACDTIME)) / INBOUND_ACDCALLS	Average inbound ACD time.
AVG_INB_ACW_TIME_SUM	(sum(TOTAL_ACWTIME- O_ACWTIME))/ INBOUND_ACDCALLS	Average inbound ACW time.
AVG_OUTB_ACD_SUM	sum(O_ACDTIME) / sum(O_ACDCALLS)	Total outbound average ACD talk time.
AVG_OUTB_ACD_TIME	O_ACDTIME / O_ACDCALLS	Outbound average ACD talk time.
AVG_OUTB_ACW_SUM	sum(O_ACWTIME) / sum(O_ACDCALLS)	Total outbound average ACW talk time.
AVG_OUTB_ACW_TIME	O_ACWTIME / O_ACDCALLS	Outbound average ACW talk time.
AVG_POS_STAFF	I_STAFFTIME / (INTRVL * 60)	Average positions staffed.
AVG_POS_STAFF_SUM	sum(I_STAFFTIME) / sum(INTRVL * 60)	Total average positions staffed.
AVG_TALK_TIME_IN	(ACWINTIME + AUXINTIME) / (ACWINCALLS + AUXINCALLS)	Extension in calls average talk time.
AVG_TALK_TIME_IN_SUM	sum(ACWINTIME + AUXINTIME) / sum(ACWINCALLS + AUXINCALLS)	Extension in calls total average talk time.
AVG_TALK_TIME_OUT	(ACWOUTTIME + AUXOUTTIME) / (ACWOUTCALLS + AUXOUTCALLS)	Extension out calls average talk time.

Calculation Name	Calculation	Description
AVG_TALK_TIM_OUT_SUM	sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)	Extension out calls total average talk time
AVG_TOP_STAFF_SUM	sum(TOT_I_ACDACW_SUM + TOT_I_ACDHOLD_SUM + TOP_AVAUXTIME_SUM)/sum(INTRVL*60)	Average positions staffed for EAS, summed over all records found in the search, making use of the top agent concept to avoid double- counting agents' time when they are staffed in multiple skills.
AVG_TRK_HOLD_IN_SUM	sum(INTIME) / sum(INCALLS)	Inbound total average trunk holding time.
AVG_TRK_HOLD_OUT_SUM	sum(OUTTIME) / sum(OUTCALLS)	Outbound total average trunk holding time.
AVG_TRK_HOLD_TIME	(INTIME + OUTTIME) / (INCALLS + OUTCALLS)	Average trunk holding time.
AVG_TRK_HOLD_TIME_IN	INTIME / INCALLS	Inbound average trunk holding time.
AVG_TRK_HOLD_TIM_OUT	OUTTIME / OUTCALLS	Outbound average trunk holding time.
AVG_VDN_ACD_SK1_TIME	SKILLTIME1/SKILLCALLS1	Average time spent on calls for VDN skill preference 1.
AVG_VDN_ACD_SK2_TIME	SKILLTIME2/SKILLCALLS2	Average time spent on calls for VDN skill preference 2.
AVG_VDN_ACD_SK3_TIME	SKILLTIME3/SKILCALLS3	Average time spent on calls for VDN skill preference 3.
AVG_VDN_ACW_SK1_TIME	SKILLACWTIME1/SKILLCALLS1	Average time spent in ACW for VDN skill preference 1.

Calculation Name	Calculation	Description
AVG_VDN_ACW_SK2_TIME	SKILLACWTIME2/SKILLCALLS2	Average time spent in ACW for VDN skill preference 2.
AVG_VDN_ACW_SK3_TIME	SKILLACWTIME3/SKILLCALLS3	Average time spent in ACW for VDN skill preference 3.
AVG_VDN_TIME	INTIME / INCALLS	Average VDN time.
AVG_VDN_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average time in VDN.
AVG_VEC_TIME	INTIME / INCALLS	Average vector time.
AVG_VEC_TIME_SUM	sum(INTIME) / sum(INCALLS)	Total average vector time.
BUSY_DISCONNECT	BUSYCALLS + DISCCALLS	Number of calls that were busy and disconnected.
CALLS_PER_POS	(60 * INTRVL * ACDCALLS) / I_STAFFTIME	Calls per position staffed.
CALLS_PER_POS_SUM	(sum(60 * INTRVL) * sum(ACDCALLS))/ sum(I_STAFFTIME	Total calls per position.
CALLS_WAITING	INQUEUE + INRING	Number of calls ringing and queued for split/skill.
CCS_TIME_INBOUND	sum(I_INOCC)/100	CCS trunk time attributed to inbound calls.
CCS_TIME_OUTBOUND	sum(I_OUTOCC)/100	CCS trunk time attributed to outbound calls.
DEDICATED_AGENT	(FTE_AGENTS) + TSTAFFED	The number of agents considered dedicated to this skill.
EXT_CALL_IN	(ACWINCALLS + AUXINCALLS0	Incoming extension calls.
EXT_CALL_OUT	ACWOUTCALLS + AUXOUTCALLS	Outgoing extension calls.

Calculation Name	Calculation	Description
EXT_IN_TIME	(I_ACWINTIME + I_AUXINTIME)	Time on incoming extension calls.
EXT_OUT_TIME	(I_ACWOUTTIME + I_AUXOUTTIME)	Time on outgoing extension calls.
FACTIVE_AG	FAGINRING + FONACD + FINACW	The number of flex agents on ACD calls, ringing, or in ACW for this skill.
FTE_AGENTS	TOT_PERCENTS / 100	The number of full-time equivalent agents staffed for this skill.
FTEA_AVAUX	(I_AVAILTIME + I_AUXTIME) * (MAX_FTE_AGENTS) / MAXSTAFFED	The proportion of non-ACD time for this skill for percent allocated (PCNT) agents.
I_SUM_TIME	I_ACDTIME + I_ACWTIME + I_OTHERTIME + I_RINGTIME + I_DA_ACDTIME + I_ DA_ACWTIME	Intermediate time used to calculate INT_AUXTIME.
INBOUND_ACDCALLS	(sum (TOTAL_ACDCALLS - O_ACDCALLS))	Total inbound ACD calls.
INT_AUXTIME	I_STAFFTIME - I_AVAILTIME - I_ACDTIME - I_ACWTIME - I_OTHERTIME - I_RINGTIME - I_DA_ACDTIME - I_DA_ACWTIME	Agent time in AUX work in a single split/skill.
INTRVL_END_TIME	STARTTIME + INTERVL	Time of the end of an interval.
MAIN_ACD_CALLS	sum(ACDCALLS) - sum (BACKUPCALLS)	Calls answered for main split/skill.
MAX_DEDICATED_AGT	(MAX_FTE_AGENTS) + MAXTOP	The maximum agents (top agents plus full-time equivalent agents) considered dedicated to this skill.

Calculation Name	Calculation	Description
MAX_FTE_AGENTS	MAX_TOT_PERCENTS / 100	The maximum number of full-time equivalent agents on this skill.
PERCENT_ACD_TIME	100 * ((I_ACDTIME + I_ACWTIME) / I_STAFFTIME)	Percentage of time agents spend on split/skill ACD calls and in ACW.
PERCENT_ACD_TIME_SUM	100 * (sum(I_ACDTIME + I_ACWTIME) / sum(I_STAFFTIME))	Total percentage of time agents in spend on split/skill ACD calls and in ACW.
PERCENT_ALL_BUSY	100 * (ALLINUSETIME / SECS_PER_DAY)	Percentage of time all trunks in use.
PERCENT_ALL_BUSY_D	100 * (ALLINUSETIME / d_secs.SECSPERDAY)	Percentage of time all trunks in use in the day.
PERCENT_ALL_BUSY_I	100*(ALLINUSETIME)/sum(INTERVL*60)	Percent of time all trunks were busy in interval.
PERCENT_ALL_BUSY_M	100 * (ALLINUSETIME /m_secs.SECSPERMN)	Percentage of time all trunks in use in the month.
PERCENT_ALL_BUSY_W	100 * (ALLINUSETIME /w_secs.SECSPERWK)	Percentage of time all trunks in use in the week.
PERCENT_ALL_BUSY_SUM	100 * (sum(ALLINUSETIME) / sum(SECS_PER_DAY))	Percentage of time all trunks in use.
PERCENT_AL_BSY_SUM_D	100 * (sum(ALLINUSETIME) / sum(d_secs.SECSPERDAY))	Percentage of time all trunks in use during the day.
PERCENT_AL_BSY_SUM_M	100 * (sum(ALLINUSETIME) / sum(m_secs.SECSPERMN))	Percentage of time all trunks in use during the month.
PERCENT_AL_BSY_SUM_W	100 * (sum(ALLINUSETIME) / sum(w_secs.SECSPERWK))	Percentage of time all trunks in use during the week.

Calculation Name	Calculation	Description
PERCENT_ALL_MBUSY_I	100*(MBUSYTIME)/(INTERVL*60)sum(TRUNKS)	Percent of time all trunks were maintenance busy.
PERCENT_AUX_WORK	100 * (I_AUXTIME / I_STAFFTIME)	Percentage time agents spent in AUX.
PERCENT_AUX_WORK_SUM	100 * (sum(I_AUXTIME) / sum(I_STAFFTIME))	Total percentage time agents spent in AUX.
PERCENT_CALL_ABAN	100 * (ABNCALLS / (CALLSOFFERED))	Percentage of calls offered that abandoned.
PERCENT_CALL_ANS	100 * (ACDCALLS / CALLSOFFERED)	Percentage of calls offered that were answered.
PERCENT_CALL_ANS_SUM	100 * (sum(ACDCALLS) / sum(CALLSOFFERED))	Total percentage of calls offered that were answered.
PERCENT_MBUSY	100 * (MBUSYTIME / (SECS_PER_DAY * TRUNKS))	Percent of time trunks maintenance busy. NOTE: This calculation is obsolete. Do not use it.
PERCENT_MBUSY_D	100 * (MBUSYTIME / (d_secs.SECSPERDAY * TRUNKS))	Percent of time trunks were maintenance busy during the day.
PERCENT_MBUSY_M	100 * (MBUSYTIME / (m_secs.SECSPERMN * TRUNKS))	Percent of time all trunks were maintenance busy during the month.
PERCENT_MBUSY_W	100 * (MBUSYTIME / (w_secs.SECSPERWK * TRUNKS))	Percent of time all trunks were maintenance busy during the week.
PERCENT_MBUSY_SUM_D	100 * (sum(MBUSYTIME) / (avg(d_secs.SECSPERDAY) * sum(TRUNKS)))	Percent of time all trunks were maintenance busy during the day.

Calculation Name	Calculation	Description
PERCENT_MBUSY_SUM_M	100 * (sum(MBUSYTIME) / (avg(m_secs.SECSPERMN) * sum(TRUNKS)))	Percent of time all trunks were maintenance busy during the month.
PERCENT_MBUSY_SUM_W	100 * (sum(MBUSYTIME) / (avg(w_secs.SECSPERWK) * TRUNKS))	Percent of time all trunks were maintenance busy during the week.
PERCENT_MBUSY_SUM	100 * (sum(MBUSYTIME) / (avg(SECS_PER_DAY) * sum(TRUNKS)))	Percent time trunks in were maintenance busy. NOTE: This calculation is obsolete. Do not use it.
PERCENT_SERV_LVL_SPL	100 * (ACCEPTABLE / CALLSOFFERED)	Percentage of calls answered in service level for split/skill.
PERCENT_SERV_LVL_VDN	100 * (sum(ACCEPTABLE) / sum(INCALLS))	Percent of calls answered within service level for VDN
PERCENT_SERV_SPL_OUT	100 - <PERCENT_SERV_LVL_SPL>	Percent of calls to a split/skill outside of the Area 51 service level.
PERCENT_SERV_VDN_OUT	100 - <PERCENT_SERV_LVL_VDN>	Percent of calls to VDN outside service level.
PERCENT_SLVL_SPL_SUM	100 * (sum(ACCEPTABLE) * sum (CALLSOFFERED))	Percent of total split calls answered in service level
PERCENT_VDN_ABAN	100 * (sum(ABNCALLS) / sum(INCALLS))	Percent of calls abandoned
PERCENT_VDN_ANSCONN	100 * (sum(ACDCALLS + CONNECTCALLS) / sum(INCALLS))	Percent of calls answered within service level for VDN.

Calculation Name	Calculation	Description
R1ACTIVE_AGT	R1AGINRING + R1ONACD + R1INACW	The number of reserve1 agents on ACD calls, ringing, or in ACW for this skill.
R2ACTIVE_AGT	R2AGINRING + R2ONACD + R2INACW	The number of reserve2 agents on ACD calls, ringing, or in ACW for this skill.
SECS_PER_DAY	(24 * 60 * 60)	Seconds per day. NOTE: To use <SECS_PER_DAY>, data collection must be active 24 hours a day, seven days a week.
TOP_AVAUXTIME	sum (I_TAUXTIME+I_TAVAILTIME+I_TOTHERTIME)	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the time top agents spent in AUX work and available.
TOP_AVAUXTIME_SUM	sum (I_TAUXTIME+I_TAVAILTIME)	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the time top agents spent in AUX work and available.
TOT_I_ACDACW_SUM	sum(I_ACDTIME + I_ACWTIME + I_DA_ACDTIME + I_DA_ACWTIME + I_RINGTIME)	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.

Calculation Name	Calculation	Description
TOT_I_ACDHOLD_SUM	sum(I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACDAUX_OUTTIME)	Subcalculation that supports the new AVG_TOP_STAFF_SUM calculation. Sum of the time agents spent with ACD calls on hold.
TOTAL_I_ACDACW	sum (I_ACDTIME + I_ACWTIME +I_DA_ACDTIME+I_DA_ACWTIME +I_RINGTIME)	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the ACD and ACW time for split/skill and direct agent calls, plus the (agent) ringing time for those calls.
TOTAL_ACDCALLS	(ACDCALLS + DA_ACDCALLS)	Total split/skill and direct agent ACD calls.
TOTAL_I_ACDHOLD	sum (I_ACDOTHERTIME+ I_ACDAUXINTIME+ I_ACDAUX_OUTITME)	Subcalculation that supports the new AVG_TOP_STAFF calculation. Sum of the time agents spent with ACD calls on hold.
TOTAL_ACDTIME	ACDTIME + DA_ACDTIME	Total ACD time.
TOTAL_ACWTIME	(ACWTIME + DA_ACWTIME)	Total ACW time.
TOTAL_I_ACDTIME	(I_ACDTIME + I_DA_ACDTIME)	Total interval-based ACD time.
TOTAL_I_ACDHOLD	I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACD_ACDAUX_OUTTIME	Sum of the time agents spent with ACD calls on hold.
TOTAL_I_ACWTIME	(I_ACWTIME + I_DA_ACWTIME)	Total interval-based ACW time.

Reports-specific Calculations

Overview   The calculations in this section have been added specifically to support reports modified for V8 *CentreVu* Supervisor. These calculations present information supporting *CentreVu* Advocate and Virtual Routing. They are not standard CMS calculations and are not part of the CMS database, although they draw data from the database. These calculations are only available with R8 *CentreVu* Supervisor.

Calculations table

Calculation Name	Calculation	Description	Database Table
% Aban	100 * (sum(ABNCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that abandoned, expressed as a percentage. Used in daily reports.	dvdn
% Busy	100 * (sum(BUSYCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were busy, expressed as a percentage. Used in daily reports.	dvdn
% Disconnect	100 * (sum(DISCCALLS) / sum(INCALLS))	The number of the total calls to all VDNs on a selected ACD that were disconnected, expressed as a percentage. Used in daily reports.	dvdn
% Aban	100 * ABNCALLS / INCALLS	The number of the total calls to a VDN that abandoned, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, mvdn, wvdn

Calculation Name	Calculation	Description	Database Table
% Busy	100 * BUSYCALLS / INCALLS	The number of the total calls to a VDN that were busy, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, mvdn, wvdn
% Flow Out	100 * OUTFLOWCALLS) / INCALLS	The number of the total calls to a VDN that were redirected to another VDN, expressed as a percentage. Used in interval, weekly, and monthly reports.	hvdn, wvdn, mvdn
% Agent Occup (Group) w/ACW	100 * (sum(I_RINGTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME + I_ACWTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, including after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	hagent
% Agent Occup (Group) w/o ACW	100 * (sum(I_RINGTIME + I_ACDOTHERTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME) / (sum(TI_STAFFTIME – TI_AUXTIME + I_ACDAUX_OUTTIME + I_ACDAUXINTIME))	The percentage of an agent or agent group's occupancy, excluding after call work time. This calculation is used in interval, daily, weekly, and monthly Historical Agent Summary and Agent Group Summary reports. When it is used in an Agent Summary report, the field is % Agent Occup.	hagent

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How Are We Doing?

Document Title: *CentreVu®* Call Management System Release 3 Version 8
Database Items and Calculations

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