CentreVu®
Call Management System
Release 3 Version 9
Database Items and Calculations

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- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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- A reorder tone is received

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Acknowledgment

This document was developed by Avaya Inc. Avaya University.

CentreVu® Call Management System Release 3 Version 9

Database Items and Calculations

Table of Contents

Preface

Overview

This document defines the CentreVu® Call Management System (CMS) database items and calculations that are used for standard and custom reports. It also describes switch feature interactions that affect how the CentreVu CMS tracks data.

Purpose

The purpose of the book is to provide CentreVu CMS users with the knowledge that is necessary to understand, in detail, how the numbers that display on CentreVu CMS and CentreVu Supervisor reports are calculated within the CMS database.

Contents

The book includes the following chapters:

#	Title	Contents
1	Introduction	Chapter 1 includes information on the different database tables that comprise the CentreVu CMS database, including the names of all database tables and information that is specific to each type (split/skill, agent, agent login/logout and so on) of table. It also includes definitions of the different database item types (cumulative, administrative, status, and so on) and a list of terms that are used in the database item definitions.
2	Switch cross-reference and capabilities that impact the CentreVu CMS	Chapter 2 provides a set of tables that cross-reference which CentreVu CMS database items are available on each of the DEFINITY switch releases. It also provides information on how switch features and capabilities are tracked by the CentreVu CMS or can affect the data that the CentreVu CMS produces for reports.

#	Title	Contents
3	Dictionary of CentreVu CMS database items	Chapter 3 provides a definition of each database item that resides in the CentreVu CMS database.
4	Definitions of CentreVu CMS calculations and row search values	Chapter 4 provides a definition of each of the standard CentreVu CMS calculations that are used in reports or are available for use in custom reports. It also provides row search information for specific data types.

Audience

This document is for CentreVu CMS users who need to understand 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

Use this document as a reference tool. It is the dictionary to the CentreVu CMS database and gives you the definition to each database item and calculation that the CentreVu CMS tracks.

When to use this document

The two most common uses of this book are in conjunction with the Reports document and to help you define custom or designer reports. The Reports book lists which database items and calculations are used in each CentreVu CMS report. You can use this book to understand exactly how the CentreVu CMS tracks and stores each number that you see on the reports.

Conventions used

The following conventions are used throughout this document:

- DATABASE ITEM NAMES are in all capital letters.
- Book titles are italicized.
- “Chapter names” are surrounded by quotes.
- `File names` are in monospaced type.
- “Vector commands” are surrounded by quotes.
- References to CentreVu CMS Subsystems are in initial capital letters.
- Window Titles are 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 followed by an asterisk (*).

- *CentreVu Call Management System R3V9 Administration,* (585-214-015)*
- CentreVu Supervisor Reports (585-210-929, Issue 2)*
- *CentreVu Advocate User Guide,* (585-215-953)
- *CentreVu CMS Custom Reports,* (585-215-822, Issue 2)*
- *CentreVu CMS R3V9 External Call History Interface,* (585-215-952)
- *CentreVu CMS R3V9 Sun Enterprise 3000/SPARCserver Maintenance and Troubleshooting,* (585-214-016)
- *CentreVu CMS R3V9 Sun Enterprise 3500 Computer Hardware Installation, Maintenance and Troubleshooting,* (585-215-873)
- *CentreVu CMS R3V9 Sun Enterprise Ultra 5 Computer Hardware Installation, Maintenance and Troubleshooting,* (585-215-871)
- *CentreVu CMS R3V9 Software Installation, Maintenance and Troubleshooting* (585-215-956)
- *CentreVu Supervisor Version 9 Installation and Getting Started,* (585-210-928, Issue 2)
- *Avaya Call Center Change Description,* (585-215-942)
- *CentreVu Report Designer Version 9 User Guide,* (585-210-930, Issue 1.1)*
- *Avaya Call Center Documentation CD-ROM,* (585-215-893)

Acronyms

The following acronyms and abbreviations are used in this document.

Phrase	Abbreviation/ Acronym
Automatic Call Distribution	ACD
After Call Work	ACW
Auxiliary	AUX
Automatic-In	AI
Average Speed of Answer	ASA
Best Service Routing	BSR
Customer database-provided digits	CDPD
Caller-entered digits	CED
Call Management System	CMS
Call Work Code	CWC
Direct Agent ACD	DACD
Direct Inward Dialing	DID
Enterprise Communications Server	ECS
Expected Wait Time	EWT
Expert Agent Selection	EAS
Internal Line Number	ILN
Multiple Call Handling	MCH
Malicious Call Trace	MCT
Manual In	MI
Most Idle Agent	MIA
Network Call Deflection	NCD
Network Call Redirection	NCR
Network Call Transfer	NCT
No Answer Timeout	NATO
Outbound Call Management	OCM
Percent Allocated	PCNT
Redirect on No Answer	RONA
Uniform Call Distribution	UCD
Universal Call Identifier	UCID
Vector Directory Number	VDN
Voice Response Unit	VRU
Wait Answer Supervision Timer	WAST

Introduction

Overview

This chapter gives you foundational information regarding how the CentreVu CMS database is set up and what the different types of data are.

The topics covered in this chapter are as follows:

- Availability of database items
- Database tables
- Database item types
- Database item information for report types
- Terminology.

Availability of Database Items

Unless noted in the definition of a database item, the database items defined in this document are available on all DEFINITIY Generic 3 switches, including:

- Generic 3 Version 1
- Generic 3 Version 2
- Generic 3 Version 3
- Generic 3 Version 4
- Enterprise Communications Server Release 5
- Enterprise Communications Server Release 6
- Enterprise Communications Server Release 7
- Enterprise Communications Server Release 8
- Enterprise Communications Server Release 9.

Database tables

The CentreVu CMS database is comprised of several database tables. The categories of the database tables include the following:

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

NOTE: The database item tables from which data is retrieved most frequently are the agent, split/skill, trunk, trunk group, vector, and VDN tables.

Database table names

To select data for custom reports, you must use the names that are listed in the tables in this section. For definitions of the individual database items that reside in each table, see the “Dictionary of CentreVu CMS database items” chapter.

Real-time database table names

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

Name	Data Stored	Interval
csplit	split/skill	current
psplit	split/skill	previous
cagent	agent	current

Name	Data Stored	Interval
pagent	agent	previous
ctkgrp	trunk group	current
ptkgrp	trunk group	previous
ctrunk	trunk	current
ptrunk	trunk	previous
cvector	vector	current
pvector	vector	previous
cvdn	VDN	current
pvdn	VDN	previous
ccwc	Call Work Code (CWC)	current
pcwc	CWC	previous

Historical database table names

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

Name	Data Stored	Interval
hsplit	split/skill	intrahour
dsplit	split/skill	day
wsplit	split/skill	week
msplit	split/skill	month
hagent	agent	interval
dagent	agent	day
wagent	agent	week
magent	agent	month
htkgrp	trunk group	intrahour
dtkgrp	trunk group	day
wtkgrp	trunk group	week
mtkgrp	trunk group	month
htrunk	trunk	intrahour

Name	Data Stored	Interval
dtrunk	trunk	day
wtrunk	trunk	week
mtrunk	trunk	month
hvector	vector	intrahour
dvector	vector	day
wvector	vector	week
mvector	vector	month
hvdn	VDN	interval
dvdn	VDN	day
wvdn	VDN	week
mvdn	VDN	month
hcwc	CWC	intrahour
dcwc	CWC	day
wcwc	CWC	week
mcwc	CWC	month
call_rec	Call record	not applicable
agex	Agent exceptions	not applicable
spex	Split exceptions	not applicable
tgex	Trunk group exceptions	not applicable
vecex	Vector exceptions	not applicable
vdnex	VDN exceptions	not applicable
linkex	Link down exceptions	not applicable
mctex	Malicious call trace exceptions	not applicable
f_cday	Forecast current day configuration data by split/skill	not applicable
f_cdayrep	Current day forecast data by split/skill	not applicable
haglog	Agent login and logout information	not applicable
ag_actv	Agent activity trace data	not applicable

Database item types

Each database item contains one of the following types of data: The type of data that each database item contains is specified that the end of the database item definition in the “Dictionary of CentreVu CMS database items” chapter.

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.

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

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

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

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

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

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.

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 versus Interval-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

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 the 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.

Call-based and interval-based data in reports

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.

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

Database item information for report types

Split/skill database items

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 is archived for the I_OL1TIME and I_OL2TIME items if the row spends any time in the overload 1 or overload 2 threshold states. If the row (skill) spends all of its time in the normal state and has no other reason to be archived, that is, no agent staffed time, no calls handled, and so on, then it is not archived. When you create a report through CentreVu Report Designer or CMS Custom reports, you should sum data across user-specified intervals in order to obtain meaningful report results.

Agent database items

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

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

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

The vector database item descriptions apply to real-time and historical items. Vector database items are available only if you purchased the Vectoring feature and it has been authorized for 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. The historical indexes are ROW_DATE and VECTOR.

VDN database items

The VDN database item descriptions apply to real-time and historical items. VDN database items are available only if you purchased the vectoring feature and it is authorized for 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

The call work codes database item descriptions apply to real-time and historical items. Call work codes are available only 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

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

Agent trace database items

The agent trace database item descriptions are historical items that are specific to the Agent Trace (ag_actv) table. The indexes are LOGID and ROW_DATE.

Optional database items

The optional agent trace 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 that contains optional Agent Trace historical database items you must create a custom report.

Current day configuration database items

The current day configuration database item descriptions are historical items that are used specifically to collect values that are 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

The current day report database item descriptions are historical items that are used specifically to collect values that are 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

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.

Exceptions historical database items

EXTYPE and REASON database items

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

Exception type storage

CentreVu CMS stores exception types by using the numerical values and then translating the numbers into the text of standard exception reports.

Selecting exception types for reports

To select specific exception types for a custom report, you must enter the numerical values in the `Select rows where:` statement.

Terminology

The following terms are used in the database item descriptions.

Abandoned call

A call in which the caller hangs up before the call is 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 time (WAST), the phantom abandon calls, and the trunk no answer timeout, which is available on Generic 3 Version 2 and newer switches (NATO). 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 they are 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 abandon while they are ringing at the agent. The split/skill table counts as abandons those calls that abandon while they are queued to the split/skill or while they are ringing at an agent in the split/skill. The VDN table counts as abandons those ACD calls that abandon while in the VDN, including calls in vector processing that are not yet queued to a split/skill. For example, calls that abandon while listening to an announcement, calls that are queued to one or more splits/skills, and calls that are ringing at agent stations (ACD calls).

When abandoned calls are included in a database item, the definition of that item states the type of abandoned calls that are included in that database item.

ACD call

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

After Call Work (ACW)

Work that is done when an agent is not on a call. There are two types of after call work (ACW): call-related ACW and ACW that is not associated with a call. An agent enters a call-related ACW state by completing a manual-in call, or 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 Expert Agent Selection (EAS) feature, the ACW time that is not associated with an ACD call is tracked for the split for which the agent pressed the ACW feature button. For Generic 3 with EAS, the ACW time that is not associated with an ACD call is tracked for the first skill that is administered for and successfully logged in to by the agent.

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

For Generic 3 releases prior to Generic 3 Version 3, an agent who reconnects to a held AUXIN or AUXOUT call from the ACW mode returns to the available state when the call is completed.

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 to which the agent is logged in. Agents who are logged in to multiple splits have multiple positions associated with them. Because call data are collected separately for each combination of agent-split, reporting on the calls that are handled and time spent by agents in each of the splits they were in is possible. To report on the total work that is performed by the agent, call data must be summed for the agent over all of the splits in which the agent worked.

Agent position (with EAS)

The login ID of the agent, regardless of the number of skills that are 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. 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.

See the definition of Connected for information on non-ACD calls.

Automatic-in mode (AI)

A call answering mode. With AI and if calls are in queue, the agent receives a new ACD call immediately after releasing the current call. If timed ACW is in use, then the agent receives the next call after the timed ACW period is complete.

AUX work mode

A work mode in which agents are engaged in non-ACD work. This may represent time that is taken for a break or a meal, training, dealing with mail, attending 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 that is based on the Expected Wait Time (EWT) at each switch. BSR can be used either as a single-site feature or as a multisite 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 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, not a split/skill or direct agent call, that rings and does not abandon at an extension. Only calls that are routed to an extension are tracked as connected calls.

Default skill	The skill into which agents are automatically logged in. Skills that end with a “0” are called default skills, because 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	A call that queues to a specific agent. Direct agent ACD calls can be generated by an ASAI adjunct or, with the EAS feature, by calling an agent's login ID. 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 because they are not split/skill ACD calls.
Expert Agent Selection (EAS)	A switch feature that makes it possible to assign an agent to certain capabilities (skills). Each call is then distributed to the appropriate skill and answered on the basis of which agents have the capability to best handle the call.
External call	A call that is made to an off-switch destination. This includes calls to other switches in a DCS network.
Extension call	A call that is originated by an agent or a non-ACD call that is received by an agent. For the Generic 3 switches, this includes calls that an agent makes to set up a conference or a transfer.
Hold	A call that is 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. With MI, when an agent releases an ACD call, the agent is put into the 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 1 byte. The Japanese kanji character set is an example of a Multibyte character set.
Nonprimary split/skill	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	Any skill that does not end in “0” is called a “nonzero” skill. See “Default Skill.”
Primary split/skill	The first split/skill to which the call queues in a VDN. If the call leaves vector processing and queues to another split/skill (for example, if the call is routed to a split/skill extension or routed 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 is directed to a split/skill. With the Generic 3 switches, even if a call is delivered immediately to an agent and never occupies a queue slot CentreVu CMS is still notified that the call queued to the split/skill.
Secondary split/skill	The second split/skill to which the call queues in a VDN.
Skill group	A group of 10 skills. Each consecutive 10 skills ending with digits 0 through 9 constitute a skill tens group. For example, skills 10 to 19 form a skill tens group, as do skills 340 to 349.
Skill level	The level of expertise of an agent with respect to all skills to which the agent is assigned. Skill level can be primary or secondary. The skill levels help to determine which call waiting for one of the agent’s skills will be delivered to the agent first when the agent becomes available. Skill levels help determine the “most expert” agent who can handle a call to the skill.

Skill state

A level of use for each skill that is used to help decide when to add agents to a skill to handle a large volume of skills. Skills can be in one of four states: unknown, normal, overload 1, and overload 2. The state of the skill is based on the expected wait time (EWT) threshold. TIme spent in each state except unknown is tracked in the CentreVu CMS split table. The state is unknown when the link between the CMS and the DEFINITY is down, the split is non-EAS, or when a new skill is added and the state message has not yet arrived from the DEFINITY. 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

The third split/skill to which the call queues in a VDN.

Top skill

The agent's first-administered, highest-level skill. This concept is most useful with a Generic 3 EAS switch 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 whom a skill supervisor can depend on to handle calls for the skill.

This concept is not useful for agents using the greatest need call handling preference or for agents who are not EAS agents. For non-EAS agents, the top "skill" is the split the agent has been logged into the longest.

Uniform Call Distribution (UCD)

A method of agent selection that is available in both EAS and non-EAS environments, in which all idle agents are included in a single group. The least occupied (UCD-LOA) or most idle (UCD-MIA) agent is selected for call delivery. In an EAS environment, the selection is made regardless of skill level.

Universal Call Identifier (UCID)	A number that uniquely identifies a call in a network of nodes that support UCID. This number is a part of the records in the CMS Call History feature.
Zero (0) skill	See *Default Skill*.

Switch cross-reference and capabilities that impact the CentreVu CMS

Overview

This chapter provides a set of tables that cross-reference which CentreVu CMS database items are available on each of the DEFINITY switch releases.

The chapter also provides information on how switch features and capabilities are tracked by the CentreVu CMS or can affect the data that the CentreVu CMS produces for reports.

Example switch cross-reference table

CentreVu CMS database items apply to specific switches. 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	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
DATABASE ITEM	X	X	X	X			
	Switch releases that this database item applies to are marked with X's.						

Switch cross-reference

Overview

The following tables list which database items are supported by each of the switch releases. The tables are presented in alphabetical order by database table name (Agent, Agent Login/Logout, Agent Trace, and so on).

The tables are presented alphabetically by database item type in the following order:

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

NOTE: The database item tables from which data is retrieved most frequently are the agent, split/skill, trunk, trunk group, vector, and VDN tables.

Key to tables

Following is a key to the table:

- The items marked with an “X” indicate that the database item is supported by that switch.
- The items marked with “EAS” require that the Expert Agent Selection feature be active on the switch for the items to be populated.
- The items marked with an “e” are populated for the releases shown, but the values are meaningful only for switches with the EAS feature.
- The items marked with an “t” are populated for the releases shown, but the values are meaningful only for switches with the EAS feature and skill level distribution of calls.

Agent database items

The following table lists which agent database items are supported by each of the switch releases.

Agent database items switch cross-reference

Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
ABNCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACD_RELEASE	X	X	X	X	X	X	X
ACDAUXOUTCALLS	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
ACDONHOLD	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X	X

Agent database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACWOUTADJCALL	X	X	X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS	X	X	X	X	X	X	X
ACWOUTOFFTIME	X	X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGDURATION				X	X	X	X
AGSTATE	X	X	X	X	X	X	X
AGTIME	X	X	X	X	X	X	X
ANSRINGTIME	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X
ASSISTS	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X
AUXOUTADJCALLS	X	X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS	X	X	X	X	X	X	X
AUXOUTOFFTIME	X	X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X
AUXREASON	t	t	t	t	t	t	t
AWORKMODE	X	X	X	X	X	X	X
CHANGED	X	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X	X
DA_ABNCALLS	X	X	X	X	X	X	X
DA_ABNTIME	X	X	X	X	X	X	X
DA_ACDCALLS	X	X	X	X	X	X	X
DA_ACDTIME	X	X	X	X	X	X	X

Agent database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
DA_ACWINCALLS	X	X	X	X	X	X	X
DA_ACWINTIME	X	X	X	X	X	X	X
DA_ACWOADJCALLS	X	X	X	X	X	X	X
DA_ACWOCALLS	X	X	X	X	X	X	X
DA_ACWOOFFCALLS	X	X	X	X	X	X	X
DA_ACWOOFFTIME	X	X	X	X	X	X	X
DA_ACWOTIME	X	X	X	X	X	X	X
DA_ACWTIME	X	X	X	X	X	X	X
DA_ANSTIME	X	X	X	X	X	X	X
DA_INQUEUE	X	X	X	X	X	X	X
DA_OLDESTCALL	X	X	X	X	X	X	X
DA_OTHERCALLS	X	X	X	X	X	X	X
DA_OTHERTIME	X	X	X	X	X	X	X
DA_RELEASE	X	X	X	X	X	X	X
DA_SKILL			X	X	X	X	X
DACALLS_FIRST				X	X	X	X
DESTINATION	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EVENT1-9	X	X	X	X	X	X	X
EXTENSION	X	X	X	X	X	X	X
GNSKILL				X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X	X
I_ACDAUXINTIME	X	X	X	X	X	X	X

Agent database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
I_ACDAUX_OUTTIME	X	X	X	X	X	X	X
I_ACDOTHERTIME	X	X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X	X
I_AVAILTIME	X	X	X	X	X	X	X
I_DA_ACDTIME	X	X	X	X	X	X	X
I_DA_ACWTIME	X	X	X	X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X	X
I_STAFFTIME	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LEVEL			EAS	EAS	EAS	EAS	EAS
LOC_ID						X	X
LOGID	X	X	X	X	X	X	X
LOGONSKILL	e	e	e	e	e	e	e
LOGONSKILL2-4	EAS	EAS	EAS	EAS	EAS	EAS	EAS
LOGONSKILL5			EAS	EAS	EAS	EAS	EAS
LOGONSKILL6-20			EAS	EAS	EAS	EAS	EAS
LOGONSTART	X	X	X	X	X	X	X
MALICIOUS	X	X	X	X	X	X	X
MOVEPENDING		X	X	X	X	X	X

Agent database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
NOANSREDIR	X	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X	X
O_ACDTIME	X	X	X	X	X	X	X
O_ACWTIME	X	X	X	X	X	X	X
OLDEST_LOGON	X	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X	X
ORIGIN	X	X	X	X	X	X	X
PENDINGSPLIT		X	X	X	X	X	X
PERCENT				X	X	X	X
PHANTOMABNS	X	X	X	X	X	X	X
POSITION	X	X	X	X	X	X	X
PREFERENCE			X	X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROLE				X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
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 ECS R5 or newer switches EAS should use the SKLEVEL items instead to see all skill levels.	EAS	EAS	X	X	X	X	X
SKILLTYPE2-4	EAS	EAS	X	X	X	X	X
SKLEVEL	EAS	EAS	EAS	EAS	X	X	X
SKLEVEL2-4	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL5-20			EAS	EAS	EAS	EAS	EAS
SKPERCENT				X	X	X	X

Agent database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
SKPERCENT2-20				X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TI_AUXTIME	X	X	X	X	X	X	X
TI_AUXTIME0	X	X	X	X	X	X	X
TI_AUXTIME1-9			EAS	EAS	EAS	EAS	EAS
TI_AVAILTIME	X	X	X	X	X	X	X
TI_OTHERTIME	X	X	X	X	X	X	X
TI_STAFFTIME	X	X	X	X	X	X	X
TOPSKILL	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
TYPE	EAS	EAS	EAS	X	X	X	X
USE_SVC_OBJ				X	X	X	X
VDN	X	X	X	X	X	X	X
WORKMODE	X	X	X	X	X	X	X
WORKSKLEVEL	EAS	EAS	EAS	EAS	EAS	EAS	EAS
WORKSKILL	X	X	X	X	X	X	X
WORKSPLIT	X	X	X	X	X	X	X
WORKSPLIT2-3	X	X	X	X	X	X	X
WORKSPLIT4	X	X	X	X	X	X	X
WORKSPLIT5			EAS	EAS	EAS	EAS	EAS
WORKSPLIT6-20			EAS	EAS	EAS	EAS	EAS

Agent login/logout database items

The following table lists which agent login/logout database items are supported by each of the switch releases:

Agent login/logout database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACD	X	X	X	X	X	X	X
EXTN	X	X	X	X	X	X	X
INFLAG	X	X	X	X	X	X	X
LOC_ID						X	X
LOGID	X	X	X	X	X	X	X
LOGIN	X	X	X	X	X	X	X
LOGONSKILL2-4	EAS	EAS	EAS	EAS	EAS	EAS	EAS
LOGONSKILL5			EAS	EAS	EAS	EAS	EAS
LOGONSKILL6-20			EAS	EAS	EAS	EAS	EAS
LOGOUT	X	X	X	X	X	X	X
LOGOUT_DATE	X	X	X	X	X	X	X
LOGOUTREASON			EAS	EAS	EAS	EAS	EAS
OUTFLAG	X	X	X	X	X	X	X
PREFERENCE			X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SKILLTYPE	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKILLTYPE2-4	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL2-4	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKLEVEL5-20			EAS	EAS	EAS	EAS	EAS
SKPERCENT				X	X	X	X
SKPERCENT2-20				X	X	X	X
SPLIT	X	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:

Agent trace database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACD	X	X	X	X	X	X	X
AGT_RELEASED	X	X	X	X	X	X	X
ASSIST_ACTV	X	X	X	X	X	X	X
AUXREASON	X	X	X	X	X	X	X
CALLER_HOLD	X	X	X	X	X	X	X
CALLING_II			X	X	X	X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X	X
DIGITS_DIALED	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EVENT_TIME	X	X	X	X	X	X	X
EXT_CALL_ORIG	X	X	X	X	X	X	X
KEYBD_DIALED	X	X	X	X	X	X	X
LOC_ID						X	X
LOGID (index)	X	X	X	X	X	X	X
LOGOUTREASON	X	X	X	X	X	X	X
MCT	X	X	X	X	X	X	X
RECONNECT	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X

Agent trace database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
UCID				X	X	X	X
WMODE_SEQ	X	X	X	X	X	X	X
WORKCODE	X	X	X	X	X	X	X
WORKMODE	X	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:

Call record database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACD	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGT_RELEASED	X	X	X	X	X	X	X
ANSHOLDTIME	X	X	X	X	X	X	X
ANSLOCID					X	X	X
ANSLOGIN	X	X	X	X	X	X	X
ANSREASON	X	X	X	X	X	X	X
ASSIST	X	X	X	X	X	X	X
AUDIO	X	X	X	X	X	X	X
CALLID	X	X	X	X	X	X	X
CALLING_II			X	X	X	X	X
CALLING_PTY	X	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X	X
CONSULTTIME	X	X	X	X	X	X	X
DA_QUEUED	X	X	X	X	X	X	X

Call record database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
DIALED_NUM	X	X	X	X	X	X	X
DISPIVECTOR	X	X	X	X	X	X	X
DISPOSITION	X	X	X	X	X	X	X
DISPPRIORITY	X	X	X	X	X	X	X
DISPSKLEVEL			EAS	EAS	EAS	EAS	EAS
DISPSPLIT	X	X	X	X	X	X	X
DISPTIME	X	X	X	X	X	X	X
DISPVDN	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X (8 char)	X (8 char)
EVENT1-9	X	X	X	X	X	X	X
FIRSTIVECTOR	X	X	X	X	X	X	X
FIRSTVDN	X	X	X	X	X	X	X
HELD	X	X	X	X	X	X	X
HOLDABN	X	X	X	X	X	X	X
LASTCWC	X	X	X	X	X	X	X
LASTDIGITS				X	X	X	X
LASTOBSERVER	X	X	X	X	X	X	X
MALICIOUS	X	X	X	X	X	X	X
NETINTIME				X	X	X	X
OBSERVINGCALL	X	X	X	X	X	X	X
OBSLOCID					X	X	X
ORIGHOLDTIME				X	X	X	X
ORIGLOCID					X	X	X
ORIGLOGIN	X	X	X	X	X	X	X
ORIGREASON	X	X	X	X	X	X	X

Call record database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ROW_DATE	X	X	X	X	X	X	X
ROW_TIME	X	X	X	X	X	X	X
SEGMENT	X	X	X	X	X	X	X
SEGSTART	X	X	X	X	X	X	X
SEGSTOP	X	X	X	X	X	X	X
SEQNUM	X	X	X	X	X	X	X
SPLIT1	X	X	X	X	X	X	X
SPLIT2	X	X	X	X	X	X	X
SPLIT3	X	X	X	X	X	X	X
TALKTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
UCID				X	X	X	X

Call work codes database items

The following table lists the call work codes database items are supported by each of the switch releases:

Call work codes database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
CWC	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X

Call work codes database items switch cross-reference							
Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
INTRVL	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
STARTTIME	X	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:

Current day configuration database items switch cross-reference							
Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
ACD	X	X	X	X	X	X	X
CHANGE	X	X	X	X	X	X	X
CHPROF	X	X	X	X	X	X	X
FMETHOD	X	X	X	X	X	X	X
HDATE1	X	X	X	X	X	X	X
HDATE2	X	X	X	X	X	X	X
HDATE3	X	X	X	X	X	X	X
HDATE4	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
TRENDBASE	X	X	X	X	X	X	X
WT1	X	X	X	X	X	X	X
WT2	X	X	X	X	X	X	X
WT3	X	X	X	X	X	X	X
WT4	X	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:

Current day report database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ACD	X	X	X	X	X	X	X
AGOCC	X	X	X	X	X	X	X
AVGAGSERV	X	X	X	X	X	X	X
AVGSPEEDANS	X	X	X	X	X	X	X
FCALLS	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
NUMAGREQ	X	X	X	X	X	X	X
RAGOCC	X	X	X	X	X	X	X
RAVGSPEEDANS	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
RSERVLEVELP	X	X	X	X	X	X	X
SERVLEVELP	X	X	X	X	X	X	X
SERVLEVELT	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X

Split/skill database items

The following table lists which split/skill database items are supported by each of the switch releases.

Split/skill database items switch cross-reference

Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
ABNCALLS	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X
ACDAUXOUTCALLS	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
ACDCALLS1-10	X	X	X	X	X	X	X
ACDTIME	X	X	X	X	X	X	X
ACWINCALLS	X	X	X	X	X	X	X
ACWINTIME	X	X	X	X	X	X	X
ACWOUTADJCALLS	X	X	X	X	X	X	X
ACWOUTCALLS	X	X	X	X	X	X	X
ACWOUTOFFCALLS	X	X	X	X	X	X	X
ACWOUTOFFTIME	X	X	X	X	X	X	X
ACWOUTTIME	X	X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
AGINRING	X	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
ASA		X	X	X	X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ASSISTS	X	X	X	X	X	X	X
AUXINCALLS	X	X	X	X	X	X	X
AUXINTIME	X	X	X	X	X	X	X
AUXOUTADJCALLS	X	X	X	X	X	X	X
AUXOUTCALLS	X	X	X	X	X	X	X
AUXOUTOFFCALLS	X	X	X	X	X	X	X
AUXOUTOFFTIME	X	X	X	X	X	X	X
AUXOUTTIME	X	X	X	X	X	X	X
AVAILABLE	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
CALLSOFFERED	X	X	X	X	X	X	X
CONFERENCE	X	X	X	X	X	X	X
DA_ACWINCALLS	X	X	X	X	X	X	X
DA_ACWINTIME	X	X	X	X	X	X	X
DA_ACWOCALLS	X	X	X	X	X	X	X
DA_ACWOTIME	X	X	X	X	X	X	X
DA_INACW	X	X	X	X	X	X	X
DA_INQUEUE	X	X	X	X	X	X	X
DA_INRING	X	X	X	X	X	X	X
DA_OLDESTCALL	X	X	X	X	X	X	X
DA_ONACD	X	X	X	X	X	X	X
DEQUECALLS	X	X	X	X	X	X	X
DEQUETIME	X	X	X	X	X	X	X
DISCCALLS	X	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
EVENT1-9	X	X	X	X	X	X	X
EWTHIGH		X	X	X	X	X	X
EWTLOW		X	X	X	X	X	X
EWTMEDIUM		X	X	X	X	X	X
EWTTOP		X	X	X	X	X	X
FAGINRING				X	X	X	X
FAVAILABLE				X	X	X	X
FINACD				X	X	X	X
FINAUX				X	X	X	X
FONACD				X	X	X	X
FOTHER				X	X	X	X
FSTAFFED				X	X	X	X
GNAGINRING				X	X	X	X
GNAVAILABLE				X	X	X	X
GNINACW				X	X	X	X
GNINAUX				X	X	X	X
GNINAUX0					X	X	X
GNINAUX1-9					X	X	X
GNONACD				X	X	X	X
GNONACDAUXOUT					X	X	X
GNONACDOUT					X	X	X
GNONACWIN					X	X	X
GNONACWOUT					X	X	X
GNONAUXIN					X	X	X
GNONAUXOUT					X	X	X
GNDA_INACW					X	X	X
GNDA_ONACD					X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
GNOTHER				X	X	X	X
GNSTAFFED				X	X	X	X
HIGHCALLS	X	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X	X
I_ACDAUXINTIME	X	X	X	X	X	X	X
I_ACDAUX_OUTTIME	X	X	X	X	X	X	X
I_ACDOTHERTIME	X	X	X	X	X	X	X
I_ACDTIME	X	X	X	X	X	X	X
I_ACWINTIME	X	X	X	X	X	X	X
I_ACWOUTTIME	X	X	X	X	X	X	X
I_ACWTIME	X	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X	X
I_AUXINTIME	X	X	X	X	X	X	X
I_AUXOUTTIME	X	X	X	X	X	X	X
I_AUXTIME	X	X	X	X	X	X	X
I_AUXTIME0	X	X	X	X	X	X	X
I_AUXTIME1-9			EAS	X	X	X	X
I_AVAILTIME	X	X	X	X	X	X	X
I_DA_ACDTIME	X	X	X	X	X	X	X
I_DA_ACWTIME	X	X	X	X	X	X	X
I_NORMTIME				X	X	X	X
I_OL1TIME				X	X	X	X
I_OL2TIME				X	X	X	X
I_OTHERTIME	X	X	X	X	X	X	X
I_RINGTIME	X	X	X	X	X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
I_STAFFTIME	X	X	X	X	X	X	X
I_TAUXTIME	X	X	X	X	X	X	X
I_TOTHERTIME				X	X	X	X
I_TAVAILABLE	X	X	X	X	X	X	X
INACW	X	X	X	X	X	X	X
INAUX	X	X	X	X	X	X	X
INAUX0	X	X	X	X	X	X	X
INAUX1-9			EAS	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X
INRING	X	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LOWCALLS	X	X	X	X	X	X	X
MAXINQUEUE	X	X	X	X	X	X	X
MAXOCWTIME	X	X	X	X	X	X	X
MAXSTAFFED	X	X	X	X	X	X	X
MAXTOP	t	t	t	t	t	t	t
MAX_TOT_PERCENTS				X	X	X	X
MEDCALLS	X	X	X	X	X	X	X
NOANSREDIR	X	X	X	X	X	X	X
O_ABNCALLS	X	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X	X
O_ACDTIME	X	X	X	X	X	X	X
O_ACWTIME	X	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
OLDESTCALL	X	X	X	X	X	X	X
ONACD	X	X	X	X	X	X	X
ONACDAUXOUT	X	X	X	X	X	X	X
ONACDOUT	X	X	X	X	X	X	X
ONACWIN	X	X	X	X	X	X	X
ONACWOUT	X	X	X	X	X	X	X
ONAUXIN	X	X	X	X	X	X	X
ONAUXOUT	X	X	X	X	X	X	X
ONHOLD	X	X	X	X	X	X	X
OTHER	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PERIOD 1-9	X	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X	X
POSITIONS	X	X	X	X	X	X	X
R1AGINRING				X	X	X	X
R1AVAILABLE				X	X	X	X
R1INACW				X	X	X	X
R1INAUX				X	X	X	X
R1ONACD				X	X	X	X
R1OTHER				X	X	X	X
R1STAFFED				X	X	X	X
R2AGINRING				X	X	X	X
R2AVAILABLE				X	X	X	X

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
R2INACW				X	X	X	X
R2INAUX				X	X	X	X
R2ONACD				X	X	X	X
R2OTHER				X	X	X	X
R2STAFFED				X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X	X
SKSTATE				X	X	X	X
SLVLABNS	X	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STAFFED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X	X
TAGINRING	t	t	t	t	t	t	t
TAVAILABLE	t	t	t	t	t	t	t
TDA_INACW	t	t	t	t	t	t	t
TDA_ONACD	t	t	t	t	t	t	t
TINACW	t	t	t	t	t	t	t
TINAUX	t	t	t	t	t	t	t
TINAUX0	t	t	t	t	t	t	t
TINAUX1-9			EAS	X	X	X	X
TONACD	t	t	t	t	t	t	t
TONACDAUXOUT	t	t	t	t	t	t	t
TONACDOUT	t	t	t	t	t	t	t

Split/skill database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
TONACWIN	t	t	t	t	t	t	t
TONACWOUT	t	t	t	t	t	t	t
TONAUXIN	t	t	t	t	t	t	t
TONAUXOUT	t	t	t	t	t	t	t
TOPCALLS	X	X	X	t	t	t	t
TOTHER	t	t	t	t	t	t	t
TOT_PERCENTS				X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
TSTAFFED	t	t	t	t	t	t	t

Trunk database items

The following table lists which trunk database items are supported by each of the switch releases:

Trunk database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ABNCALLS	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
AUDIO	X	X	X	X	X	X	X
CALLING_LOGID	X	X	X	X	X	X	X
DIRECTION	X	X	X	X	X	X	X
DURATION	X	X	X	X	X	X	X

Trunk database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
EQLOC	X	X	X	X	X	X (8 char)	X (8 char)
EXTENSION	X	X	X	X	X	X	X
FAILURES				X	X	X	X
I_INOCC	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
ITN	X	X	X	X	X	X	X
LOC_ID						X	X
LOGID	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X
O_ABNCALLS	X	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X
PRIORITY	X	X	X	X	X	X	X
PRIORITY2-3	X	X	X	X	X	X	X
QUECOUNT	X	X	X	X	X	X	X
QUETYPE	X	X	X	X	X	X	X
QUETYPE2-3	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X

Trunk database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
SPLIT	X	X	X	X	X	X	X
SPLIT2-3	X	X	X	X	X	X	X
STARTED	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X
TKSTATE	X	X	X	X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X	X

Trunk group database items

The following table lists the trunk group database items are supported by each of the switch releases:

Trunk group database item switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ABNCALLS	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNVECCALLS	X	X	X	X	X	X	X
ACD (index)	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
ADJUNCTOUT	X	X	X	X	X	X	X
ALLINUSE	X	X	X	X	X	X	X
ALLINUSETIME	X	X	X	X	X	X	X

Trunk group database item switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
AUDIO	X	X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X	X
BH_ALLINUSETIME	X	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X	X
BH_DISCCALLS	X	X	X	X	X	X	X
BH_INCALLS	X	X	X	X	X	X	X
BH_INTIME	X	X	X	X	X	X	X
BH_OABNCALLS	X	X	X	X	X	X	X
BH_OACDCALLS	X	X	X	X	X	X	X
BH_OOTHERCALLS	X	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X
BH_OUTCALLS	X	X	X	X	X	X	X
BH_OUTTIME	X	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BLOCKAGE				X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
COMPLETED	X	X	X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X	X
DISCCALLS	X	X	X	X	X	X	X
EQLOC	X	X	X	X	X	X (8 char)	X (8 char)
FAILURES				X	X	X	X
I_INOCC	X	X	X	X	X	X	X
I_OUTOCC	X	X	X	X	X	X	X
INBOUND	X	X	X	X	X	X	X

Trunk group database item switch cross-reference							
Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
MBUSY	X	X	X	X	X	X	X
MBUSYTIME	X	X	X	X	X	X	X
NUMINUSE	X	X	X	X	X	X	X
O_ABNCALLS	X	X	X	X	X	X	X
O_ACDCALLS	X	X	X	X	X	X	X
O_OTHERCALLS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OUTBOUND	X	X	X	X	X	X	X
OUTCALLS	X	X	X	X	X	X	X
OUTTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SETUPTIME	X	X	X	X	X	X	X
SHORTCALLS	X	X	X	X	X	X	X
SPLIT	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
TKGRP	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
TRUNKS	X	X	X	X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	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:

VDN database items switch cross-reference

Database item	G3V2/ G3V3	G3V4	ECS R5	ECS R6	ECS R7	ECS R8	ECS R9
ABNCALLS	X	X	X	X	X	X	X
ABNCALLS1-10	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACCEPTABLE	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
ACDTIME	X	X	X	X	X	X	X
ACTIVECALLS		X	X	X	X	X	X
ACWTIME	X	X	X	X	X	X	X
ADJATTEMPTS	X	X	X	X	X	X	X
ADJROUTED	X	X	X	X	X	X	X
ANSCONNCALLS1-10	X	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
ASA		X	X	X	X	X	X
ATAGENT	X	X	X	X	X	X	X
BH_ABNCALLS	X	X	X	X	X	X	X
BH_ACDCALLS	X	X	X	X	X	X	X
BH_ACDTIME	X	X	X	X	X	X	X
BH_BUSYCALLS	X	X	X	X	X	X	X

VDN database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
BH_DISCCALLS	X	X	X	X	X	X	X
BH_OTHERCALLS	X	X	X	X	X	X	X
BH_STARTTIME	X	X	X	X	X	X	X
BH_VDNCALLS	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BSRPLAN				X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
CONNECTCALLS	X	X	X	X	X	X	X
CONNECTTIME	X	X	X	X	X	X	X
CONNTALKTIME	X	X	X	X	X	X	X
DEFLECTCALLS						X R8.3	X
DISCCALLS	X	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X	X
HOLDABNCALLS	X	X	X	X	X	X	X
HOLDACDCALLS	X	X	X	X	X	X	X
HOLDACDTIME	X	X	X	X	X	X	X
HOLDCALLS	X	X	X	X	X	X	X
HOLDTIME	X	X	X	X	X	X	X
I_ARRIVED	X	X	X	X	X	X	X
ILN	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X
INPROGRESS	X	X	X	X	X	X	X
INQUEUE	X	X	X	X	X	X	X
INRING	X	X	X	X	X	X	X

VDN database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
INTERFLOWCALLS	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
INVECTOR	X	X	X	X	X	X	X
LOOKATTEMPTS	X	X	X	X	X	X	X
LOOKFLOWCALLS	X	X	X	X	X	X	X
MAXOCWTIME	X	X	X	X	X	X	X
MAXWAITING	X	X	X	X	X	X	X
NETDISCCALLS				X	X	X	X
NETINCALLS				X	X	X	X
NETINTIME				X	X	X	X
NETPOLLS				X	X	X	X
NOANSREDIR	X	X	X	X	X	X	X
NUMTGS	X	X	X	X	X	X	X
OLDESTCALL	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PERIOD1-9	X	X	X	X	X	X	X
PERIODCHG	X	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X	X
RETURNCALLS	X (V3)	X	X	X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
SERVICELEVEL	X	X	X	X	X	X	X

VDN database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
SKILL1-3	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKILLACWTIME1-3	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKILLCALLS1-3	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SKILLTIME1-3	EAS	EAS	EAS	EAS	EAS	EAS	EAS
SLVLABNS	X	X	X	X	X	X	X
SLVLOUTFLOWS	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
SVCLEVELCHG	X	X	X	X	X	X	X
TRANSFERRED	X	X	X	X	X	X	X
VDISCCALLS	X	X	X	X	X	X	X
VDN	X	X	X	X	X	X	X
VECTOR	X	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:

Vector database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
ABNCALLS	X	X	X	X	X	X	X
ABNQUECALLS	X	X	X	X	X	X	X
ABNRINGCALLS	X	X	X	X	X	X	X
ABNTIME	X	X	X	X	X	X	X
ACD	X	X	X	X	X	X	X
ACDCALLS	X	X	X	X	X	X	X
ACDCALLS_R1							X
ACDCALLS_R2							X
ADJATTEMPTS	X	X	X	X	X	X	X
ADJROUTED	X	X	X	X	X	X	X
ANSTIME	X	X	X	X	X	X	X
BACKUPCALLS	X	X	X	X	X	X	X
BUSYCALLS	X	X	X	X	X	X	X
BUSYTIME	X	X	X	X	X	X	X
DEFLECTCALLS						X R8.3	X
DISCCALLS	X	X	X	X	X	X	X
DISCTIME	X	X	X	X	X	X	X
GOTOCALLS	X	X	X	X	X	X	X
GOTOTIME	X	X	X	X	X	X	X
INCALLS	X	X	X	X	X	X	X
INCOMPLETE	X	X	X	X	X	X	X
INFLOWCALLS	X	X	X	X	X	X	X
INPROGRESS	X	X	X	X	X	X	X

Vector database items switch cross-reference							
Database item	**G3V2/ G3V3**	**G3V4**	**ECS R5**	**ECS R6**	**ECS R7**	**ECS R8**	**ECS R9**
INQUEUE	X	X	X	X	X	X	X
INRING	X	X	X	X	X	X	X
INTERFLOWCALLS	X	X	X	X	X	X	X
INTIME	X	X	X	X	X	X	X
INTRVL	X	X	X	X	X	X	X
LOOKATTEMPTS	X	X	X	X	X	X	X
LOOKFLOWCALLS	X	X	X	X	X	X	X
NETDISCCALLS				X	X	X	X
NETPOLLS				X	X	X	X
NUMVDNS	X	X	X	X	X	X	X
OTHERCALLS	X	X	X	X	X	X	X
OTHERTIME	X	X	X	X	X	X	X
OUTFLOWCALLS	X	X	X	X	X	X	X
OUTFLOWTIME	X	X	X	X	X	X	X
PHANTOMABNS	X	X	X	X	X	X	X
RINGCALLS	X	X	X	X	X	X	X
RINGTIME	X	X	X	X	X	X	X
ROW_DATE	X	X	X	X	X	X	X
STARTTIME	X	X	X	X	X	X	X
VDISCCALLS	X	X	X	X	X	X	X
VECTOR	X	X	X	X	X	X	X

Switch features and capabilities and their affect on CentreVu CMS data

Overview

The following features and switch capabilities have an impact on how the CentreVu CMS tracks data from the switch and on how the CMS creates the database item information for reports.

The switch features and capabilities that can impact CMS tracking of data are dealt with in alphabetical order, and include:

- Adjunct-placed calls and adjunct-routed calls
- Agents in multiple splits/skills
- Agent state tracking at login
- Average Speed of Answer (ASA)
- Best Service Routing
- Call handling preference
- Call pickup
- CentreVu Advocate
- Conference tracking
- Converse vector command
- Direct agent calling
- Expanded agent capabilities
- Forced disconnect
- Forced multiple call handling
- Goto vector command
- Hold tracking
- Location
- Look-ahead interflow calls (BSR and NCR)
- Move agent while staffed
- Multiple call handling
- Multiple split/skill queuing
- Outbound Call Management (OCM)
- Personal call tracking

- Redirect on No Answer (RONA)
- Ringing
- Skill state
- Timed ACW
- Transfer tracking
- Time/duration tracking
- Trunk no answer timeout
- Universal Call Identifier (UCID)
- VDN active calls
- Vector Disconnect Timer
- Wait Answer Supervision Timer

Adjunct-placed calls and adjunct-routed calls

For switches with the ASAI feature, CentreVu CMS tracks outbound calls that are 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 minus O_ACDCALLS.

Agents in multiple splits/skills

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

An agent who is logged in to multiple splits/skills is tracked as a single agent, not as one agent for each split/skill. For non-EAS ACD operation, agents must log in with the same login ID for all splits. “TI_” database items have been added to indicate the time that the agent spent in various work states independent of the split/skill in which the agent is working. These are interval-based items.

When an agent is logged in to multiple splits/skills, the items counting AUXIN/AUXOUT calls and time are usually associated with the split/skill that the agent has been logged into the longest. In other words, the first split the agent logged into. However, when 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 that is associated with the ACD call.

Real-time reports

Real-time reports assume that agents can only be in one of 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 numbers are shown on the reports for the states that are associated with the call. Agent states that can be associated with a call are ACD, DACD, ACW, AVAIL, and RINGING. For example, if an agent logged into split/skill 1 and split/skill 2 and answered an ACD call for split/skill 2, then the split/skill number shown in the standard real-time reports is “2.”

Splits shown on real-time reports

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 of 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 of the agent's login skills. If an ACD call is ringing the agent's telephone, the real-time report shows the RINGING state. If a personal call is ringing at the agent's telephone, 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 the Split/Skill report that display both splits is requested, then the report shows the agent is AVAIL in split 1 and OTHER in split 2.

Agent state tracking at login

Until it is notified by the switch, CentreVu CMS does not know what state agents are in. This happens immediately after an agent logs in or right after the link to the switch is operational after it was out of service. The time the agent spends in this “state” is tracked as I_OTHERTIME and TI_OTHERTIME and the agent's state displays as OTHER on reports.

The time between logging in and moving to the AUX state depends on the time that it takes for the agent who is logging in to release the call or go on-hook, or for the switch to time the call out. This time is typically between 5 and 10 seconds.

Average Speed of Answer

The Generic 3 Version 4 and newer switches calculate a rolling average speed of answer (ASA) for splits/skills and VDNs. This ASA can be used in vector conditionals to determine where to queue calls. CentreVu CMS R3V4 and newer uses the ASA for splits/skills and for VDNs on real-time reports.

The ASA for a split/skill includes the time that is 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, the time spent in queue, and the time ringing for the VDN associated with the call when it was answered. This switch-generated, rolling ASA is a running, weighted average calculation. In general, the ASA will not match the average speed of answer on CMS.

Best Service Routing

Best Service Routing (BSR) is available with the DEFINITY ECS R6 and newer switches. BSR allows calls to be balanced at a single site or between multiple sites. BSR is enhanced multisite routing that provides 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 by using the DEFINITY ECS’s Expected Wait Time (EWT) predictor, and can be adjusted by the user. In a situation where agents are idle, the “best” split/skill is determined on the basis of the assigned available agent strategy. BSR data is tracked in the vector, VDN, and call history tables.

Call handling preference

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

- Skill level — An agent who is assigned the Skill Level call handling preference receives calls first on the basis of the level assigned to the skill and then on the basis of the queue priority and wait time of the call.
- Greatest need — An agent who is assigned the Greatest Need call handling preference receives calls on the basis of queue priority and the current wait time or predicted wait time of the call, not on the basis of the level that is assigned for the skill.
- Percent allocation — An agent who is assigned the Percent Allocation call handling preference receives calls on the basis of a comparison of the times that are spent on calls for each skill level and the percentage of time that the agent is allocated for each skill level.

Call pickup

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

CentreVu Advocate

CentreVu Advocate is available on the DEFINITY ECS R6 and newer switches. CentreVu Advocate introduced database tracking items for CMS in the following areas:

- Skill State — Skills can now be in one of four states (unknown, normal, overload 1 or overload 2), based on the 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-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 overload1 and overload2. 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 that are in various states is stored in the split/skill tables by agent type. Reserve agents are stored in the R1xxx and R2xxx database items. Top agents are stored in the Txxx database items and flex agents are stored in Fxxx database items. Flex agents can have a role of roving, backup, or allocated.
- Agent Time in Skill — Agents' 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%, whereas 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 — The ROLE database item in the agent tables describes how an agent participates in a skill. The agent's role is based on both the agent's skill level, from 1 to 16, and call handling preference, which is skill level or greatest need. 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.
- Reserve Agents ACD Calls — In R3V9 CMS and later, ACD calls that are received by reserve 1 and reserve 2 agents can be tracked by the ACDCALLS_R1 and ACDCALLS_R2 real-time and historical database items. The data that is contained in the ACDCALLS_R1 and ACDCALLS_R2 database items is data that is added to the database after the call completes. Therefore, if a call starts and ends in different intervals, all of the data is recorded in the interval in which the call and any ACW are completed.

Conference tracking

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

"converse" vector command

The "converse" vector command is available on the Generic 3 Version 3 and newer switches.

The "converse" vector 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 a VRU through the switch to an ASAI adjunct processor.

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.

Direct agent calling

Direct agent calls are tracked separately from other ACD calls in the CentreVu CMS database tables. Because direct agent calls are not split/skill calls but rather 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 that is 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 that are queued and ringing appears on the Queue/Agent Summary report.

Switch-specific capabilities

A direct agent call can be initiated by an adjunct. For Generic 3 Version 2 and newer switches 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 in front of any split/skill ACD calls queue.

Expanded agent capabilities

The expanded agent capabilities are available with the DEFINITY ECS R5 and newer switches.

The expanded agent capabilities feature allows EAS agents to have up to 20 skills assigned. Each skill can be assigned a level from 1 to 16, where 1 is the highest level and 16 is the lowest. The numeric level, from 1 to 16, replaces the skill type, p for primary or s for secondary, that is used in earlier switch releases. Agents can have a call handling preference that is based either on the skill level or on the greatest need. A skill level call handling preference means that agents service the calls that are waiting for their highest level skill before servicing the calls that are waiting for any lower level skills. A greatest need call handling preferences means that agents serve the highest-priority, oldest call waiting for any of their skills, regardless of the agent's skill level in that skill.

The expanded agent capabilities feature also makes it possible to specify a skill that is used only for direct agent calls. Specifying a direct agent skill makes it possible to control when direct agent calls are delivered in relation to ACD calls. For example, if the direct agent skill has a skill level of 1 and the agent is assigned the skill level call handling preference, then direct agent call are always answered first. Also, if the direct agent skill has a skill level of 1 and the agent is assigned the greatest need call handling preference, then the direct agent calls will be answered on the basis of priority and time-in-queue.

The "top skill", which is available with R3V5 CMS and newer, 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 because the agent is most likely to handle calls for this skill. With skill level call handling preference, the agents with a skill level of 1 in each skill are the "top agents" (most reliable and knowledgeable) for that skill.

The expanded agent capabilities on the switch include an increase in the number of measured splits/skills to 600 and an increase in the number of measured agent/split or agent/skill pairs to 10,000, 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 because CMS does not track the most idle agent.

Forced disconnect

On Generic 3 Version 2 and newer 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. 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 is also recorded as a forced disconnect call.

Forced multiple call handling

The forced multiple call handling feature in Generic 3 Version 4 and newer switches makes it possible for an ACD call to ring at an agent's telephone even if that agent is already talking on an ACD call. The agent continues to accrue talk time until the agent puts the current call on hold or releases it.

Go to vector command

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. In addition, the timing and statistics that are associated with the first vector for that call stop and then start for the second vector. The call remains in the original VDN, however, and tracking in that VDN continues.

Hold tracking

CentreVu CMS tracks and reports the hold state for all calls that are put on hold. CentreVu CMS is notified by the switch when an agent puts a call on hold.

Location

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 is typically assigned one location ID, although more than one location ID can be assigned. 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.

The ability to assign location IDs is available with the DEFINITY ECS R8 and newer switches.

Location ID for agents

An agent location ID is the ID of the agent terminal to which the agent is logged in. 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 capability is supported by the LOC_ID database item in the CentreVu CMS.

Location ID for trunks

The location ID for a trunk is the DEFINITY network location ID, from 1 to 44, that is associated with a trunk. A location ID is not directly assigned to a trunk; instead, it is assigned to a port network on the Change Cabinet X form. Therefore, each trunk that has an equipment location that belongs to that port network is associated with that port network's location ID. The location ID for trunks is supported by the EQLOC database item in the CentreVu CMS.

Look-ahead interflow calls (BSR and NCR)

CentreVu CMS tracks look-ahead interflow calls and Best Service Routing interflow calls attempted and completed using database items that start with LOOK.

Network Call Redirection (NCR) attempts that are successful are counted as DEFLECTCALLS.

Look-ahead interflow calls, BSR interflow calls, and NCR calls are subsets of interflow calls.

Move agent while staffed

Generic 3 Version 4 and newer switches support moving a staffed agent between splits or changing the skill assignments for staffed agents. If the agent has any call on the telephone or is in ACW, then the move cannot take place immediately and is pending until the agent 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. These database items can be used in custom reports to provide information about whether agents have moves pending and, if so, the split/skill to which they are being moved. Note that in the case in which the agent's skills are being changed and the change adds more than one skill, the PENDINGSPLIT item shows 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 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.

Multiple call handling

The multiple call handling (MCH) feature is available on Generic 3 Version 3 and newer switches. The MCH 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 call accrues 10 minutes hold time for the two calls in the space of only 5 minutes on the clock.

Multiple split/skill queuing

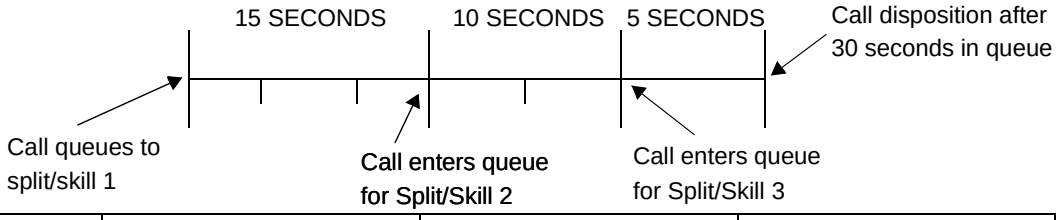
Calls can be queued to as many as three splits/skills simultaneously. For the first split/skill to which a call queues, CentreVu CMS counts an answer, outflow (leaves vector processing or is answered by an agent in another split/skill), or abandon. For the second or third splits/skills to which a call queues, 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, if the call outflows, or of the caller abandons, CentreVu CMS counts the call as dequeued.

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, the call queues to split/skill 1 first, then queues to split/skill 2 after 15 seconds. After another 10 seconds, the call queues to split/skill 3. 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 abandons, is answered, or is routed to a VDN.



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

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 minus O_ACDCALLS. See “Adjunct-Placed and Adjunct-Routed Calls” for more information.

Personal call tracking

CentreVu CMS tracks hold time, transfers, and conferences for personal calls (non-ACD or extension calls).

Tracking of AUXIN and AUXOUT time

With this feature, CentreVu CMS separately tracks the 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 that is spent on other AUXIN or AUXOUT calls.

Tracking for “Route To” calls

In the VDN database tables, connect calls and abandoned calls and their times are 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 that are made while another call is on hold.
- Agents who place calls on hold return to their previous state before the call unless the previous state was AVAIL. If an 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 that is placed on hold. Agent states reflect the current activity of the agent.
- HOLDTIME is the time that 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 abandoned while on hold.
- I_OTHERTIME is the time during the collection interval that the agent was doing other work.

  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 Generic 3 Version 4 and earlier switches and with the DEFINITY ECS R5 and newer switches.

Abandoned calls

In general, any call that hangs up before an agent or station answers is an abandoned call. VDN calls, whether they are ACD calls or not, that are routed to extensions and are then abandoned are counted as abandoned calls for the VDN. See Phantom-Abandon Calls for more information.

	Agent answers ACD call	Agent holds call, dials supervisor	Agent talks to supervisor	Agent reconnects to held ACD call	Call ends
G3V4 and older	I_ACDTIME	I_OTHERTIME	I_AUXOUTTIME		I_ACDTIME
DEFINITY ECS R5 and newer	I_ACDTIME	I_AUXTIME, I_ACDAUX_OUTTIME	I_AUXOUTTIME, I_ACDAUX_OUTTIME		I_ACDTIME

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 phantom-abandon calls.

Phantom-abandon call timer

The phantom-abandon call timer can be set from 1 to 10 seconds. Any calls for which the 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 as follows:

- For splits, from the time that the call queues until the agent or answering station hangs up.
- For VDNs, from the time the call encounters the VDN until the agent or answering station hangs up.
- For vectors, from the time the call enters the vector until the agent or answering station hangs up.

  When a call leaves a vector by means of 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 is 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 calls wait to be transferred or added to a conference.
- When agents end a conference call, they return to the call state they were in before they set 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. Without 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. Without personal call tracking, audio difficulty was restricted to ACD calls.

Redirect on No Answer

The Redirect on No Answer (RONA) feature is available on Generic 3 Version 2 and newer switches. 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 RONA feature. 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 number of 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 requeue to the same split/skill except through the RONA 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.

On Generic 3 Version 4 and newer switches, when a ringing call times out and is routed to a VDN an outflow and NOANSREDIR are incremented.

Ringing

CentreVu CMS displays the number of agents with split/skill ACD calls and direct agent calls ringing at their telephones. This information is meaningful only if agents' telephones 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. With switches that are older than Generic 3, the ring state columns in standard CentreVu CMS reports are blank.

Skill state

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

Timed ACW

The timed ACW feature provides Auto-In agents with a fixed ACW period after each Auto-In call. Timed ACW makes no changes in CMS tracking of ACW time. Timed ACW is tracked identically to manually entered ACW or ACW that results from Manual-In calls.

Transfer tracking

CentreVu CMS tracks all transferred calls that are 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 who initiates the transfer is credited with a transfer, not the party who receives the transfer.

Time/duration tracking

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, ring time, other similar items.

In the split/skill and vector tables, the TIME items typically accumulate until the call leaves the split/skill or 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

The trunk no answer timeout feature is available on Generic 3 Version 2 and newer switches. The trunk no answer 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.

NOTE:

This timer is for switches in countries that lack disconnect supervision for trunks. The assumption is that the caller abandoned long ago.

Universal Call Identifier

The Universal Call Identifier (UCID) is available on the DEFINITY ECS R6 and newer switches. A 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 can then be used to group all the data from various sources about a particular call.

When this feature is enabled on the DEFINITY ECS, CMS receives the UCID that is assigned to calls by the switch. 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 is available to both Custom Reports and the Report Designer. UCID data is stored in the call history and agent trace tables.

VDN active calls

The Generic 3 Version 4 and newer switches provide a vector conditional that is based on 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 to be 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 and that have not already routed to another VDN on this switch are also considered active calls for a VDN.

The current active VDN call count is sent to the CentreVu 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. That is, 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.

Vector Disconnect Timer

On Generic 3 Version 2 and newer switches, 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.

Wait Answer Supervision Timer

The wait answer supervision timer (WAST) 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.

Dictionary of CentreVu CMS database items

Overview

This chapter provides a definition for each item that is contained in one of the CentreVu CMS database tables.

Organization

The database items are defined in alphabetical order.

For information on which database tables individual items are stored in, see the “Switch cross-reference and capabilities that impact the CentreVu CMS” chapter.

Availability of Database Items

Unless noted in the definition of a database item, the database items defined in this dictionary are available on all DEFINITIY Generic 3 switches, including:

- Generic 3 Version 1
- Generic 3 Version 2
- Generic 3 Version 3
- Generic 3 Version 4
- Enterprise Communications Server Release 5
- Enterprise Communications Server Release 6
- Enterprise Communications Server Release 7
- Enterprise Communications Server Release 8
- Enterprise Communications Server Release 9.

Dictionary of CentreVu CMS database items

ABNCALLS

The ABNCALLS item appears in the following database tables.

Split/skill tables
The number of CALLSOFFERED that are abandoned while in queue or ringing at an agent position.

When a call is abandoned while it is queued to multiple splits/skills, only the primary split/skill increments ABNCALLS. Calls that are ringing an agent and then abandon peg as abandons for the split/skill in which they were ringing. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

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 are abandoned while ringing the agent's telephone (after being directed to the agent telephone, but before being answered). ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

This is a cumulative item.

Trunk group tables
The number of calls carried by this trunk that are abandoned by the caller before being answered by an agent. ABNCALLS includes all calls that are carried by the trunk, except for calls placed directly to unmeasured stations that did not go through a measured VDN or split/skill.

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

This is a status item.

Trunk tables

The number of calls carried by this trunk that are abandoned by the caller before they are answered by an agent. Direct calls to unmeasured stations that do not go through a measured VDN or split/skill are not recorded. ABNCALLS includes all calls abandoned by the caller that are carried by this trunk, except for direct calls to unmeasured stations that do not go through a measured VDN or split/skill. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer. Calls that abandon while listening to a forced disconnect are also included in ABNCALLS.

ABNCALLS includes ABNVECCALLS, ABNQUEUECALLS, ABNRINGCALLS, and PHANTOMABNS.

This is a cumulative item.

Vector tables

The number of INCALLS that are abandoned while INPROGRESS for this vector. This includes split/skill and direct agent ACD calls that abandon from queue or from ringing, and calls that abandon from vector processing.

ABNCALLS includes ABNQUECALLS, ABNRINGCALLS, and PHANTOMABNS.

This is a cumulative item.

VDN tables

The number of INCALLS that are 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 by the “route to'' vector command, and, for switches prior to DEFINITY Generic 3 Version 2 load 100, calls that abandoned while listening to a forced disconnect announcement. ABNCALLS includes PHANTOMABNS, which are ACD calls and calls routed to an agent or extension with talk times less than the value of the phantom-abandon call timer.

ABNCALLS includes ABNCALLS1 through ABNCALLS10, ABNQUECALLS, ABNRINGCALLS, PHANTOMABNS, and SLVLABNS.

This is a cumulative item.

ABNCALLS1 through ABNCALLS10

The ABNCALLS1 through ABNCALLS10 items appear in the following database tables.

Split/skill tables
The number of ABNCALLS that are 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. If call profiles are not set, then the data is stored in the first interval (ABNCALLS1). ABNCALLS10 counts calls that abandoned after PERIOD9.

This is a cumulative item.

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

This is a cumulative item.

ABNQUECALLS

The ABNQUECALLS item appears in the following database tables.

Trunk group tables
The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

Vector tables
The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

VDN tables
The number of ABNCALLS that are abandoned while in a split/skill or direct agent ACD queue.

This is a cumulative item.

ABNRINGCALLS

The ABNRINGCALLS item appears in the following database tables.

Split/skill tables
The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

Trunk group tables
The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

Vector tables
The number of split/skill or direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ABNCALLS that are abandoned while ringing at an agent position.

This is a cumulative item.

ABNTIME

The ABNTIME item appears in the following database tables.

Split/skill tables
The length of time that callers waited in queue and ringing at an agent's telephone before abandoning the call. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

Agent tables
The length of time that split/skill ACD callers waited while ringing the agent's telephone before abandoning the call. For phantom abandons, ABNTIME includes the total time until the agent releases the call.

This is a cumulative item.

Vector tables
The length of time that a caller spent waiting 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 length of time that a caller spent waiting while vector steps were executed, the call was queued, and ringing before abandoning. For phantom abandon calls, ABNTIME includes the total time from entering the VDN until the agent releases the call.

This is a cumulative item.

ABNVECCALLS

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. The ABNVECCALLS item is available with the Vectoring feature.

ABNVECCALLS includes ABNQUECALLS and ABNRINGCALLS.

This is a cumulative item.

ACCEPTABLE

The ACCEPTABLE item appears in the following database tables.

Split/skill tables
The number of ACDCALLS that are 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 are 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)

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
The 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
The ACD number for which data was collected.

Current day report tables
The 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

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. Calls that are transferred or conferenced are always recorded as agent-released calls.

This is a cumulative item.

ACDAUXOUT-CALLS

The ACDAUXOUTCALLS item appears in the following database tables.

Split/skill tables
The number of AUXOUTCALLS that agents in the split/skill placed with at least one split/skill ACD call for this split/skill on hold. On DEFINITY Generic 3 Version 3 and newer switches with multiple call handling and agents in multiple skills, the call is recorded for the skill of the last ACD call that the agent put on hold. ACDAUXOUTCALLS includes calls placed to transfer or conference the ACD call.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS that the agent placed with at least one split/skill or direct agent ACD call on hold. This includes calls that are placed to transfer or conference the ACD call.

This is a cumulative item.

ACDCALLS

The ACDCALLS item appears in the following database tables.

Split/skill tables
The number of CALLSOFFERED calls that are answered by an agent in the split/skill.

ACDCALLS = ACDCALLS1 + ACDCALLS2 + ACDCALLS3 + ACDCALLS4 + ACDCALLS5 + ACDCALLS6 + ACDCALLS7 + ACDCALLS8 + ACDCALLS9 + ACDCALLS10.

ACDCALLS includes ACCEPTABLE, ACDCALLS1 through ACDCALLS10, ACDCALLS_R1, ACDCALLS_R2, BACKUPCALLS, CONFERENCE, HIGHCALLS, HOLDCALLS, LOWCALLS, MEDCALLS, O_ACDCALLS, TOPCALLS, and TRANSFERRED.

This is a cumulative item.

Agent tables
The number of calls that are queued to SPLIT and answered by this agent in this SPLIT. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, O_ACDCALLS and ACD_RELEASE.

This is a cumulative item.

Trunk group tables
The number of INCALLS that are answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, and BACKUPCALLS.

This is a cumulative item.

Trunk tables
The number of INCALLS that are answered by an agent as a split/skill or direct agent ACD call. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2,

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls that are answered by an agent from “queue to“, check”, “messaging split/skill”, “route to” split/skill or direct agent, and “adj rout link” to split/skill or direct agent. ACDCALLS includes ACDCALLS_R1, ACDCALLS_R2, and BACKUPCALLS.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls that are answered by an agent from “queue to”, “check”, “messaging split/skill”, “route to” split/skill or direct agent, and “adj rout link” to split/skill or direct agent. ACDCALLS includes ACDCALLS1 through ACDCALLS10, ACDCALLS_R1, ACDCALLS_R2, ACCEPTABLE, ANSCONNCALLS1 through ANSCONNCALLS10, BACKUPCALLS, and TRANSFERRED.

This is a cumulative item.

Call work codes tables
The number of times that 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 through ACDCALLS10

The ACDCALLS1 through ACDCALLS10 items appear in the following database tables.

Split/skill tables
The number of ACDCALLS during the collection interval that are 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. If call profiles are not set, then the data is stored in the first interval (ACDCALLS1).

This is a cumulative item.

ACDCALLS_R1

The ACDCALLS_R1 item appears in the following database tables.

Split/skill tables
The number of CALLSOFFERED calls that are answered by a reserve1 agent in the split/skill.

This is a cumulative item.

Agent tables
The number of calls that are queued to SPLIT and answered by this reserve1 agent in this SPLIT.

This is a cumulative item.

Trunk group tables
The number of INCALLS that are answered by a reserve1 agent as a split/skill ACD call.

This is a cumulative item.

Trunk tables
The number of INCALLS that are answered by a reserve1 agent as a split/skill ACD call.

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls that are answered by a reserve1 agent from “queue to“, “check”, “messaging split/skill”, “route to” split/skill, and “adj rout link” to a split/skill.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls that are answered by a reserve1 agent from “queue to,” “check,” “messaging split/skill,” “route to” split/skill, and “adj rout link” to a split/skill.

This is a cumulative item.

ACDCALLS_R2

The ACDCALLS_R2 item appears in the following database tables.

Split/skill tables
The number of CALLSOFFERED calls that are answered by a reserve2 agent in the split/skill.

This is a cumulative item.

Agent tables
The number of calls that are queued to SPLIT and answered by this reserve2 agent in this SPLIT.

This is a cumulative item.

Trunk group tables
The number of INCALLS that are answered by a reserve2 agent as a split/skill ACD call.

This is a cumulative item.

Trunk tables
The number of INCALLS that are answered by a reserve2 agent as a split/skill ACD call.

This is a cumulative item.

Vector tables
The number of split/skill and direct agent ACD calls that are answered by a reserve2 agent from “queue to”, “check”, “messaging split/skill”, “route to” split/skill, and “adj rout link” to a split/skill.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls that are answered by a reserve2 agent from “queue to,” “check,” “messaging split/skill,” “route to” split/skill, and “adj rout link” to a split/skill.

This is a cumulative item.

ACDONHOLD (real-time)

The ACDONHOLD item appears in the following database tables.

Agent tables
The number of direct agent and split/skill ACD calls that are on hold for the agent.

This is a status item.

ACDTIME

The ACDTIME item appears in the following database tables.

Split/skill tables
The 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 but does not include HOLDTIME.

This is a cumulative item.

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

This is a cumulative item.

Call work codes tables
The talk time of all ACDCALLS that are associated with this call work code. ACDTIME does not include HOLDTIME.

This is a cumulative item.

ACTIVECALLS (real-time)

The ACTIVECALLS item appears in the following database tables.

VDN tables
The switch-generated count of the number of calls that are active 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. The ACTIVECALLS item is available on the DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

ACWINCALLS

The ACWINCALLS item appears in the following database tables.

Split/skill tables
The number of inbound extension calls that are received by agents while they are 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.

Agent tables
The number of inbound extension calls that are received by agents while they are 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

The ACWINTIME item appears in the following database tables.

Split/skill tables
The talk time of all ACWINCALLS. ACWINTIME includes DA_ACWINCALLS but it does not include HOLDTIME.

This is a cumulative item.

Agent tables
The talk time of all ACWINCALLS. ACWINTIME includes DA_ACWINCALLS but it does not include HOLDTIME.

This is a cumulative item.

ACWOUTADJ-CALLS

The ACWOUTADJCALLS item appears in the following database tables.

Split/skill tables
The number of ACWOUTCALLS that are 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. ACWOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

Agent tables
The number of ACWOUTCALLS that are 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. ACWOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

ACWOUTCALLS

The ACWOUTCALLS item appears in the following database tables.

Split/skill tables
The number of outbound extension calls that are placed by agents or on behalf of agents while they are in ACW. This includes ACW for split/skill ACD calls and ACW that is not associated with a call. ACWOUTCALLS includes ACWOUTADJCALLS and ACWOUTOFFCALLS.

This is a cumulative item.

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

This is a cumulative item.

ACWOUTOFF-CALLS

The ACWOUTOFFCALLS item appears in the following database tables.

Split/skill tables
The number of ACWOUTCALLS that are placed to an off-switch destination. If these calls are placed by an adjunct on behalf of an agent while the agent is in ACW, they are also counted as ACWOUTADJCALLS.

This is a cumulative item.

Agent tables
The number of ACWOUTCALLS that are placed to an off-switch destination. If these calls are placed by an adjunct on behalf of an agent while the agent is in ACW, they are counted as ACWOUTADJCALLS.

This is a cumulative item.

ACWOUTOFF-TIME

The ACWOUTOFFTIME item appears in the following database tables.

Split/skill tables
The talk time of all ACWOUTOFFCALLS. ACWOUTOFFTIME does not include HOLDTIME. ACWOUTOFFTIME includes ACWOUTTIME.

This is a cumulative item.

Agent tables
The talk time of all ACWOUTOFFCALLS. ACWOUTOFFTIME does not include HOLDTIME. ACWOUTOFFTIME includes ACWOUTTIME.

This is a cumulative item.

ACWOUTTIME

The ACWOUTTIME item appears in the following database tables.

Split/skill tables
The talk time of all ACWOUTCALLS. ACWOUTTIME does not include HOLDTIME. It does include ACWOUTADJCALLS, ACWOUTOFFCALLS, and time that is spent on calls that are placed while in ACW that is not associated with an ACD call.

This is a cumulative item.

Agent tables
The talk time of all ACWOUTCALLS. ACWOUTTIME does not include HOLDTIME or the time that ACWOUTCALLS spend on hold. It does include ACWOUTADJCALLS, ACWOUTOFFCALLS, and time that is spent on calls that are placed while in ACW that is not associated with an ACD call.

This is a cumulative item.

ACWTIME

The ACWTIME item appears in the following database tables.

Split/skill tables
The length of time that agents spend in ACW that is associated with ACDCALLS. ACWTIME includes ACWINTIME, ACWOUTTIME, and O_ACWTIME. ACWTIME does not include time that is spent in ACW that is not associated with an ACD call. However, both ACWINTIME and ACWOUTTIME do include time that is spent on calls placed or received while in ACW that is not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTTIME may be greater than ACWTIME.

This is a cumulative item.

Agent tables
The time that agents spend in ACW that is associated with ACDCALLS. ACWTIME includes ACWINTIME, ACWOUTTIME, DA_ACWTIME, and O_ACWTIME. ACWTIME does not include the time that is spent in ACW that is not associated with an ACD call. However, both ACWINTIME and ACWOUTTIME do include time that is spent on calls placed or received while in ACW that is not associated with an ACD call. Therefore, the sum of ACWINTIME and ACWOUTIME may be greater than ACWTIME.

This is a cumulative item.

VDN tables
The length of time that agents spend in ACW that is associated with ACDCALLS. ACWTIME includes SKILLACWTIME1 through SKILLACWTIME3.

This is a cumulative item.

Call work codes tables
The length of time that agents spend in ACW for ACDCALLS that are associated with this call work code.

This is a cumulative item.

Call record tables
The length of time that agents spend in ACW that is associated with this call by the answering agent in this segment.

ADJATTEMPTS

The ADJATTEMPTS item appears in the following database tables.

Vector tables
The number of adjunct-routing attempts for calls in this VECTOR. ADJATTEMPTS includes ADJROUTED. ADJATTEMPTS is available with the ASAI feature.

This is a cumulative item.

VDN tables
The number of adjunct-routing attempts for calls in this VDN. ADJATTEMPTS includes ADJROUTED. ADJATTEMPTS is available with the ASAI feature.

This is a cumulative item.

ADJROUTED

The ADJROUTED item appears in the following database tables.

Vector tables
The number of adjunct-routing calls that are redirected by an adjunct processor or host computer. ADJROUTED is available with the Vectoring and the ASAI features.

This is a cumulative item.

VDN tables
The number of adjunct-routing calls that are redirected by an adjunct processor or host computer. ADJROUTED is available with the Vectoring and the ASAI features.

This is a cumulative item.

ADJUNCTOUT (real-time)

The ADJUNCTOUT item appears in the following database tables.

Trunk group tables
The number of OUTBOUND calls currently in progress that an adjunct processor originated. The ADJUNCTOUT item is available with the ASAI feature.

This is a status item.

AGINRING (real-time)

The AGINRING item appears in the following database tables.

Split/skill tables
The number of POSITIONS at which split/skill or direct agent calls are currently ringing. 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 or AUXOUT call. On DEFINITY Generic 3 Version 4 and newer switches, agents who are talking on ACD calls and receive a forced MCH call are counted in ONACD and are not counted in AGINRING.

This is a status item.

AGOCC

The AGOCC item appears in the following database tables.

Current day report tables
The objective maximum percentage of time that an agent will be on ACD calls. This is known as agent occupancy.

AGSTATE (real-time)

The AGSTATE 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

The AGT_RELEASED item appears in the following database tables.

Agent trace tables
The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are 0, which means that the call was not released or dropped, and 1, which means that the call was released or dropped.

Call record tables
The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are 0, which means that the call was not released or dropped, and 1, which means that the call was released or dropped.

AGDURATION (real-time)

The AGTIME item appears in the following database tables.

Agent tables
The elapsed time since the last agent WORKMODE 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)

The AGTIME 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)

The ALLINUSE item appears in the following database tables.

Trunk group tables
The current use status of all trunks in the trunk group. Usage for a trunk is on a call or maintenance busy. Values for ALLINUSE are YES and NO.

This is a status item.

ALLINUSETIME

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. Usage for a trunk is on a call or maintenance busy.

This is a cumulative item.

ANI_SID

The ANI_SID item appears in the following database tables.

Malicious call trace exception table
The billing number or phone number from which the malicious call originated. ANI_SID is available only if the switch has ANI/SID service.

This is a cumulative item.

ANSCONN-CALLS1 through ANSCONN-CALLS10

The ANSCONNCALLS1 through ANSCONNCALLS10 items appear in the following database tables.

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

This is a cumulative item.

ANSHOLDTIME

The ANSHOLDTIME item appears in the following database tables.

Call record tables
The total time, in seconds, for which 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. The other agent continues to accrue talk time. Hold time accrues for any type of call.

ANSLOCID

The ANSLOCID item appears in the following database tables.

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

ANSLOGIN

The ANSLOGIN item appears in the following database tables.

Call record tables
The 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

The ANSREASON item appears in the following database tables.

Call record tables
The reason code, from 0 through 9, that is associated with the answering agent's mode if the agent is in the AUX mode. On switches prior to the DEFINITY ECS R5 or on switches without EAS and reason codes ANSREASON is always 0.

ANSRINGTIME

The ANSRINGTIME item appears in the following database tables.

Agent tables
The length of time that split/skill and direct agent ACD calls spent ringing at the agent's telephone before being answered.

This is a cumulative item.

ANSTIME

The ANSTIME item appears in the following database tables.

Split/skill tables
The length of time that is spent by callers in queue or ringing before an agent answers the call.

This is a cumulative item.

Vector tables
The length of time that split/skill and direct agent ACD calls waited while vector steps executed, queuing, and ringing before an agent answers the call. ANSTIME includes RINGTIME.

This is a cumulative item.

VDN tables
The length of time that split/skill and direct agent ACD calls waited while vector steps executed, in queue, and while ringing before an agent answers the call. ANSTIME includes RINGTIME.

This is a cumulative item.

ASA (real-time)

The ASA 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. The ASA item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

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. The ASA item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

ASSIST (real-time)

The ASSIST item appears in the following database tables.

Agent tables

A request for supervisor assistance is active for this agent for any split/skill. Values for ASSIST are 0, which means that no request for assistance was made, and 1, which means that the agent requested assistance.

This is a status item.

Call record tables
An indication of whether the answering agent in this call segment requested supervisor assistance on this call. Values for ASSIST are 0, which means that no request for assistance was made, and 1, which means that the agent requested assistance.

ASSIST_ACTV

The ASSIST_ACTV item appears in the following database tables.

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

ASSISTS

The ASSISTS item appears in the following database tables.

Split/skill tables
The number of times that agents called the supervisor while they were 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 that agents called the supervisor while they were on split/skill calls, direct agent ACD calls, or in call-related ACW for this split/skill.

This is a cumulative item.

ATAGENT (real-time)

The ATAGENT item appears in the following database tables.

VDN tables
The number of INPROGRESS ACD and non-ACD calls that are answered by an agent or connected to a station.

This is a status item.

AUDIO

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.

This is a cumulative item.

Trunk tables
The number of calls for which audio difficulty problems were reported for this trunk.

This is a cumulative item.

Call record tables
An indication of whether an agent in this segment reported an audio difficulty problem. Values for AUDIO are 0, which means that no audio difficulty is reported, and 1, which means that audio difficulty is reported.

AUXINCALLS

The AUXINCALLS item appears in the following database tables.

Split/skill tables
The number of inbound extension calls that are received by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold. AUXINCALLS are recorded in the SPLIT that is the OLDEST_LOGON for agents in multiple splits/skills.

This is a cumulative item.

Agent tables
The number of inbound extension calls that are received by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold.

This is a cumulative item.

AUXINTIME

The AUXINTIME item appears in the following database tables.

Split/skill tables
The talk time of all AUXINCALLS. AUXINTIME does not include HOLDTIME.

This is a cumulative item.

Agent tables
The talk time of all AUXINCALLS.

This is a cumulative item.

AUXOUTADJ-CALLS

The AUXOUTADJCALLS item appears in the following database tables.

Split/skill tables
The number of AUXOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-switch destinations, they are also counted as AUXOUTOFFCALLS. AUXOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS that are placed by an adjunct on behalf of an agent (keyboard dialed). If such calls are placed to off-switch destinations, they are also counted as AUXOUTOFFCALLS. AUXOUTADJCALLS is available with the ASAI feature.

This is a cumulative item.

AUXOUTCALLS

The AUXOUTCALLS item appears in the following database tables.

Split/skill tables
The number of outbound extension calls that are placed by agents while they are in AUX or AVAILABLE, or while the agents have an ACD, AUXIN, or AUXOUT call on hold. AUXOUTCALLS are recorded in the SPLIT that is the OLDEST_LOGON, unless the agent placed the call with an ACD call on hold. In this case, AUXOUTCALLS 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 are placed by the agent or on behalf of the agent while the agent is in AUX or AVAILABLE, or while the agent has an ACD, AUXIN, or AUXOUT call on hold. Calls the agent makes to transfer or conference an ACD call are included as AUXOUT calls. AUXOUTCALLS includes ACDAUXOUTCALLS, AUXOUTADJCALLS, and AUXOUTOFFCALLS.

This is a cumulative item.

AUXOUTOFF-CALLS

The AUXOUTOFFCALLS item appears in the following database tables.

Split/skill tables
The number of AUXOUTCALLS that are placed 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.

This is a cumulative item.

Agent tables
The number of AUXOUTCALLS that are placed 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.

This is a cumulative item.

AUXOUTOFF-TIME

The AUXOUTOFFTIME item appears in the following database tables.

Split/skill tables
The talk time of all AUXOUTOFFCALLS not including HOLDTIME. AUXOUTOFFTIME is included in AUXOUTTIME.

This is a cumulative item.

Agent tables
The talk time of all AUXOUTOFFCALLS not including HOLDTIME. This time is included in AUXOUTTIME.

This is a cumulative item.

AUXOUTTIME

The AUXOUTTIME item appears in the following database tables.

Split/skill tables
The talk time of all AUXOUTCALLS. AUXOUTTIME does not include HOLDTIME. 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)

The AUXREASON item appears in the following database tables.

Agent tables
The reason code that is associated with the agent's current state. AUXREASON is blank if the agent is not in the AUX state. On switches prior to the DEFINITY ECS R5 or that do not have EAS and reason codes active, AUXREASON is zero.

This is a status item.

Agent trace tables
The reason code that is associated with the agent's current state. AUXREASON is blank if the agent is not in the AUX state. On switches prior to the DEFINITY ECS R5 or that do not have EAS and reason codes active, AUXREASON is zero.

AVAILABLE (real-time)

The AVAILABLE item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently available in this split/skill.

This is a status item.

AVGAGSERV

The AVGAGSERV item appears in the following database tables.

Current day report tables
The objective average number of seconds that it takes for an agent to service a call.

AVGSPEEDANS

The AVGSPEEDANS item appears in the following database tables.

Current day report tables
The objective average speed of answer, in seconds, for this type of call.

AWORKMODE (real-time)

The AWORKMODE item appears in the following database tables.

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

This is a status item.

BACKUPCALLS

The BACKUPCALLS item appears in the following database tables.

Split/skill tables
The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either reserve1 or reserve2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, 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 counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature. The Redirect on No Answer VDN routing feature is available on the DEFINITY ECS R5 and newer switches.

This is a cumulative item.

Trunk group tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either reserve1 or reserve2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, 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 counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature. The Redirect on No Answer VDN routing feature is available on the DEFINITY ECS R5 and newer switches.

This is a cumulative item.

Vector tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either reserve1 or reserve2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, 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 counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature. The Redirect on No Answer VDN routing feature is available on the DEFINITY ECS R5 and newer switches.

This is a cumulative item.

VDN tables

The number of ACDCALLS that are delivered by a vector command other than “queue to” and answered by this split/skill plus the number of ACDCALLS that are delivered to this split/skill by a “queue to” vector command and answered by an agent who has either reserve1 or reserve2 skill levels assigned for this skill.

This allows tracking of calls that are answered by agents with a reserve1 or reserve2 skill level assigned for a particular skill. This includes calls delivered by messaging split/skill, check, route to split/skill or direct agent, 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 counted as BACKUPCALLS. To calculate the number of calls that are answered in a main split/skill (MAINCALLS), subtract BACKUPCALLS from ACDCALLS. Note that this calculation does not include direct agent calls. The BACKUPCALLS item is available with the Vectoring feature. The Redirect on No Answer VDN routing feature is available on the DEFINITY ECS R5 and newer switches.

This is a cumulative item.

BH_ABNCALLS (daily only)

The BH_ABNCALLS item appears in the following database tables.

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

This is a busy hour item.

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

This is a busy hour item.

BH_ACDCALLS

The BH_ACDCALLS item appears in the following database tables.

Trunk group tables
The number of incoming calls that are carried by this trunk group during the busy hour and are 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 are completed during the busy hour.

This is a busy hour item.

BH_ACDTIME

The BH_ACDTIME item appears in the following database tables.

VDN tables
The talk time for ACDCALLS that are completed during the busy hour.

This is a busy hour item.

BH_ALLINUSE-TIME

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

The BH_BUSYCALLS item appears in the following database tables.

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

This is a busy hour item.

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

This is a busy hour item.

BH_DISCCALLS

The BH_DISCCALLS item appears in the following database tables.

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

This is a busy hour item.

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

This is a busy hour item.

BH_INCALLS

The BH_INCALLS item appears in the following database tables.

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

This is a busy hour item.

BH_INTIME

The BH_INTIME item appears in the following database tables.

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

This is a busy hour item.

BH_OABN-CALLS

The BH_OABNCALLS item appears in the following database tables.

Trunk group tables
The number of outgoing adjunct-originated calls that are carried by the trunk group and are abandoned during the busy hour. The BH_OABNCALLS item is available with the ASAI feature.

This is a busy hour item.

BH_OACD-CALLS

The BH_OACDCALLS item appears in the following database tables.

Trunk group tables
The number of outgoing adjunct-originated ACD calls that are carried by the trunk group, that are answered by an agent as split/skill or direct agent ACD calls, and that complete during the busy hour. The BH_OACDCALLS is available with the ASAI feature.

This is a busy hour item.

BH_OOTHER-CALLS

The BH_OOTHERCALLS item appears in the following database tables.

Trunk group tables
The number of outgoing calls that are carried by the trunk group during the busy hour and are 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

The BH_OTHERCALLS item appears in the following database tables.

Trunk group tables
The number of incoming calls that are carried by the trunk group during the busy hour and are not answered or abandoned. 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. 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

The BH_OUTCALLS item appears in the following database tables.

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

This is a busy hour item.

BH_OUTTIME

The BH_OUTTIME item appears in the following database tables.

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

This is a busy hour item.

BH_STARTTIME

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 during the day totaling one hour in which the number of INCALLS to the VDN was a maximum.

This is a busy hour item.

BH_VDNCALLS

The BH_VDNCALLS item appears in the following database tables.

VDN tables
The number of INCALLS to the VDN that are complete during the busy hour. BH_VDNCALLS includes answered calls that complete, calls that abandon, calls given a forced busy, call that are forced to disconnect, and call that outflow from the VDN during the busy hour.

This is a busy hour item.

BLOCKAGE

The BLOCKAGE item appears in the following database tables.

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

This is a cumulative item.

BSRPLAN

The BSRPLAN item appears in the following database tables.

VDN tables
The information for the specified Best Service Routing (BSR) plan. The BSRPLAN item is available on the DEFINITY ECS R6 and newer switches.

This is an administrative item.

BUSYCALLS

The BUSYCALLS item appears in the following database tables.

Split/skill tables
The number of CALLSOFFERED that are given a busy signal by the switch. This occurs when the “busy” vector command is executed while the call is queued to this split/skill and this is the primary split/skill to which the call is queued, or if a call queued to this split/skill forwards to another split/skill whose queue is full. A busy is given when a nonvector-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 are given a busy signal by the switch. This occurs when the “busy” vector command executes. On switches without vectoring, BUSYCALLS occurs if a call is routed to a split/skill with coverage set to “yes” and 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. BUSYCALLS can occur if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS can occur without vectoring when a split queue is full or there are no queue slots available, 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 are given a busy signal by the switch. This occurs when the “busy'' vector command executes. BUSYCALLS occurs 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, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS occurs if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, 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 are given a busy signal by the switch. This occurs when the “busy'' vector command executes. BUSYCALLS occurs 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, no coverage path is administered, and an announcement has played or the trunk is not a CO trunk. BUSYCALLS occurs if a call is routed to a direct agent with coverage set to “yes”, the agent is not logged in, there is no coverage path administered, and an announcement has played or the trunk is not a CO trunk.

This is a cumulative item.

BUSYTIME

The BUSYTIME item appears in the following database tables.

Split/skill tables
The length of time that callers wait in queue until hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

Vector tables
The length of time that callers wait in queue until hearing a busy tone for all BUSYCALLS.

This is a cumulative item.

VDN tables
The duration of all BUSYCALLS until the trunk goes idle.

This is a cumulative item.

CALLER_HOLD

The CALLER_HOLD item appears in the following database tables.

Agent trace tables
An indication that the agent put the current call on hold. CALLER_HOLD applies to all of the calls that the agent put on hold.

CALLID

The CALLID item appears in the following database tables.

Call record tables
A unique number that is assigned to this call and all of its call segments. For conferenced and transferred calls, two (or more) calls are associated with each other. When the entire call is recorded, one CALLID is used to join all of the associated call segments. In “meet-me” conferences, this may result in a “later” segment of the call starting earlier than the first segment. CALLIDs are not strictly sequential, but will be unique for all calls recorded over the course of a day.

CALLING_II

The CALLING_II item appears in the following database tables.

Agent trace tables
The Information Indicator (II) digits that are associated with the call. These digits are a two-digit string that is 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. The CALLING_II item is available on the DEFINITY ECS R5 and newer switches.

Call record tables
The Information Indicator (II) digits that are associated with the call. These digits are a two-digit string that is 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. The CALLING_II item is available on the DEFINITY ECS R5 and newer switches.

CALLING_LOGID (real-time)

The CALLING_LOGID item appears in the following database tables.

Trunk tables
The login ID of the agent who originated the current call on this trunk. CALLING_LOGID is NULL when the trunk is idle.

This is a status item.

CALLING_PTY

The CALLING_PTY item appears in the following database tables.

Agent trace tables
The calling party identification. On switches without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On the DEFINITY Generic 3 Version 4 and newer switches with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 12 digits.

Call record tables
The calling party identification. On switches without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On the DEFINITY Generic 3 Version 4 and newer switches with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 12 digits.

CALLSOFFERED

The CALLSOFFERED item appears in the following database tables.

Split/skill tables
The number of calls that queued to the split/skill and that completed during the interval. This does not include calls 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

The CHANGE item appears in the following database tables.

Current day configuration tables
Additional change factor (percent).

CHANGED (real-time)

The CHANGED item appears in the following database tables.

Agent tables
The time of day at which new agent activity started. For example, when WORKMODE or DIRECTION is changed. Valid values for CHANGED are blank and the time-of-day.

This is a status item.

CHPROF

The CHPROF item appears in the following database tables.

Current day configuration tables
The number of the call handling profile that is used.

COMPLETED

The COMPLETED item appears in the following database tables.

Trunk group tables
The number of OUTCALLS that are completed by being answered at the far end.

This is a cumulative item.

CONFERENCE

The CONFERENCE item appears in the following database tables.

Split/skill tables
The number of ACDCALLS that are conferenced at least once.

This is a cumulative item.

Agent tables
The number of times that the agent completed a conference. A conference is considered completed when the agent pushes the conference key a second time.

This is a cumulative item.

Agent trace tables
An indication that the agent activated a conference.

Call record tables
An indication that the answering agent initiated a conference on this call segment. Valid values for CONFERENCE are 0, which means that the agent did not initiate a conference, and 1, which means that the agent did initiate a conference.

CONNECT-CALLS

The CONNECTCALLS item appears in the following database tables.

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

This is a cumulative item.

VDN tables
The number of non-ACD INCALLS that are delivered to a station extension (other than a VDN or direct agent login ID) by a “route to” or “adj rout link” vector command and that do not abandon. CONNECTCALLS includes ANSCONNCALLS1 through ANSCONNCALLS10.

This is a cumulative item.

CONNECTTIME

The CONNECTTIME item appears in the following database tables.

VDN tables
The length of time that CONNECTCALLS waited before being answered by an agent.

This is a cumulative item.

CONNTALKTIME

The CONNTALKTIME item appears in the following database tables.

VDN tables
The talk time for all CONNECTCALLS. CONNTALKTIME does not include HOLDTIME.

This is a cumulative item.

CONSULTTIME

The CONSULTTIME item appears in the following database tables.

Call record tables
The length of time that an agent talks 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, which is the time between presses of the transfer or conference button. CONSULTTIME includes wait time if the agent is calling a VDN or split/skill extension, but the wait time can be subtracted out by subtracting the DISPTIME item from CONSULTTIME.

CWC (index)

The CWC item appears in the following database tables.

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

This is a row identifier item.

DA_ABNCALLS

The DA_ABNCALLS item appears in the following database tables.

Agent tables
The number of direct agent ACD calls that are abandoned by callers while they are in queue or ringing at an agent telephone. DA_ABNCALLS includes calls that are considered abandoned because their talk time was less than the phantom-abandon call timer. The DA_ABNCALLS item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ABNTIME

The DA_ABNTIME item appears in the following database tables.

Agent tables
The length of time that DA_ABNCALLS wait in queue or ring before abandoning. DA_ABNTIME includes the time that elapses until the agent releases the call on phantom abandon calls. DA_ABNTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACDCALLS

The DA_ACDCALLS item appears in the following database tables.

Agent tables
The number of direct agent ACD calls that the agent answers. DA_ACDCALLS is available with the ASAI or EAS feature. DA_ACDCALLS includes DA_RELEASE.

This is a cumulative item.

DA_ACDTIME

The DA_ACDTIME item appears in the following database tables.

Agent tables
The length of time that agents spend talking on DA_ACDCALLS. DA_ACDTIME does not include HOLDTIME. DA_ACDTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWIN-CALLS

The DA_ACWINCALLS item appears in the following database tables.

Split/skill tables
The number of inbound extension calls that agents answer while in ACW for direct agent ACD calls that queued through this split/skill. DA_ACWINCALLS is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables
The number of inbound extension calls that the agent answers while in ACW for direct agent ACD calls. DA_ACWINCALLS is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWINTIME

The DA_ACWINTIME item appears in the following database tables.

Split/skill tables
The length of time that agents spend on inbound extension calls that they answer while in ACW for direct agent ACD calls that queued through this split/skill. DA_ACWINTIME is available with the ASAI or EAS feature for direct agent calling.

This is a cumulative item.

Agent tables
The length of time that is spent on all DA_ACWINCALLS. DA_ACWINTIME does not include HOLDTIME. DA_ACWINTIME is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWOADJ-CALLS

The DA_ACWOADJCALLS item appears in the following database tables.

Agent tables
The number of DA_ACWOCALLS that an ASAI adjunct placed on behalf of the agent. If these calls are placed to off-switch destinations, they are also counted as DA_ACWOOFFCALLS. The DA_ACWOADJCALLS item is available with the ASAI feature.

This is a cumulative item.

DA_ACWO-CALLS

The DA_ACWOCALLS item appears in the following database tables.

Split/skill tables
The number of outbound extension calls that agents placed while in ACW for direct agent ACD calls that queued through this split/skill. The DA_ACWOCALLS is available with the ASAI or EAS features.

This is a cumulative item.

Agent tables
The number of outbound extension calls that agents placed while in ACW for direct agent ACD calls that queued through this split/skill. The DA_ACWOCALLS item is available with the ASAI or EAS features.

DA_ACWOCALLS includes DA_ACWOADJCALLS and DA_ACWOOFFCALLS.

This is a cumulative item.

DA_ACWOOFF-CALLS

The DA_ACWOOFFCALLS item appears in the following database tables.

Agent tables
The number of DA_ACWOCALLS that are placed to an off-switch destination. If these calls are placed by an ASAI adjunct on behalf of the agent, they are also counted as DA_ACWOADJCALLS. The DA_ACWOOFCALLS item is available with the ASAI feature.

This is a cumulative item.

DA_ACWOOFF-TIME

The DA_ACWOOFFTIME item appears in the following database tables.

Agent tables
The length of time that agents spend talking on all DA_ACWOOFFCALLS. DA_ACWOOFFTIME does not include HOLDTIME. DA_ACWOOFFTIME is included in DA_ACWOTIME. The DA_ACWOOFFTIME item is available the ASAI or EAS feature.

This is a cumulative item.

DA_ACWOTIME

The DA_ACWOTIME item appears in the following database tables.

Split/skill tables
The length of time that agents talk on outbound extension calls that they place while in ACW for a direct agent ACD call. The DA_ACWOTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables
The length of time that agents spend on DA_ACWOCALLS. DA_ACWOTIME does not include HOLDTIME. DA_ACWOTIME includes DA_ACWOOFFTIME. The DA_ACWOTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_ACWTIME

The DA_ACWTIME item appears in the following database tables.

Agent tables
The duration of ACW that is associated with DA_ACDCALLS, including time on DA_ACWINCALLS and DA_ACWOCALLS. The DA_ACWTIME item is available with the ASAI or EAS feature. DA_ACWTIME includes DA_ACWINTIME and DA_ACWOTIME.

This is a cumulative item.

DA_ANSTIME

The DA_ANSTIME item appears in the following database tables.

Agent tables
The length of time that calls spend in the direct agent queue and ringing before being answered. The DA_ANSTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_INACW (real-time)

The DA_INACW item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in ACW that is associated with direct agent calls. This includes agents who are on ACWIN or ACWOUT calls. DA_INACW is a subset of OTHER. The total number of agents in after call work = INACW + DA_INACW. The DA_INACW item is available with the ASAI or EAS feature for direct agent calling.

This is a status item.

DA_INQUEUE (real-time)

The DA_INQUEUE item appears in the following database tables.

Split/skill tables
The number of direct agent ACD calls that are currently waiting in this split/skill queue. The DA_INQUEUE item is available with the ASAI or EAS feature.

This is a status item.

Agent tables
The number of direct agent calls that are currently waiting in any split/skill queue for this agent. The DA_INQUEUE item is available with the ASAI or EAS feature.

This is a status item.

DA_INRING (real-time)

The DA_INRING item appears in the following database tables.

Split/skill tables
The number of direct agent ACD calls that are currently ringing at an agent's telephone and that queued in this split/skill. The DA_INRING item is available with the ASAI or EAS feature.

This is a status item.

DA_OLDEST-CALL (real-time)

The DA_OLDESTCALL item appears in the following database tables.

Split/skill tables
The length of time that the oldest direct agent ACD call has been waiting in queue or ringing at an agent position. The DA_OLDESTCALL item is available with the ASAI or EAS feature.

This is a status item.

Agent tables
The length of time that the oldest direct agent call has been waiting in any split/skill queue for this agent. The DA_OLDESTCALL item is available with the ASAI or EAS feature.

This is a status item.

DA_ONACD (real-time)

The DA_ONACD item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently on direct agent ACD calls. DA_ONACD is a subset of OTHER. The total number of agents on split/skill and direct agent ACD calls is ONACD plus DA_ONACD. The DA_ONACD item is available with the ASAI or EAS feature.

This is a status item.

DA_OTHER-CALLS

The DA_OTHERCALLS item appears in the following database tables.

Agent tables
The number of direct agent calls that are redirected to another destination before they are answered. Calls can be redirected as a result of call pickup, coverage, or Redirection on No Answer. The DA_OTHERCALLS item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_OTHERTIME

The DA_OTHERTIME item appears in the following database tables.

Agent tables
The length of time that is spent in queue or ringing by DA_OTHERCALLS before they are redirected. The DA_OTHERTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

DA_QUEUED

The DA_QUEUED item appears in the following database tables.

Call record tables
An indication of whether the call queued as a direct agent call. Valid values for DA_QUEUED are 0, which means that the call did not queue as a direct agent call, or 1, which means that the call did queue as a direct agent call.

DA_RELEASE

The DA_RELEASE item appears in the following database tables.

Agent tables
The number of direct agent ACD calls that are released or dropped by the agent before the far end releases. The DA_RELEASE item is available on the DEFINITY ECS R5 and newer switches with the ASAI or EAS feature.

This is a cumulative item.

DA_SKILL (real-time)

The DA_SKILL item appears in the following database tables.

Agent tables
The skill that is currently assigned as the agent's direct agent skill. Direct agent calls to the agent are queued to this skill. The DA_SKILL item is available with the ASAI or EAS feature.

This is a status item.

DACALLS_FIRST (real-time)

The DACALLS_FIRST item appears in the following database tables.

Agent tables
An indication of whether a percent allocated agent (PCNT) has requested direct agent calls first to be delivered first. Valid values for DACALLS_FIRST are 0, which means that the agent has not made the request, and 1, which means that the agent has made a request for direct agent calls to be delivered first. The DACALLS_FIRST item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

DEFLECTCALLS

The DEFLECTCALLS item appears in the following database tables.

Vector tables
The number of calls that are deflected to the network using Network Call Redirection (NCR). Each NCR invoke attempt is counted in LOOKATTEMPTS and in INTERFLOWCALLS. The DEFLECTCALLS item is available on the DEFINITY ECS R8.3 and newer switches.

This is a cumulative item.

VDN tables
The number of calls that deflected to the network using NCR. Each NCR invoke attempt is counted in LOOKATTEMPTS and in INTERFLOWCALLS. The DEFLECTCALLS item is available on the DEFINITY ECS R8.3 and newer switches.

This is a cumulative item.

DEQUECALLS

The DEQUECALLS item appears in the following database tables.

Split/skill tables
The number of calls that queued to this split/skill as a nonprimary split/skill and whose disposition was recorded in another split/skill as answered, abandoned, outflowed, busy, or forced disconnect. The DEQUECALLS item is available with the Vectoring feature.

This is a cumulative item.

DEQUETIME

The DEQUETIME item appears in the following database tables.

Split/skill tables
The length of time that DEQUECALLS waited in this split/skill queue before dequeuing. The DEQUETIME item is available with the Vectoring feature.

This is a cumulative item.

DESTINATION (real-time)

The DESTINATION item appears in the following database tables.

Agent tables
The type of outbound call destination for the call on which the agent is active 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

The DIALED_NUM item appears in the following database tables.

Call record tables
The number that the caller dialed. This number can be up to 24 digits long. DIALED_NUM is the VDN for inbound vectoring calls, blank for inbound calls without vectoring, and dialed digits for outbound calls.

DIGITS_DIALED

The DIGITS_DIALED item appears in the following database tables.

Agent trace tables
The digits that the agent dialed to originate a call. Trunk access codes, feature access codes, account codes, and authorization codes are not included.

DIRECTION (real-time)

The DIRECTION item appears in the following database tables.

Agent tables
The direction of the call that 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 (NULL).

This is a status item.

Trunk tables
The current call direction of the trunk. Valid values are blank, 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
The direction of the call that 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 (NULL).

DISCCALLS

The DISCCALLS item appears in the following database tables.

Split/skill tables
The number of INCALLS that executed the “disconnect" vector command. DISCCALLS also includes calls that are disconnected by the switch when the vector disconnect timer expires, or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS. The DISCCALLS item is available on the DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

Trunk group tables
On DEFINITY Generic 3 Version 2 (prior to load 100) switches, DISCCALLS is the number of INCALLS that are given a forced disconnect announcement by the “disconnect” vector command, listened to the entire announcement, then were disconnected by the switch. On DEFINITY Generic 3 Version 2 (load 100 and after) and newer switches, this is the number of INCALLS that are disconnected by the switch by the “disconnect” vector command. DISCCALLS also includes calls that are disconnected by the switch when the vector disconnect timer expires, or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS. The DISCCALLS item is available on the DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

Vector tables
The number of INCALLS that executed the “disconnect" vector command. DISCCALLS also includes calls that are disconnected by the switch when the vector disconnect timer expires, or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS. The DISCCALLS item is available on the DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

VDN tables
The number of INCALLS that executed the “disconnect" vector command. DISCCALLS also includes calls that are disconnected by the switch when the vector disconnect timer expires, or calls that reached the end of vector processing without being queued. DISCCALLS includes VDISCCALLS. The DISCCALLS item is available on the DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

DISCTIME

The DISCTIME item appears in the following database tables.

Split/skill tables
The length of time that all DISCCALLS spent in this split's/skill's queue. If the call is disconnected because the vector disconnect timer expires, this is the time until the call is disconnected by the switch.

This is a cumulative item.

Vector tables
The length of time that all DISCCALLS spent in this VECTOR. DISCTIME includes the time that elapses until the trunk drops following the forced disconnect command, or when the caller hangs up without listening to the entire announcement. When the caller listens to the entire announcement, DISCTIMEs the length of time until the announcement ends and the caller is disconnected by the switch, or when the vector disconnect timer expires.

This is a cumulative item.

VDN tables
The length of time that all DISCCALLS spent in this VDN. DISCTIME includes the time that elapses until the trunk drops following the forced disconnect command, or when the caller hangs up without listening to the entire announcement. When the caller listens to the entire announcement, DISCTIMEs the length of time until the announcement ends and the caller is disconnected by the switch, or when the vector disconnect timer expires.

This is a cumulative item.

DISPIVECTOR

The DISPIVECTOR item appears in the following database tables.

Call record tables
The number of the first vector that is associated with the disposition VDN (DISPVDN).

DISPOSITION

The DISPOSITION item appears in the following database tables.

Call record tables

An indication of the call disposition. Valid values for DISPOSITION are shown in the following table.:

Table 3-1: Values for DISPOSITION

Value	Description
1	The call is connected (CONN, non-ACD call to a measured agent). A connected call is a non-ACD call to a measured agent for which CMS receives an indication that the call was connected.
2	The call is answered (ANS, split/skill or direct agent call answered by an agent). 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.
3	The call is abandoned (ABAN). 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.
4	The call is interflowed (IFLOW). Interflowed calls are calls that are interflowed to an off-switch destination
5	The call is forced busy (FBUSY). 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 a split/skill call for a nonvector-controlled split that received a busy indication from the switch because the split queue was full.
6	The call is forced disconnect (FDISC). On DEFINITY Generic 3 Version 2 and newer switches, forced disconnect calls are VDN calls that are disconnected by the switch due to the execution of a disconnect vector command. 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.
7	The call has another disposition (OTHER). Other calls include any other calls that do not fall into the categories listed above. See the definition of OTHERCALLS for additional information.

DISPPRIORITY

The DISPPRIORITY item appears in the following database tables.

Call record tables
The priority that the call had at its disposition in this segment. Priorities can be:

Table 3-2: Values for DISPRIORITY

Value	Description
1	No priority was assigned to the call. This disposition applies to switches that do not have the Vectoring feature.
2	The call was a priority call. This disposition applies to switches that do not have the Vectoring feature.
3	The call was assigned a low priority (LOW).
4	The call was assigned a medium priority (MED).
5	The call was assigned a high priority (HIGH).
6	The call was assigned a top priority (TOP).

If the call is never queued to a split/skill, the priority is not set. With the Vectoring feature, 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 have a MED priority or HIGH priority, depending on the class of restriction of the originator of the call. The originator of the call can be an agent, an extension, a trunk group, or a VDN.

DISPSKLEVEL

The DISPSKLEVEL item appears in the following database tables.

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

DISPSPLIT

The DISPSPLIT item appears in the following database tables.

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

DISPTIME

The DISPTIME item appears in the following database tables.

Call record tables
The wait time in the vector, in queue, and ringing that elapses until the disposition is recorded in DISPOSITION for the segment. For extension calls that are placed directly to agents and not through a VDN, this is always zero.

DISPVDN

The DISPVDN item appears in the following database tables.

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

DURATION (real-time)

The DURATION item appears in the following database tables.

Agent tables
The length of time of the current WORKMODE and DIRECTION for this SPLIT. For example, the length of time in current AGSTATE for this SPLIT, in which case, if the agent goes from AUX to AUXOUT and back to AUX, DURATION restarts with each of change in work mode.

This is a status item.

Trunk tables
The length of time that the trunk has been in TKSTATE.

This is a status item.

Agent trace tables
The length of time of the current WORKMODE and DIRECTION for this SPLIT. For example, the length of time in current AGSTATE for this SPLIT, in which case, if the agent goes from AUX to AUXOUT and back to AUX, DURATION restarts with each of change in work mode.

Call record tables
The total time that 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 is the trunk holding time for the caller for the entire call, from the time the trunk is seized until the trunk is idle. With a transfer, the original trunk remains associated with both call segments until the call ends.

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

This is a cumulative item.

EQLOC

The EQLOC item was modified with 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

The physical equipment location, or trunk number, for which data was collected.

In the trunk tables, EQLOC is an index item.

This is an administrative item.

Call record tables
The physical equipment location, or trunk number, for which data was collected or for which the exception occurred. This is blank if the trunk is not measured.

Trunk group exception table
The physical equipment location, or trunk number, for which data was collected or the exception occurred.

This is a cumulative item.

Malicious call trace exception table
The physical equipment location, or trunk number, for which data was collected or for which the exception occurred. This is blank if the trunk is not measured.

This is a cumulative item.

EVENT1 through EVENT9

The EVENT1 through EVENT9 items appear in the following database tables.

Split/skill tables
The 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.

This is a cumulative item.

Agent tables
The number of times each event, or stroke count, feature button from 1 to 9 was pressed while the agent was on an ACD call or in call-related ACW.

This is a cumulative item.

Call record tables
The number of times each event, or stroke count, feature button from 1 to 9 was entered for this call segment.

EVENT_TIME

The EVENT_TIME item appears in the following database tables.

Agent trace tables
The time of day, in hour, minute, and second format, at which the WORKMODE or DIRECTION changed.

EWTHIGH (real-time)

The EWTHIGH item appears in the following database tables.

Split/skill tables
The switch-calculated expected wait time (EWT) for calls that are queued at high priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at HIGH priority until being served. Time that is 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, whereas EWT changes constantly to match the current conditions on the switch, such as queue length and staffing changes. The EWTHIGH item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

EWTLOW (real-time)

The EWTLOW item appears in the following database tables.

Split/skill tables
The switch-calculated EWT for calls that are queued at low priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at LOW priority until being served. Time that is 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, whereas EWT changes constantly to match the current conditions on the switch, such as queue length and staffing changes. The EWTLOW item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

EWTMEDIUM (real-time)

The EWTMEDIUM item appears in the following database tables.

Split/skill tables
The switch-calculated EWT for calls that are queued at medium priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at MED priority until being served. Time that is 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, whereas EWT changes constantly to match the current conditions on the switch, such as queue length and staffing changes. The EWTMED item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

EWTTOP (real-time)

The EWTTOP item appears in the following database tables.

Split/skill tables
The switch-calculated EWT for calls that are queued at top priority in this split/skill. The EWT is an estimate of how long a caller will wait in queue at TOP priority until being served. Time that is 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, whereas EWT changes constantly to match the current conditions on the switch, such as queue length and staffing changes. The EWTTOP item is available on DEFINITY Generic 3 Version 4 and newer switches with the Vectoring feature.

This is a status item.

EXT_CALL_ORIG

The EXT_CALL_ORIG item appears in the following database tables.

Agent trace tables
An indication that the agent originated an external, off-switch call.

EXTENSION

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

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

In the trunk tables, EXTENSION is a real-time item.

This is a status item.

EXTN

The EXTN item appears in the following database tables.

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

EXTYPE

The EXTYPE item appears in the following database tables.

Agent exception table
The type of exception that occurred. Valid values for EXTYPE in the agent exception table are:

Table 3-3: EXTYPE in the agent exception table

Value	Type
1	Time available
2	Minimum time on an inbound ACD call
3	Maximum time on an inbound ACD call
4	Time in ACW

Table 3-3: EXTYPE in the agent exception table

Value	Type
5	Time on an outbound ACW call
6	Time on an inbound ACW call
7	Time in AUX work
8	Time on an outbound AUX call
9	Time on an inbound AUX call
10	Number of outbound ACW calls per agent
11	Number of inbound ACW calls per agent
12	Number of outbound AUX calls per agent
13	Number of inbound AUX calls per agent
14	Login identification
15	Time the ACD call spent on hold
16	Number of ACD calls placed on hold
17	Number of ACD calls abandoned while on hold
18	Minimum time on an outbound ACD call
19	Maximum time on an outbound ACD call
20	Number of calls transferred
21	Time on an external outbound ACW call
22	Time on an external outbound AUX call
23	Time on a direct agent call
24	Number of external outbound ACW calls per agent
25	Number of external outbound AUX calls per agent
26	Time an ACD call spends ringing
27	Multiple logins on same extension
28	Ringing call was automatically redirected from the agent
29	Agent logged out with active or held calls
30	Number of calls in the direct agent queue
31	Time the call waited in the direct agent queue
32	Number of calls that abandoned from the direct agent queue

Table 3-3: EXTYPE in the agent exception table

Value	Type
34	Number calls that outflowed from the direct agent queue
38	Number of calls that the agent transferred
48	Logout attempt without a valid reason code
49	Agent could not be logged in
59	AUX attempt without a valid reason code
60	Time in AUX with a reason code of 0 (default)
61	Time in AUX with a reason code of 1
62	Time in AUX with a reason code of 2
63	Time in AUX with a reason code of 3
64	Time in AUX with a reason code of 4
65	Time in AUX with a reason code of 5
66	Time in AUX with a reason code of 6
67	Time in AUX with a reason code of 7
68	Time in AUX with a reason code of 8
69	Time in AUX with a reason code of 9
98	Agent was denied login to some skills
99	Invalid call work code was entered

This is a cumulative item.

Split/skill exception table
The type of exception that occurred. Valid values for EXTYPE in the split/skill exception table are:

Table 3-4: EXTYPE in the split/skill exception table

Value	Type
30	Number calls waiting
31	Time the call waited in queue
32	Number of calls that abandoned
33	Number of intraflowed-in calls

Table 3-4: EXTYPE in the split/skill exception table

Value	Type
34	Number of intraflowed-out calls
35	Number interflowed-out calls
36	Number of calls that were offered while the queue was full
37	Number of calls handled as backup
38	Number calls that were transferred
39	Average speed of answer in seconds
40	Rolling average speed of answer in seconds
41	EWT for TOP priority calls
42	EWT for HIGH priority calls
43	EWT for MED priority calls
44	EWT for LOW priority calls

Trunk group exception table
The type of exception that occurred. Valid values for EXTYPE are:

Table 3-5: EXTYPE in the trunk group exception table

Value	Type
50	Minimum time the trunk was in use
51	Maximum time the trunk was in use
52	Number of trunks in use
53	Time that any trunk was in the maintenance busy state
54	Number of trunks that are in the maintenance busy state
55	Length of time that all trunks are busy
56	Number of trunk failures in the trunk 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. Valid values for EXTYPE in the VDN exception table are:

Table 3-6: EXTYPE in the VDN exception table

Value	Type
2	Minimum time at an agent
3	Maximum time at an agent
30	Number of calls in an ACD split queue
32	Number of calls that abandoned while in vector processing
33	Number of calls that flowed into the VDN
34	Number of calls that flowed out of the VDN
35	Number of calls that interflowed out of the VDN
37	Number of calls that were handled by a backup split
71	Maximum time that is spent in vector processing
72	Number calls that were forced busy
73	Number of calls that were disconnected
74	Number of unsuccessful lookahead attempts
75	Adjunct routing was attempted
76	Rolling average speed of answer

This is a cumulative item.

Vector exception table

The type of exception that occurred. Valid values for EXTYPE in the vector exception table are:

Table 3-7: EXTYPE in the vector exception table

Value	Type
30	Number of calls in an ACD split/skill queue
32	Number of calls that abandoned while in the vector
72	Number of calls that were forced busy
73	Number calls that were disconnected

Table 3-7: EXTYPE in the vector exception table

Value	Type
74	Number unsuccessful lookahead interflow, BSR, and NCR attempts
75	Number of unsuccessful adjunct routing attempts
80	Minimum time that is spent in the vector
81	Maximum time that is spent in the vector

This is a cumulative item.

FAGINRING (real-time)

The FAGINRING item appears in the following database tables.

Split/skill tables
The number of flex agents to whom this skill ACD call is ringing. The number of agents can range from 0 to 999. The FAGINRING item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FAVAILABLE (real-time)

The FAVAILABLE item appears in the following database tables.

Split/skill tables
The number of flex agents who are available to receive calls. The number of agents can range from 0 to 999. The FAVAILABLE item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FAILURES

The FAILURES item does not apply to DEFINITY Generic 3 and newer switches. For these switches, FAILURES is not populated because trunks that fail are automatically placed in the maintenance busy state.

On DEFINITY Generic 2 switches, the FAILURES item appears in the following database tables.

Trunk group tables
The number of trunk failures that occurred 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.

This is a cumulative item.

Trunk tables
The number of trunk failures that occurred 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.

This is a cumulative item.

FCALLS

The FCALLS item appears in the following database tables.

Current day report tables
The number of forecast calls carried.

FINACW (real-time)

The FINACW item appears in the following database tables.

Split/skill tables
The number of flex agents who are in ACW for this skill. The number of agents can range from 0 to 999. The FINACW item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FINAUX (real-time)

The FINAUX item appears in the following database tables.

Split/skill tables
The number of flex agents who are in AUX for this skill. The number of agents can range from 0 to 999. The FINAUX item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FIRSTVDN

The FIRSTVDN item appears in the following database tables.

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

FIRSTVECTOR

The FIRSTVECTOR item appears in the following database tables.

Call record tables
The number of the first vector that is associated with the first VDN for the call segment. This is blank if no vector is involved.

FMETHOD

The FMETHOD item appears in the following database tables.

Current day configuration tables
The type of trending to use for forecast. Valid values for FMETHOD are 0, which means that no trending is used, 1, which means that seasonal trending is used, and 2, which means that current trending is used.

FONACD (real-time)

The FONACD item appears in the following database tables.

Split/skill tables
The number of flex agents who are on ACD calls for this skill. The number of agents can range from 0 to 999. The FONACD item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FOTHER (real-time)

The FOTHER item appears in the following database tables.

Split/skill tables
The number of flex agents who are in the OTHER work state. The number of agents can range from 0 to 999. The FOTHER item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

FSTAFFED (real-time)

The FSTAFFED item appears in the following database tables.

Split/skill tables
The number of agents who are staffing this skill as neither top or reserve agents. The number of agents can range fro 0 to 999. The FSTAFFED item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

GNAGINRING (real-time)

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.

GNAVAILABLE (real-time)

The GNAVAILABLE item appears in the following database tables.

Split/skill tables
The number of greatest need agents who are logged into the split/skill and available in the split/skill. The GNAVAILABLE item is available on the DEFINITY ECS R6 and newer switches.

GNINACW (real-time)

The GNINACW item appears in the following database tables.

Split/skill tables
The number of greatest need agents who are logged into the split/skill and in ACW. This includes agents on call-related ACW, on ACWIN or ACWOUT calls, and agents who are in ACW that is not associated with an ACD call. The GNINACW item is available on the DEFINITY ECS R6 and newer switches.

GNINAUX (real-time)

The GNINAUX item appears in the following database tables.

Split/skill tables
The number of greatest need agents who are logged into the split/skill and on inbound and outbound ACD calls for the split/skill. The GNINAUX item is available on the DEFINITY ECS R6 and newer switches.

GNINAUX0 (real-time)

The GNINAUX0 item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in AUX with a reason code of 0 (zero) for all splits/skills, including greatest need agents on AUXIN or AUXOUT calls. On the DEFINITY ECS R6 and newer switches with the EAS feature and reason codes active, reason code 0 (zero) is used for “system” AUX work. On switches prior to the DEFINITY ECS R6 and switches without EAS, GNINAUX0 is the same as GNINAUX.

This is a status item.

GNINAUX1 through GNINAUX9 (real-time)

The GNINAUX1 through GNINAUX9 items appear in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in AUX with the reason codes 1 through 9 for all splits/skills, including greatest need agents on AUXIN or AUXOUT calls. The GNINAUX1 through GNINAUX9 items are available on the DEFINITY ECS R6 and newer switches.

GNONACD (real-time)

The GNONACD item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently on inbound and outbound ACD calls to this split/skill. The GNONACD item is available on the DEFINITY ECS R6 and newer switches.

GNONACDAUX-OUT (real-time)

The GNONACDAUXOUT item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently 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. The GNONACDAUXOUT item is available on the DEFINITY ECS R6 and newer switches.

GNONACDOUT (real-time)

The GNONACDOUT item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS that are currently on outbound calls that were placed by an adjunct to this split/skill. GNONACDOUT is available with the ASAI feature.

GNONACWIN (real-time)

The GNONACWIN item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in ACW for this split/skill and on inbound extension calls. These greatest need agents are also counted in INACW. GNONACWIN includes agents who are receiving extension calls while in ACW that is associated with split/skill ACD calls and while in ACW that is not associated with an ACD call. The GNONACWIN item is available on the DEFINITY ECS R6 and newer switches.

GNONACWOUT (real-time)

The GNONACWOUT item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in ACW for this split/skill and on outbound extension calls. These greatest need agents are also counted in INACW. GNONACWOUT includes agents who are making extension calls while in ACW that is associated with split/skill ACD calls and while in ACW that is not associated with an ACD call. The GNONACWOUT item is available on the DEFINITY ECS R6 and newer switches.

GNONAUXIN (real-time)

The GNONAUXIN item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in AUX work, AVAILABLE, have an ACD, AUXIN, or AUXOUT call on hold, and are on inbound extension calls where SPLIT is OLDEST LOGON. The GNONAUXIN item is available on the DEFINITY ECS R6 and newer switches.

GNONAUXOUT (real-time)

The GNONAUXOUT item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently in AUX work, AVAILABLE, have an ACD, AUXIN, or AUXOUT call attributed to this split/skill on hold, and are on outbound extension calls. The GNONAUXOUT item is available on the DEFINITY ECS R6 and newer switches.

GNDA_INACW (real-time)

The GNDA_INACW item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently ACW that is associated with direct agent calls, including greatest need agents who are on ACWIN or ACWOUT calls. GNDA_INACW is a subset of GNOTHER. The total number of agents in ACW equals GNINACW plus GNDA_INACW. The GNDA_INACW item is available on the DEFINITY ECS R6 and newer switches with the ASAI or EAS feature.

GNDA_ONACD (real-time)

The GNDA_ONACD item appears in the following database tables.

Split/skill tables

The number of greatest need POSITIONS who are currently on direct agent ACD calls. GNDA_ONACD is a subset of GNOTHER. The total number of greatest need agents on split/skill and direct agent ACD calls equals GNONACD plus GNDA_ONACD. The GNDA_ONACD item is available on the DEFINITY ECS R6 and newer switches with the ASAI or EAS feature.

GNOTHER (real-time)

The GNOTHER item appears in the following database tables.

Split/skill tables

The number of greatest need agents who are doing other work. Agent POSITIONS show up in OTHER directly after the link to the switch is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill. The GNOTHER item is available on the DEFINITY ECS R6 and newer switches.

GNSKILL (real-time)

The GNSKILL item appears in the following database tables.

Agent tables
The skill level that is assigned so that the greatest need agent handles calls in the preferred order. The agent's first-administered, highest-level, measured skill is the greatest need skill, in which a skill level of 1 is the highest call handling preference and skill level 16 is the lowest skill level preference. The GNSKILL item is available on the DEFINITY ECS R6 and newer switches.

This is a status item.

GNSTAFFED (real-time)

The GNSTAFFED item appears in the following database tables.

Split/skill tables
The number of greatest need agents who are currently staffed in SPLIT. The GNSTAFFED item is available on the DEFINITY ECS R6 and newer switches.

GOTOCALLS

The GOTOCALLS item appears in the following database tables.

Vector tables
The number of OUTFLOWCALLS that are redirected to another vector by way of a "go to vector" command.

This is a cumulative item.

GOTOTIME

The GOTOTIME item appears in the following database tables.

Vector tables
The time that all GOTOCALLS spent in this vector before being redirected to another vector.

This is a cumulative item.

HDATE1 through HDATE4

The HDATE1 through HDATE4 items appear in the following database tables.

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

HELD

The HELD item appears in the following database tables.

Call record tables
The total number of times that 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. The HELD item applies to all of the calls that the agent puts on hold.

HIGHCALLS

The HIGHCALLS item appears in the following database tables.

Split/skill tables
The number of ACDCALLS with high priority that are answered by agents in this split/skill, for example, answered calls that are queued to the split/skill with high priority by a “queue to” or “check” vector command. This includes calls that are 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. The HIGHCALLS item is available with the Vectoring feature.

This is a cumulative item.

HOLDABN

The HOLDABN item appears in the following database tables.

Call record tables
An indication of whether this call abandoned from hold in this call segment. Valid values for HOLDABN are 0, which means that the call did not abandon from hold, and 1, which means that “yes” the call did abandon from hold. The HOLDABN item applies to all of the calls that the agent put on hold.

HOLDABN-CALLS

The HOLDABNCALLS item appears in the following database tables.

Split/skill tables
The number of times that split/skill ACD callers abandoned the call while on hold.

This is a cumulative item.

Agent tables
The number of times that callers abandoned while on hold. The HOLDABNCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

VDN tables
The number of times that callers abandoned while on hold. The HOLDABNCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

HOLDACD-CALLS

The HOLDACDCALLS item appears in the following database tables.

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

This is a cumulative item.

HOLDACDTIME

The HOLDACDTIME item appears in the following database tables.

Agent tables
The length of time that split/skill and direct agent ACD calls spend on hold at the agent's telephone. This includes time that the agent spends on AUXIN or AUXOUT calls with the ACD call on hold.

This is a cumulative item.

VDN tables
The length of time that split/skill or direct agent ACD callers spend on hold.

This is a cumulative item.

HOLDCALLS

The HOLDCALLS item appears in the following database tables.

Split/skill tables
The number of split/skill ACD calls that are placed on hold at least once. HOLDCALLS includes HOLDABNCALLS.

This is a cumulative item.

Agent tables
The number of calls that are placed on hold at least once. HOLDCALLS includes HOLDABNCALLS. The HOLDCALLS item applies to all of the calls that the agent put on hold. The HOLDCALLS item is available with the ASAI or the EAS feature.

This is a cumulative item.

VDN tables
The number of calls that are placed on hold at least once. HOLDCALLS includes HOLDABNCALLS and HOLDACDCALLS. The HOLDCALLS item applies to all of the calls that the agent put on hold.

This is a cumulative item.

HOLDTIME

The HOLDTIME item appears in the following database tables.

Split/skill tables
The length of time that split/skill ACD callers spend on hold.

This is a cumulative item.

Agent tables
The length of time that split/skill ACD callers spend on hold. HOLDTIME includes HOLDACDTIME.

This is a cumulative item.

VDN tables
The length of time that callers spend on hold. HOLDTIME includes HOLDACDTIME. HOLDTIME applies to all of the calls that the agent puts on hold.

This is a cumulative item.

I_ACDAUXIN-TIME

The I_ACDAUXINTIME item appears in the following database tables.

Split/skill tables
The length of 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.

This is a cumulative item.

Agent tables
The length of 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.

This is a cumulative item.

I_ACDAUX_OUTTIME

The I_ACDAUX_OUTTIME item appears in the following database tables.

Split/skill tables
The length of 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. 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 placed the AUXOUT call.

This is a cumulative item.

Agent tables
The length of 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 on hold.

This is a cumulative item.

I_ACDOTHER-TIME

The I_ACDOTHERTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS spent in the OTHER state with a split/skill ACD call on hold. Instances of the OTHER state include, dialing an outgoing call, a ringing extension call, or having calls on hold and with no other state selected.

This is a cumulative item.

Agent tables
The length of time during the collection interval that the agent spent in the OTHER state with at least one split/skill or direct agent ACD call on hold. Instances of the OTHER state include, dialing an outgoing call, a ringing extension call, or having calls on hold and with no other state selected.

This is a cumulative item.

I_ACDTIME

The I_ACDTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS were on split/skill ACD calls. I_ACDTIME includes time on O_ACDCALLS and time on ACDCALLS.

This is a cumulative item.

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

This is a cumulative item.

I_ACWINTIME

The I_ACWINTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS were in ACW for this split/skill and on inbound extension calls. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWINTIME does not include the time that inbound extension calls spend on hold.

This is a cumulative item.

Agent tables
The length of 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 that is not associated with a call. I_ACWINTIME does not include the time that inbound ACW calls spend on hold.

This is a cumulative item.

I_ACWOUTTIME

The I_ACWOUTTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS were in ACW for this split/skill and on outbound extension calls. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWOUTTIME does not include the time that outbound extension calls spend on hold.

This is a cumulative item.

Agent tables
The length of 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 that is not associated with a call. I_ACWOUTTIME includes the time ACWOUT calls spend on hold.

This is a cumulative item.

I_ACWTIME

The I_ACWTIME item appears in the following database tables.

Agent tables
The length of time during the collection interval that the agent is in ACW. This includes ACW for split/skill ACD calls and ACW that is not associated with a call. 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 length of time during the collection interval that POSITIONS were in ACW for this split/skill. The ACW can be associated with a split/skill ACD call or not associated with a call. I_ACWTIME includes I_ACWINTIME and I_ACWOUTTIME.

This is a cumulative item.

I_ARRIVED

The I_ARRIVED item appears in the following database tables.

VDN tables
The number of calls that reached this VDN during this interval.

This is a cumulative item.

I_AUXINTIME

The I_AUXINTIME item appears in the following database tables.

Agent tables

The length of time during the collection interval that the agent was in AUX work or AVAILABLE. I_AUXINTIME includes the length of time when an ACD, AUXIN, or AUXOUT call is on hold and the time the agent is on inbound extension calls and SPLIT was the OLDEST_LOGON. I_AUXINTIME includes I_ACDAUXINTIME but does not include the time these calls 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 agents were in AUX work or AVAILABLE. I_AUXINTIME includes the length of time when an ACD, AUXIN, or AUXOUT call is on hold and the time the agent is 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

The I_AUXOUTTIME item appears in the following database tables.

Agent tables

The length of time during the collection interval that the agent was in AUX work, AVAILABLE, had an ACD, AUXIN, or AUXOUT call on hold and the time on outbound extension calls. When the agent was in AUX work, AVAILABLE, or had an AUXIN or AUXOUT call on hold, the AUXOUT time and calls are recorded for the SPLIT that is the OLDEST_LOGON. When the agent had an ACD call on hold, SPLIT is the split/skill associated with the last ACD call put on hold. I_AUXOUTTIME includes I_ACDAUX_OUTTIME but does not include the time calls spent on hold.

Split/Skill tables

The length of time during the collection interval that the agent was in AUX work, AVAILABLE, or had an AUXIN or AUXOUT call is on hold. This does not include time outbound extension calls spent on hold.

This is a cumulative item.

I_AUXTIME

The I_AUXTIME item appears in the following database tables.

Split/Skill tables
The length of time during the collection interval that POSITIONS are in AUX in this split/skill. I_AUXTIME includes I_AUXTIME0, I_AUXTIME1 through I_AUXTIME9, I_AUXINTIME, I_AUXOUTTIME, and I_TAUXTIME.

This is a cumulative item.

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

This is a cumulative item.

I_AUXTIME0

The I_AUXTIME0 item appears in the following database tables.

Split/skill tables
The length of 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 through I_AUXTIME9

The I_AUXTIME1 I_AUXTIME9 items appear in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS were in AUX for each reason code 1 through 9 in this skill. This includes time on extension calls from each AUX state. Available on DEFINITY Generic 3 Version 5 newer switches with the EAS feature.

This is a cumulative item.

I_AVAILTIME

The I_AVAILTIME item appears in the following database tables.

Split/skill tables
The length of 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 length of 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

The I_DA_ACDTIME item appears in the following database tables.

Split/skill tables
The length of 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. The I_DA_ACDTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

Agent tables
The length of time during the collection interval that the agent spent talking on direct agent calls. I_DA_ACDTIME does not include HOLDTIME. The I_DA_ACDTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

I_DA_ACWTIME

The I_DA_ACWTIME item appears in the following database tables.

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

This is a cumulative item.

Agent tables
The length of time during the collection interval that the agent was doing ACW that was associated with direct agent ACD calls. The I_DA_ACWTIME item is available with the ASAI or EAS feature.

This is a cumulative item.

I_INOCC

The I_INOCC item appears in the following database tables.

Trunk group tables
The total length of time during the collection interval that all of the trunks in the trunk group were occupied by incoming calls. If an incoming call on a measured trunk is transferred off of 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 length of time during the collection interval that the trunk was occupied by incoming calls. If an incoming call on a measured trunk is transferred off of 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

The I_NORMTIME item appears in the following database tables.

Split/skill tables
The length of time, from 0 to 3600 seconds, that the skill spent under all administered thresholds. The I_NORMTIME item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a cumulative item.

I_OL1TIME

The I_OL1TIME item appears in the following database tables.

Split/skill tables
The length of time, from 0 to 3600 seconds, that the skill spent over threshold 1. The I_OL1TIME item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a cumulative item.

I_OL2TIME

The I_OL2TIME item appears in the following database tables.

Split/skill tables
The length of time, from 0 to 3600 seconds, that the skill spent over threshold 2. The I_OL2TIME item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a cumulative item.

I_OTHERTIME

The I_OTHERTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS spent doing other work. I_OTHERTIME is collected for the time period after the link to the switch is initiated or after the agent logs in and before the CentreVu CMS receives notification of the agent's state from the switch.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature 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 length of 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 is initiated or after the agent logs in and before the CMS receives notification of the agent's state from the switch.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature 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

The I_OUTOCC item appears in the following database tables.

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

This is a cumulative item.

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

This is a cumulative item.

I_RINGTIME

The I_RINGTIME item appears in the following database tables.

Split/skill tables
The length of 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 length of time that the caller spends ringing and is independent of agent activity. With forced multiple call handling, which is available on DEFINITY Generic 3 Version 4 and newer switches, if an ACD call rings at the agent's telephone while the agent is talking on another call, I_RINGTIME does not accumulate.

This is a cumulative item.

Agent tables
The length of 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 length of time that the caller spends ringing and is independent of agent activity.

This is a cumulative item.

I_STAFFTIME

The I_STAFFTIME item appears in the following database tables.

Split/skill tables
The length of time during the collection interval that POSITIONS were logged in. I_STAFFTIME includes I_ACDTIME, I_ACWTIME, I_AUXTIME, I_AVAILTIME, I_OTHERTIME, and I_RINGTIME.

This is a cumulative item.

Agent tables
The length of time during the collection interval that the agent was logged in to 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

The I_TAUXTIME item appears in the following database tables.

Split/skill tables
The length of time that top agents in this split/skill were in AUX mode. This includes time on AUXIN or AUXOUT calls that were received or placed without an ACD call on hold. Time on AUXIN or AUXOUT calls with an ACD call on hold is tracked in I_ACDAUXINTIME and I_ACDAUX_OUTTIME. The I_TAUXTIME item is available with the EAS feature.

This is a cumulative item.

I_TAVAILTIME

The I_TAVAILTIME item appears in the following database tables.

Split/skill tables
The length of time that top agents in this split/skill were available to receive calls for this split/skill. The I_TAVAILTIME item is available with the EAS feature.

This is a cumulative item.

I_TOTHERTIME

The I_TOTHERTIME item appears in the following database tables.

Split/skill tables
The length of time, in seconds, that top agents spend in the OTHER state. The I_TOTHERTIME item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

II_DIGITS

The II_DIGITS item appears in the following database tables.

Malicious call trace exception table
The Information Indicator digits that specify the type of originating line used by the caller.

This is a cumulative item.

ILN

The ILN item appears in the following database tables.

VDN tables
The internal line number (ILN) of the VDN extension, which is used internally by the CentreVu CMS to track data about the VDN.

This is an administrative item.

INACW (real-time)

The INACW item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in ACW for this split/skill. This includes agents on ACWIN or 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)

The INAUX item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in AUX work for all splits/skills, or on AUXIN or AUXOUT calls. INAUX includes INAUX0, INAUX1 through INAUX9, ONACDAUXOUT, ONAUXIN, and ONAUXOUT.

This is a status item.

INAUX0 (real-time)

The INAUX0 item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in AUX with reason code 0 (zero) for all splits/skills including agents on AUXIN or 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 through INAUX9 (real-time)

The INAUX1 through INAUX9 items appear in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in AUX with the reason codes 1 through 9 for all splits/skills including agents on AUXIN or AUXOUT calls. The INAUX1 through INAUX9 items are available on the DEFINITY ECS R5 and newer switches.

This is a status item.

INBOUND (real-time)

The INBOUND item appears in the following database tables.

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

This is a status item.

INCALLS

The INCALLS item appears in the following database tables.

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

This is a cumulative item.

VDN tables
The number of inbound calls that are directed to this VDN. INCALLS includes ABNCALLS, INFLOWCALLS, OTHERCALLS, RETURNCALLS, and RINGCALLS. INCALLS = ABNCALLS + ACDCALLS + OTHERCALLS

This is a cumulative item.

INCOMPLETE

The INCOMPLETE item appears in the following database tables.

Split/skill tables
An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. 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

An indication of whether data is complete for this collection interval. Data is incomplete whenever the link goes down and whenever tracking is aborted for calls, because of trunk failures or the trunk going maintenance busy with a call active, protocol failures with data collection active, or when split/skill or VDN call profile is changed with data collection active. Valid values for the INCOMPLETE item are 0, which means that the data is incomplete, and 1, which means that the data is complete. The value in the daily, weekly, and monthly tables indicates the number of incomplete intervals in the day, week, or month. Changing the split/skill or VDN call profile data while data collection is active affects only the data for the split/skill or VDN to which the change is made.

This is a cumulative item.

INFLAG

The INFLAG item appears in the following database tables.

Agent login/logout tables
An indication whether the agent is already logged in when the switch link initiates. Valid values are NULL, which means that the agent is not logged in, and <, which means that the agent is logged in.

INFLOWCALLS

The INFLOWCALLS item appears in the following database tables.

Split/skill tables
The number of calls that are 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.

With the Vectoring feature, an inflow is counted for calls that intraflow from one split queue to another split queue.

With the Vectoring feature, 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 telephone in a non-primary split/skill are also counted as inflows to that skill.

On DEFINITY 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 feature to a Split/Skill feature are counted as inflows.

This is a cumulative item.

Vector tables
The number of calls that are redirected to this vector by way of a "go to vector" command, a "route to" VDN command, or by the Redirection on No Answer feature to a VDN.

This is a cumulative item.

VDN tables
The number of calls that are 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)

The INPROGRESS item appears in the following database tables.

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

This is a status item.

VDN tables
The number of inbound calls that are currently associated with this VDN. Calls are considered to be INPROGRESS in the VDN until they route to another VDN, route off of the switch, are transferred, or the trunk carrying them goes idle. INPROGRESS includes ATAGENT and INVECTOR.

This is a status item.

INQUEUE (real-time)

The INQUEUE item appears in the following database tables.

Split/skill tables
The number of split/skill ACD calls that are currently waiting in queue.

This is a status item.

Vector tables
The number of INPROGRESS calls that are currently in split/skill or direct agent ACD queues.

This is a status item.

VDN tables
The number of INPROGRESS calls that are currently in a split/skill or direct agent ACD queues.

This is a status item.

INRING (real-time)

The INRING item appears in the following database tables.

Split/skill tables
The number of split/skill ACD calls that are currently ringing at agent positions for this split/skill.

This is a status item.

Vector tables
The number of INPROGRESS split/skill and direct agent ACD calls that are currently ringing at agent positions.

This is a status item.

VDN tables
The number of INPROGRESS split/skill and direct agent ACD calls that are currently ringing at agent positions.

This is a status item.

INTERFLOW-CALLS

The INTERFLOWCALLS item appears in the following database tables.

Split/skill tables
The number of OUTFLOWCALLS that are redirected to a destination outside the switch.

This is a cumulative item.

Vector tables
The number of OUTFLOWCALLS that are redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS (Look-Ahead Interflow and BSR) and DEFLECTCALLS (NCR). INTERFLOWCALLS includes successful look-ahead interflowing BSR interflows and NCR redirections.

This is a cumulative item.

VDN tables
The number of OUTFLOWCALLS that are redirected to a destination outside the switch. INTERFLOWCALLS includes LOOKFLOWCALLS (Look-Ahead Interflow and BSR) and DEFLECTCALLS (NCR). INTERFLOWCALLS includes successful look-ahead Interflowing BSR interflows and NCR redirections.

This is a cumulative item.

INTIME

The INTIME item appears in the following database tables.

Trunk group tables
The trunk holding time for all INCALLS that are carried by trunks in this trunk group and complete during the collection interval. Trunk holding time is the length of time from the initial trunk seizure until the trunk goes idle. The trunk goes idle when 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 that are carried by this trunk and complete during the collection interval. Trunk holding time is the length of time from the initial trunk seizure until the trunk goes idle. The trunk goes idle when 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 length of time that all DISCCALLS spent in this VECTOR, including the time that elapses until the trunk drops following the forced disconnect command for calls that are recorded as DISCCALLS.

This is a cumulative item.

VDN tables
The length of time that all INCALLS spent in this VDN. INTIME = ACDTIME + ABNTIME + ANSTIME + HOLDTIME + OTHERTIME.

This is a cumulative item.

INTRVL

The INTRVL item appears in the following database tables.

Split/skill tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Agent tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Trunk group tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Trunk tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Vector tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

VDN tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Call work codes tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

This is an administrative item.

Current day report tables
The number of minutes in the intrahour interval. The length of the intrahour interval can be 15, 30, or 60 minutes. INTRVL applies to intrahour tables only.

INVECTOR (real-time)

The INVECTOR item appears in the following database tables.

VDN tables
The number of INPROGRESS calls that are currently 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)

The ITN item appears in the following database tables.

Trunk tables
The internal trunk number of the trunk.

This is a row identifier item.

KEYBD_DIALED

The KEYBD_DIALED item appears in the following database tables.

Agent trace tables
An indication that the call was keyboard dialed. The KEYBD_DIALED item is available with the ASAI feature.

LASTCWC

The LASTCWC item appears in the following database tables.

Call record tables
The last call work code, which can be comprised of up to 16 digits, that was entered by the answering agent in this call segment.

LASTDIGITS

The LASTDIGITS item appears in the following database tables.

Call record tables
The last set of collected digits that is sent to the CentreVu CMS by the switch for this call. These are digits that the switch sends to the CentreVu CMS when it executes a “collect” vector command. The digits may be digits that the caller was prompted to enter, either through the prompting feature on the switch, through network-prompted caller-entered digits (CED), customer database-provided digits (CDPD) from the network, or digits that are collected through a “converse” vector command. The LASTDIGITS item is available on the DEFINITY ECS R5 and newer switches.

LASTOBSERVER

The LASTOBSERVER item appears in the following database tables.

Call record tables
The login ID of the last agent who service-observed or bridged on to this call.

LEVEL (real-time)

The LEVEL item appears in the following database tables.

Agent tables
The skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill, that is associated with the SPLIT. The LEVEL item is available on the DEFINITY ECS R5 and newer switches with the EAS feature.

This is a status item.

LOC_ID

The LOC_ID item appears in the following database tables.

Agent tables
The equipment location ID that is 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 the DEFINITY, and is 1 to 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 that is 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 the DEFINITY, and is 1 to 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 that is 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 the DEFINITY, and is 1 to 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 that is associated with the trunk. It can be 1 to 44 characters long. The location ID is not directly assigned to a trunk but rather is assigned to a port network location on the DEFINITY. Each trunk whose equipment location belongs to a specific port network will be associated with that post network's location ID.

LOGID

The LOGID item appears in the following database tables.

Agent tables
The login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

This is an index item.

This is an administrative item.

Trunk tables
The login ID of the agent who is handling the call that is currently carried by this trunk. This is blank (NULL) when the trunk is idle.

This is a real-time item.

This is a status item.

Agent trace tables
The login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

This is an index item.

Agent login/logout tables
The login ID that was used to staff the EXTENSION. Agents in multiple splits/skills have one LOGID.

Agent exception tables
The login ID of the agent who had the exception.

This is a cumulative item.

Trunk group exception table
The login ID of the agent who is reporting audio difficulty.

This is a cumulative item.

Malicious call trace exception table
The login ID of the agent who is initiating a malicious call trace.

This is a cumulative item.

LOGIN

The LOGIN item appears in the following database tables.

Agent login/logout tables
The 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)

The LOGONSKILL item appears in the following database tables.

Agent tables
The first split/skill with which the agent logged in. The LOGONSKILL item is available with the EAS feature.

This is a status item.

LOGONSKILL2 through LOGONSKILL20 (real-time)

The LOGONSKILL2 through LOGONSKILL20 items appear in the following database tables.

Agent tables
The second through twentieth skills to which the agent logged in. The number of skills per agent depends on the type of switch. The LOGONSKILL 2 through LOGONSKILL20 items are available with the EAS feature.

This is a status item.

Agent login/logout tables
The second through twentieth skills to which the agent logged in. The number of skills per agent depends on the type of switch. The LOGONSKILL 2 through LOGONSKILL20 items are available with the EAS feature.

LOGONSTART (real-time)

The LOGONSTART item appears in the following database tables.

Agent tables
The time of day at which 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 is blank. Valid values are null and time-of-day.

This is a status item.

LOGOUT

The LOGOUT item appears in the following database tables.

Agent login/logout tables
The time at which the agent logged out.

LOGOUT_DATE

The LOGOUT_DATE item appears in the following database tables.

Agent login/logout tables
The 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

The LOGOUTREASON item appears in the following database tables.

Agent login/logout tables
The reason code, which can be 0 through 9, that is associated with the agent's logout. For switch releases earlier than the DEFINITY ECS R5 and switch releases that do not have the EAS feature and reason codes active, this field always contains a 0 when the agent has logged out.

Agent trace tables
The reason code, which can be 0 through 9, that is associated with the agent's logout. For switch releases earlier than the DEFINITY ECS R5 and switch releases that do not have the EAS feature and reason codes active, this field always contains a 0 when the agent has logged out.

LOOKATTEMPTS

The LOOKATTEMPTS item appears in the following database tables.

Vector tables
The number of times that Look-Ahead Interflow or BSR Interflow was attempted for calls in this vector. Network Call Redirection (Network call Deflection [NCD] or Network Call Transfer [NCT]) invoke attempts are also counted as LOOKATTEMPTS. Look-Ahead Interflow and BSR interflow attempts that are successful are also counted as LOOKFLOWCALLS. NCR attempts that are successful are also counted as DEFLECTCALLS. BSR poll calls are not counted as LOOKATTEMPTS. They are counted as NETPOLLS.

This is a cumulative item.

VDN tables
The number of times that Look-Ahead Interflow or BSR Interflow was attempted for calls in this VDN. Network Call Redirection (NCD or NCT) invoke attempts are also counted as LOOKATTEMPTS. Look-Ahead Interflow and BSR interflow attempts that are successful are also counted as LOOKFLOWCALLS. NCR attempts that are successful are also counted as DEFLECTCALLS. BSR poll calls are not counted as LOOKATTEMPTS. They are counted as NETPOLLS.

This is a cumulative item.

LOOKFLOW-CALLS

The LOOKFLOWCALLS item appears in the following database tables.

Vector tables
The number of INTERFLOWCALLS that are redirected by way of the Look-Ahead Interflow or BSR features. The LOOKFLOWCALLS item is available with the Look-Ahead Interflow feature.

LOOKFLOWCALLS is a subset of INTERFLOWCALLS and includes LOOKATTEMPTS for the Look-Ahead Interflow or BSR interflows. With BSR interflow, every LOOKATTEMPTS should also be counted as a LOOKFLOWCALLS unless a failure occurs.

This is a cumulative item.

VDN tables
The number of INTERFLOWCALLS that are redirected by way of the Look-Ahead Interflow feature. LOOKFLOWCALLS item is available with the Look-Ahead Interflow feature.

LOOKFLOWCALLS is a subset of INTERFLOWCALLS and includes LOOKATTEMPTS for the Look-Ahead Interflow or BSR interflows. With BSR interflow, every LOOKATTEMPTS should also be counted as a LOOKFLOWCALLS unless a failure occurs.

This is a cumulative item.

LOWCALLS

The LOWCALLS item appears in the following database tables.

Split/skill tables
On switches with the Vectoring feature, LOWCALLS is the number of ACDCALLS with low priority that are answered by this split/skill.

On switches without the Vectoring feature, LOWCALLS is the number of ACDCALLS with no priority that are answered by this split/skill.

This is a cumulative item.

MALICIOUS (real-time)

The MALICIOUS item appears in the following database tables.

Agent tables

An indication of whether a malicious call trace (MCT) is active for the agent for any split/skill. Valid values for MALICIOUS are 0, which means that no MCT was activated, and 1, which means that a MCT was activated. The MALICIOUS item is not available on the DEFINITY Generic 3i Version 1 switch.

This is a status item.

Call record tables

An indication of whether a MCT was activated for this call segment. Valid values for MALICIOUS are 0, which means that no MCT was activated, and 1, which means that a MCT was activated.

MAXINQUEUE

The MAXINQUEUE item appears in the following database tables.

Split/skill tables

The maximum number of simultaneous calls that are in this split/skill queue during the collection interval.

This is a maximum value item.

MAXOCWTIME

The MAXOCWTIME item appears in the following database tables.

Split/skill tables

The maximum length 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

The MAXSTAFFED item appears in the following database tables.

Split/skill tables
The maximum number of agent POSITIONS that are simultaneously staffed during the collection interval. MAXSTAFFED includes MAXTOP.

This is a maximum value item.

MAXTOP

The MAXTOP item appears in the following database tables.

Split/skill tables
The maximum number of top agents who are staffed during the collection interval in this split/skill.

This is a maximum value item.

MAX_TOT_PERCENTS

The MAX_TOT_PERCENTS item appears in the following database tables.

Split/skill tables
The maximum total staffed agent percentages that are allocated to a skill. The MAX_TOT_PERCENTS item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

MAXWAITING

The MAXWAITING item appears in the following database tables.

VDN tables
The maximum number of calls that are simultaneously in progress in the VDN during the collection interval.

This is a maximum value item.

MBUSY (real-time)

The MBUSY item appears in the following database tables.

Trunk group tables
The number of trunks in the trunk group that are currently maintenance busy.

This is a status item.

MBUSYTIME

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

The MCT item appears in the following database tables.

Agent trace tables
An indication that the agent activated a malicious call trace.

MEDCALLS

The MEDCALLS item appears in the following database tables.

Split/skill tables
On switches with the Vectoring feature, MEDCALLS is the number of ACDCALLS with medium priority that are answered by agents in the split/skill. For example, answered calls that are queued to the split/skill with medium priority by a “queue to” or “check” vector command. MEDCALLS includes calls that are 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.

On switches without the Vectoring feature, MEDCALLS is the number of ACDCALLS with the priority set to yes that are answered by agents in the split/skill.

This is a cumulative item.

MOVEPENDING (real-time)

The MOVEPENDING item appears in the following database tables.

Agent tables
An indication that a move to a new split/skill or a change of skills is pending for this agent. Valid values for MOVEPENDING are 0, which means that no move is pending, and 1, which means that a move is pending. MOVEPENDING is available on DEFINITY Generic 3 Version 4 and newer switches with the Move Agent While Staffed feature.

This is an administrative item.

This is a status item.

NETDISCCALLS

The NETDISCCALLS item appears in the following database tables.

Vector tables
The number of calls that disconnected from the reply step in BSR. The NETDISCCALLS item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

VDN tables
The number of calls that disconnected from the BSR reply step. The NETDISCCALLS item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

NETINCALLS

The NETINCALLS item appears in the following database tables.

VDN tables
The number of calls that interflowed in from the network in BSR. The NETINCALLS item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

NETINTIME

The NETINTIME item appears in the following database tables.

VDN tables
The time, in seconds, that the call was in a VDN somewhere else in the network. The NETINTIME item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

Call record tables
The length of time that the call spends in a VDN while processing at a switch that is located elsewhere in the network. The NETINTIME item is available on the DEFINITY ECS R6 and newer switches.

NETPOLLS

The NETPOLLS item appears in the following database tables.

Vector tables
The number of network polls for the “consider” vector steps in BSR. The NETPOLLS item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

VDN tables
The number of network polls for “consider” vector steps in BSR. The NETPOLLS item is available on the DEFINITY ECS R6 and newer switches.

This is a cumulative item.

NOANSREDIR

The NOANSREDIR item appears in the following database tables.

Split/skill tables
The 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.

When a call is requeued to the same split/skill by 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 by 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 are not due to requeuing the call to the same split.

The NOANSREDIR item is available on DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

Agent tables
The number of split/skill and direct agent ACD calls that rang at this agent's telephone 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, whereas direct agent ACD calls are redirected to the agent's coverage path. The NOANSREDIR item is available on DEFINITY Generic 3 Version 2 and newer switches. Redirection On No Answer to a VDN is available on the DEFINITY ECS R5 and newer switches.

This is a cumulative item.

VDN tables
The 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. The NOANSREDIR item is available on DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

NUMAGREQ

The NUMAGREQ item appears in the following database tables.

Current day report tables
The number of agents required to handle FCALLS.

NUMINUSE (real-time)

The NUMINUSE item appears in the following database tables.

Trunk group tables
The number of TRUNKS that are currently on calls or maintenance busy. NUMINUSE = INBOUND + OUTBOUND + MBUSY

This is a status item.

NUMTGS

The NUMTGS item appears in the following database tables.

VDN tables
The number of trunk groups that are assigned to this VDN.

This is an administrative item.

NUMVDNS

The NUMVDNS item appears in the following database tables.

Vector tables
The number of VDNs that are currently assigned to this VECTOR.

This is an administrative item.

O_ABNCALLS

The O_ABNCALLS item appears in the following database tables.

Split/skill tables
The number of ABNCALLS that are placed by an adjunct, that is, the number of outbound predictive dialing calls that are abandoned by the far end. O_ABNCALLS is a subset of ABNCALLS. Available for outbound calls with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS on this trunk group that are offered by an adjunct as split/skill or direct agent ACD calls and were answered and then abandoned by the far end. The O_ABNCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk tables
The number of OUTCALLS on this trunk that are offered by an adjunct as split/skill or direct agent ACD calls and were answered and then abandoned by the far end before talking to an agent. The O_ABNCALLS item is available with the ASAI feature.

This is a cumulative item.

O_ACDCALLS

The O_ACDCALLS item appears in the following database tables.

Split/skill tables
The number of ACDCALLS that are placed by an adjunct (outbound predictive dialing). O_ACDCALLS includes DA_ACDCALLS. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Agent tables
The number of ACDCALLS and DA_ACDCALLS that are placed by an adjunct (predictive dialing). The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS from this trunk group that are offered by an adjunct to one or more splits/skills and were answered by an agent. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk tables
The number of OUTCALLS from this trunk that are offered by an adjunct as split/skill or direct agent ACD calls and were answered by an agent. The O_ACDCALLS item is available with the ASAI feature.

This is a cumulative item.

O_ACDTIME

The O_ACDTIME item appears in the following database tables.

Split/skill tables
The talk time of all O_ACDCALLS. O_ACDTIME does not include HOLDTIME. O_ACDTIME is included in ACDTIME. The O_ACDTIME item is available with the ASAI feature.

This is a cumulative item.

Agent tables
The talk time of all O_ACDCALLS. O_ACDTIME does not include HOLDTIME. O_ACDTIME is included in ACDTIME. The O_ACDTIME item is available with the ASAI feature.

This is a cumulative item.

O_ACWTIME

The O_ACWTIME item appears in the following database tables.

Split/skill tables
The duration of all ACW that is associated with O_ACDCALLS. O_ACWTIME is included in ACWTIME. The O_ACWTIME item is available with the ASAI feature.

This is a cumulative item.

Agent tables
The duration of all ACW that is associated with O_ACDCALLS. O_ACWTIME is included in ACWTIME. The O_ACWTIME item is available with the ASAI feature.

This is a cumulative item.

O_OTHER-CALLS

The O_OTHERCALLS item appears in the following database tables.

Split/skill tables
The number of outbound calls that queued to this split/skill and are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes forced busy calls and calls with unknown dispositions. The O_OTHERCALLS item is available with the ASAI feature.

This is a cumulative item.

Trunk group tables
The number of OUTCALLS on this trunk group that are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes 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 are not answered or abandoned as ACD split/skill calls. O_OTHERCALLS includes 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.

OBSERVING-CALL

The OBSERVINGCALL item appears in the following database tables.

Call record tables
An indication of whether this call represents an agent observing or bridging on to an existing call. Valid values for OBSERVINGCALL are 0, which means that no observing took place, and 1, which means that observing did take place.

OBSLOCID

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)

The OLDESTCALL item appears in the following database tables.

Split/skill tables
The number of seconds that the oldest split/skill ACD call has waited in queue or ringing.

This is a status item.

VDN tables
The number of seconds that the oldest call has waited to be answered while ringing in this VDN.

This is a status item.

OLDEST_LOG-ON (real-time)

The OLDEST_LOGON item appears in the following database tables.

Agent tables
The split/skill to which the agent has been logged in for the longest amount of time. OLDEST_LOGON is always the first administered skill.

This is a status item.

ONACD (real-time)

The ONACD item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently on inbound and outbound ACD calls to this split/skill. ONACD includes ONACDOUT.

This is a status item.

ONACDAUXOUT (real-time)

The ONACDAUXOUT item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently 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.

This is a status item.

ONACDOUT (real-time)

The ONACDOUT item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently on outbound calls that were placed by an adjunct to this split/skill. The ONACDOUT item is available with the ASAI feature.

This is a status item.

ONACWIN (real-time)

The ONACWIN item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in ACW for this split/skill and on inbound extension calls. These agents are also counted in INACW. ONACWIN includes agents who are receiving extension calls from ACW that is associated with split/skill ACD calls and from ACW that is not associated with an ACD call.

This is a status item.

ONACWOUT (real-time)

The ONACWOUT item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in ACW for this split/skill and on outbound extension calls. These agents are also counted in INACW. ONACWOUT includes agents who are making extension calls from ACW that is associated with split/skill ACD calls and from ACW that is not associated with an ACD call.

This is a status item.

ONAUXIN (real-time)

The ONAUXIN item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in AUX work, AVAILABLE, and on inbound extension calls where SPLIT is OLDEST_LOGON. ONAUXIN includes agents who have an ACD, AUXIN, or AUXOUT call on hold.

This is a status item.

ONAUXOUT (real-time)

The ONAUXOUT item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently in AUX work or AVAILABLE, and on outbound extension calls. ONAUXOUT includes agents who have an ACD, AUXIN, or AUXOUT call that is attributed to this split/skill on hold.

This is a status item.

ONHOLD (real-time)

The ONHOLD item appears in the following database tables.

Split/skill tables
The number of split/skill ACD calls for this split/skill that are currently on hold at agent stations. ONHOLD includes all calls.

This is a status item.

Agent tables
The number of calls for any split/skill that are currently on hold at the agent stations. ONHOLD includes ACDONHOLD. ONHOLD includes all calls.

This is a status item.

ORIGHOLDTIME

The ORIGHOLDTIME item appears in the following database tables.

Call record tables
The total length of time for which the call was put on hold by the originating agent. Requires the DEFINITY ECS R6 and later.

ORIGIN (real-time)

The ORIGIN item appears in the following database tables.

Agent tables
The outbound call origination for the call on which the agent is currently talking for any split/skill. Valid values for ORIGIN are blank, PHONE, and KEYBOARD (adjunct-dialed).

This is a status item.

ORIGLOCID

The ORIGLOCID item appears in the following database tables.

Call record tables
The location ID of the agent who is originating the call.

ORIGLOGIN

The ORIGLOGIN item appears in the following database tables.

Call record tables
The login ID of the agent who is originating the call. This is used for calls that an agent originates to another agent, to an on-switch extension, or to an external destination.

ORIGREASON

The ORIGREASON item appears in the following database tables.

Call record tables
The reason code, from 0 through 9, that is 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)

The OTHER item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently doing OTHER work. Agent POSITIONS show up in OTHER directly after the link to the switch is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill.

This is a status item.

OTHERCALLS

The OTHERCALLS item appears in the following database tables.

Split/skill tables
The number of calls offered to this split/skill that do not abandon and are 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 are not answered as split/skill or direct agent ACD calls or do not abandon. These include forced busy calls, forced disconnect calls, calls that are 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 are not answered as split/skill or direct agent ACD calls or do not abandon. These include forced busy calls, forced disconnect calls, calls that are 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 are redirected out of the vector, given a busy signal, or are disconnected. OTHERCALLS includes BUSYCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a status item.

VDN tables
The number of calls that are given a forced busy, forced disconnect, or outflowed from the switch, and non-ACD calls that are answered (CONNECTCALLS). OTHERCALLS includes BUSYCALLS, CONNECTCALLS, DISCCALLS, and OUTFLOWCALLS. OTHERCALLS = INCALLS - ACDCALLS - ABNCALLS

This is a cumulative item.

OTHERTIME

The OTHERTIME item appears in the following database tables.

Split/skill tables
The length of time that OTHERCALLS wait in queue until the disposition is known and the call left the split/skill. OTHERTIME relates to time for OTHERCALLS and is not related to I_OTHERTIME, which is the time agents that spend in the OTHER state. OTHERTIME includes BUSYTIME, DEQUETIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

Vector tables
The length of time that OTHERCALLS spend in the vector until the disposition is known and the call leaves the vector. OTHERTIME includes BUSYTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

VDN tables
The total length of time that OTHERCALLS spend in the VDN until the calls leave the VDN. Instances that cause the call to leave the VDN include when the call drops, when the call is sent to another VDN, when the call is transferred, or when the call is sent outside of the switch. OTHERTIME includes BUSYTIME, CONNECTTIME, CONNTALKTIME, DISCTIME, and OUTFLOWTIME.

This is a cumulative item.

OUTBOUND (real-time)

The OUTBOUND item appears in the following database tables.

Trunk group tables
The number of trunks in this trunk group that are currently busy on outbound calls. OUTBOUND includes ADJUNCTOUT.

This is a status item.

OUTCALLS

The OUTCALLS item appears in the following database tables.

Trunk group tables
The number of outbound calls that are carried by this TKGRP and complete 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 are carried by the trunk and complete 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

The OUTFLAG item appears in the following database tables.

Agent login/logout tables
An indication of whether the agent logout out while the link to the switch was inactive. Valid values for OUTFLAG are NULL, which means that the agent did not log out, and >, which means that the agent did log out.

OUTFLOW-CALLS

The OUTFLOWCALLS item appears in the following database tables.

Split/skill tables

The number of CALLSOFFERED that are redirected to another destination while queued to this split/skill. This can happen under different circumstances, depending on the switch release and on whether the Vectoring feature is active or not.

On switches without the Vectoring feature, a call can be counted as OUTFLOWCALLS in any of the following instances:

- 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.

On switches with vectoring, a call can be counted as OUTFLOWCALLS in any of the following instances:

- 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, which is available on DEFINITY Generic 3 Version 2 and newer switches.

OUTFLOWCALLS includes INTERFLOWCALLS, NOANSREDIR, and SLVLOUTFLOWS.

This is a cumulative item.

Vector tables

The number of INCALLS that are redirected to another destination by way of a “go to” vector command or by a “route to” or “adj rout link” 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”, “adj rout link”, or “messaging split/skill” vector command are still tracked in the vector. OUTFLOWCALLS includes GOTOCALLS and INTERFLOWCALLS.

This is a cumulative item.

VDN tables
The number of INCALLS that are redirected to another VDN or to a destination outside the switch by way of a “route to” or “adj rout link” vector command, or calls that are redirected to another VDN by the Redirect on No Answer feature. 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

The OUTFLOWTIME item appears in the following database tables.

Split/skill tables
The length of time that all OUTFLOWCALLS wait in queue or ringing before being redirected.

This is a cumulative item.

Vector tables
The length of time that all OUTFLOWCALLS spend in the VECTOR before being redirected. OUTFLOWTIME includes GOTOTIME.

This is a cumulative item.

VDN tables
The length of time that all OUTFLOWCALLS spend in the VDN before being redirected.

This is a cumulative item.

OUTTIME

The OUTTIME item appears in the following database tables.

Trunk group tables
The trunk holding time for all OUTCALLS that are carried by trunks in this trunk group and complete during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle. The trunk does not go idle until 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 that are carried by this trunk and complete during the collection interval. Trunk holding time is the time from the initial trunk seizure until the trunk goes idle. The trunk does not go idle until the far end drops, the agent releases the call, or the switch disconnects the call.

This is a cumulative item.

PENDINGSPLIT (real-time)

The PENDINGSPLIT item appears in the following database tables.

Agent tables
The split/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 is initiated and a move is already pending for an agent. PENDINGSPLIT is available on DEFINITY Generic 3 Version 4 and newer switches.

This is a status item.

PERCENT (real-time)

The PERCENT item appears in the following database tables.

Agent tables
The percentage, from 0 to 100, of an agent's time that is to be spent in this skill. The PERCENT item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

PERIOD1 through PERIOD9

The PERIOD1 through PERIOD9 items appear 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, which is PERIOD9, in ACDCALLS10 or ABNCALLS10, as appropriate.

This is an administrative item.

VDN tables
The length, in seconds, of each service level increment as defined in the Call Center Administration: VDN Call Profile window. Each increment represents a progressively longer wait time. CentreVu CMS counts answered or abandoned calls that wait beyond the last increment, which is PERIOD9, in ANSCONNCALLS10.

This is an administrative item.

PERIODCHG

The PERIODCHG item appears in the following database tables.

Split/skill tables
An indication of whether service level increments PERIOD1 through PERIOD9 changed during the collection interval. Service level is defined on the Call Center Administration: Split/Skill Call Profile window. Valid values for PERIODCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

VDN tables
An indication of whether service level increments PERIOD1 through PERIOD9 changed during the collection interval. Service level is defined on the Call Center Administration: VDN Call Profile window. Valid values for PERIODCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

PHANTOMABNS

The PHANTOMABNS item appears in the following database tables.

Split/skill tables
The number of split/skill ACD calls for which talk time is less than the value of the phantom-abandon call timer.

This is a cumulative item.

Agent tables
The number of ACD calls for which talk time is less than the value of the phantom-abandon call timer.

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 for which talk time is less than the value of the phantom-abandon call timer.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls and calls that routed to an agent or extension for which talk time is less than the value set for the phantom-abandon call timer.

This is a cumulative item.

POSITION (index)

The POSITION item appears in the following database tables.

Agent tables
The position number that is associated with this EXTENSION. On switches that do not have the EAS feature, agents who are in multiple splits have more than one POSITION. On switches that do have the EAS feature, agents who are in multiple skills have one POSITION.

POSITIONS

The POSITIONS item appears in the following database tables.

Split/skill tables
On switches that do not have the EAS feature, POSITIONS is the number of agent positions that are currently assigned to this SPLIT.

On switches that do have the EAS feature, POSITIONS is the number of agent positions that are currently logged in to this skill.

This is an administrative item.

PREFERENCE

The PREFERENCE item appears in the following database tables.

Agent tables
An indication of the agent's call handling preference. Valid values for PREFERENCE are blank, LVL (service level), NEED (greatest need), PCNT (percent allocation). The PREFERENCE item is available on the DEFINITY ECS R5 and newer switches with the EAS feature.

This is a status item.

Agent Login/Logout tables
An indication of the agent's call handling preference. Valid values for PREFERENCE are blank, LVL (service level), NEED (greatest need), PCNT (percent allocation). The PREFERENCE item is available on the DEFINITY ECS R5 and newer switches with the EAS feature. PCNT is available on the DEFINITY ECS R6 and newer switches.

PRIORITY (real-time)

The PRIORITY item appears in the following database tables.

Trunk tables
The priority at which the call was queued.

On switches that do not have the Vectoring feature, the valid values for PRIORITY are YES, NO, or as defined in Dictionary.

On switches that do have the Vectoring feature, the valid values for PRIORITY are LOW, MED, HIGH, TOP, or as defined in Dictionary. MED is used for "no priority" and HIGH is used for "priority" calls that queue directly to a split/skill without going through a vector and for calls that queue to a split/skill by "route to" number or "messaging split/skill" vector commands.

PRIORITY is blank (NULL) when the call is dequeued, which means that the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, or the call gets a forced busy or a forced disconnect.

This is a status item.

PRIORITY2 and PRIORITY3 (real-time)

The PRIORITY2 and PRIORITY3 items appear in the following database tables.

Trunk tables

The priority at which the call was queued to a second or third split/skill. Valid values for PRIORITY are LOW, MED, HIGH, TOP, or as defined in Dictionary. PRIORITY is blank (NULL) when the call is dequeued, which means that the call rings at an agent, outflows or dequeues from the split/skill, the call abandons from queue, or the call gets a forced busy or a forced disconnect. The PRIORITY2 and PRIORITY3 items are available with the Vectoring feature.

This is a status item.

QUECOUNT (real-time)

The QUECOUNT item appears in the following database tables.

Trunk tables
The number of ACD splits/skills to which the call is queued. QUECOUNT 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. Valid values for QUECOUNT are NULL, 1, 2, and 3.

This is a status item.

QUETYPE (real-time)

The QUETYPE item appears in the following database tables.

Trunk tables
An indication of whether this call entered the queue as a result of a “queue to” or another vector command. QUETYPE is blank (NULL) for direct agent calls, when vectoring is not used, and when the call dequeues. A call deques when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE are NULL, MAIN, and BACKUP.

This is a status item.

QUETYPE2 and QUETYPE3 (real-time)

The QUETYPE2 and QUETYPE3 items appear in the following database tables.

Trunk tables
An indication of whether this call entered the second or third queue as a result of a “queue to” or another vector command. QUETYPE2 and QUETYPE3 are NULL when vectoring is not used and when the call dequeues. A call deques when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE2 and QUETYPE3 are NULL, MAIN, and BACKUP.

This is a status item.

R1AGINRING (real-time)

The R1AGINRING item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, to whom this skill ACD call is ringing. The R1AGINRING item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1AVAILABLE (real-time)

The R1AVAILABLE item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, who are available to take a call. The R1AVAILABLE item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1INACW (real-time)

The R1INACW item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, who are in ACW for this skill. The R1INACW item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1INAUX (real-time)

The R1INAUX item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, who are in AUX work for this skill. The R1INAUX item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1ONACD (real-time)

The R1ONACD item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, who are on ACD calls for this skill. The R1ONACD item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1OTHER (real-time)

The R1OTHER item appears in the following database tables.

Split/skill tables
The number of reserve1 agents, from 0 to 999, who are in the OTHER work state for this skill. The R1OTHER item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R1STAFFED (real-time)

The R1STAFFED item appears in the following database tables.

Split/skill tables
The number of agents, 0 to 999, who are logged in to this skill as reserve1. The R1STAFFED item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2AGINRING (real-time)

The R2AGINRING item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, to whom this skill ACD call is ringing. The R2AGINRING item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2AVAILABLE (real-time)

The R2AVAILABLE item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, who are available to take a call. The R2AVAILABLE item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2INACW (real-time)

The R2INACW item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, who are in ACW for this skill. The R2INACW item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2INAUX (real-time)

The R2INAUX item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, who are in AUX work for this skill. The R2INAUX item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2ONACD (real-time)

The R2ONACD item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, who are on ACD calls for this skill. The R2ONACD item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2OTHER (real-time)

The R2OTHER item appears in the following database tables.

Split/skill tables
The number of reserve2 agents, from 0 to 999, who are in the OTHER work state for this skill. The R2OTHER item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

R2STAFFED (real-time)

The R2STAFFED item appears in the following database tables.

Split/skill tables
The number of agents, 0 to 999, who are logged in to this skill as reserve2. The R2STAFFED item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

RAGOCC

The RAGOCC item appears in the following database tables.

Current day report tables
The resulting maximum percentage of time for which an agent is on ACD calls.

RAVGSPEED-ANS

The RAVGSPEEDANS item appears in the following database tables.

Current day report tables
The resulting average speed of answer, in seconds, for this type of call.

REASON

The REASON item appears in the following database tables.

Data collection exception table
The reason for the interruption of data collection. Valid values for REASON are shown in the following table.

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 reset
97	Data collection session down

This is a cumulative item.

REASON_CODE

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

The RECONNECT item appears in the following database tables.

Agent trace tables
An indication that the agent has reconnects to the call after putting it on hold.

RETURNCALLS

The RETURNCALLS item appears in the following database tables.

VDN tables
The number of calls that reached this VDN by way of the VDN return destination feature. RETURNCALLS is available on DEFINITY Generic 3 Version 3 and newer switches.

This is a cumulative item.

RINGCALLS

The RINGCALLS item appears in the following database tables.

Split/skill tables
The number of split/skill calls that rang at agent positions. RINGCALLS includes ACDCALLS and NOANSREDIR.

This is a cumulative item.

Agent tables
The number of split/skill and direct agent ACD calls that rang at the agent's position. RINGCALLS includes NOANSREDIR.

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.

This is a cumulative item.

VDN tables
The number of split/skill and direct agent ACD calls that rang at agent positions. RINGCALLS includes ACDCALLS.

This is a cumulative item.

RINGTIME

The RINGTIME item appears in the following database tables.

Split/skill tables
The length of time that calls for this split/skill spend ringing at agent positions independent of the final disposition and other agent activity. I_RINGTIME is the time that agents spend with ringing calls and is affected by other agent activity. RINGTIME is the time the caller spends ringing at the agent station.

This is a cumulative item.

Agent tables
The length of time that split/skill and direct agent ACD calls spend ringing at the agent's position independent of disposition or other agent activity. I_RINGTIME is the time that the agent spends in the ringing state and is affected by other agent activity. RINGTIME is the time the caller spends ringing at the agent station. RINGTIME includes ANSRINGTIME.

This is a cumulative item.

Vector tables
The length of time that split/skill and direct agent ACD calls spend ringing at agent positions independent of disposition or other agent activity.

This is a cumulative item.

VDN tables
The length of time that split/skill and direct agent ACD calls spend ringing at agent positions independent of disposition or other agent activity.

This is a cumulative item.

ROLE (real-time)

The ROLE item appears in the following database tables.

Agent report tables
The agent's service role for the split. Valid values for ROLE are Top, Reserve, Backup, Standard, Roving, and Flex. The ROLE item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

ROW_DATE (index)

The ROW_DATE item appears in the following database tables.

Split/skill tables
The date on which data was collected.

This is a row identifier item.

Agent tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

Trunk group tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

Trunk tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

Vector tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

VDN tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

Call work codes tables
The date on which data was collected or the exception occurred.

This is a row identifier item.

Agent login/logout tables
The date on which data was collected or the exception occurred.

Agent trace tables
The date on which data was collected or the exception occurred.

Current day configuration tables
The date on which data was collected or the exception occurred.

Current day report tables
The date on which data was collected or the exception occurred.

Call record tables
The date on which data was collected or the exception occurred.

Agent exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

Split/skill exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

Trunk group exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

VDN exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

Vector exception table
The date on which data was collected or which the exception occurred.

This is a cumulative item.

Malicious call trace exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

Data collection exception table
The date on which data was collected or the exception occurred.

This is a cumulative item.

ROW_TIME

The ROW_TIME item appears in the following database tables.

Call record tables
The starting time for this segment.

Agent exception table
The time at which the exception occurred.

This is a cumulative item.

Split/skill exception table
The time at which the exception occurred.

This is a cumulative item.

Trunk group exception table
The time at which the exception occurred.

This is a cumulative item.

VDN exception table
The time at which the exception occurred.

This is a cumulative item.

Vector exception table
The time at which the exception occurred.

This is a cumulative item.

Malicious call trace exception table
The time at which the malicious call was reported.

This is a cumulative item.

Data collection exception table
The time at which data collection was interrupted.

This is a cumulative item.

RSERVLEVELP

The RSERVLEVELP item appears in the following database tables.

Current day report tables
The percentage of calls to be handled within SERVLEVELT seconds.

SEGMENT

The SEGMENT item appears in the following database tables.

Call record tables
The identifying number of the call segment. Segment numbers begin with the 1 and continue through the number of segments in the call.

SEGSTART

The SEGSTART item appears in the following database tables.

Call record tables
The UNIX time and date when the call segment started. The 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 because 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

The SEGSTOP item appears in the following database tables.

Call record tables
The UNIX time and date when the call segment ended. The UNIX time and date is the number of seconds since midnight, 01/01/70. A call segment ends when all trunks and agents that are associated with the call segment have dropped off the call. This means that ACW time for the agent is included when calculating the call segment stop time.

SERVICELEVEL

The SERVICELEVEL item appears in the following database tables.

Split/skill tables
The number of seconds within which calls must be answered or connected in order to be considered acceptable. The acceptable service level is defined on the Call Center Administration: Split/Skill Call Profile window.

This is an administrative item.

VDN tables
The number of seconds within which calls must be answered or connected to be considered acceptable. The acceptable service level is defined on the Call Center Administration: VDN Call Profile Setup window.

This is an administrative item.

SERVLEVELP

The SERVLEVELP item appears in the following database tables.

Current day report tables
The objective percentage of calls that is to be handled within SERVLEVELT seconds.

SERVLEVELT

The SERVLEVELT item appears in the following database tables.

Current day report tables
The number of seconds within which SERVLEVELP percent of calls are to be answered. This is the service level time.

SETUPTIME

The SETUPTIME item appears in the following database tables.

Trunk group tables
The length of time from trunk seizure until OUTCALLS complete at the far end.

This is a cumulative item.

SHORTCALLS

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. 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. SHORTCALLS includes both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS.

This is a cumulative item.

SKILL1 through SKILL3

The SKILL1 through SKILL3 items appear in the following database tables.

VDN tables
The first, second, and third VDN skills that are assigned to this VDN. The SKILL 1 through SKILL3 items are a with the EAS feature.

This is an administrative item.

SKILLACWTIME1 through SKILLACWTIME 3

The SKILLACWTIME1 through SKILLACWTIME3 items appear in the following database tables.

VDN tables
The length of time that agents spend in ACW time for calls that are answered in each VDN skill preference. The SKILLACWTIME1 through SKILLACWTIME3 items are available with the EAS feature.

This is a cumulative item.

SKILLCALLS1 through SKILLCALLS3

The SKILLCALLS1 through SKILLCALLS3 items appear in the following database tables.

VDN tables
The number of calls that are answered by agents in each VDN skill preference. The SKILLCALLS1 through SKILLCALLS3 items are available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

This is a cumulative item.

SKILLTIME1-3

The SKILLTIME1-3 items appear in the following database tables.

VDN tables
The length of time that agents spend talking on calls that are answered in each VDN skill preference. The SKILLTIME1 through SKILLTIME3 items are available with the EAS feature

This is a cumulative item.

SKILLTYPE

The SKILLTYPE item appears in the following database tables.

Agent tables

The type, p for primary or s for secondary, of the first skill to which the agent logged in. The SKILLTYPE item is available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

On the DEFINITY ECS R5 and newer switches with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

In the agent tables, SKILLTYPE is a real-time item.

This is a status item.

Agent login/logout tables

The type, p for primary or s for secondary, of the first skill to which the agent logged in. The SKILLTYPE item is available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

On the DEFINITY ECS R5 and newer switches with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

SKILLTYPE2 through SKILLTYPE4

The SKILLTYPE2 through SKILLTYPE4 items appear in the following database tables.

Agent tables

The type, p for primary or s for secondary, of the second, third, and fourth skills to which the agent logged in. The SKILLTYPE2 through SKILLTYPE4 items are available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

On the DEFINITY ECS R5 and newer switches with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

In the agent tables, SKILLTYPE is a real-time item.

This is a status item.

Agent login/logout tables
The type, p for primary or s for secondary, of the second, third, and fourth skills to which the agent logged in. The SKILLTYPE2 through SKILLTYPE4 items are available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

On the DEFINITY ECS R5 and newer switches with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

SKLEVEL

The SKLEVEL item appears in the following database tables.

Agent tables
An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL applies to LOGONSKILL. The SKLEVEL item is available on the DEFINITY ECS R5 and newer switches with the EAS feature. Reserve levels are available on the DEFINTY ECS R6 and newer switches.

This is a status item.

Agent login/logout tables
An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL applies to LOGONSKILL. The SKLEVEL item is available on the DEFINITY ECS R5 and newer switches with the EAS feature. Reserve levels are available on the DEFINTY ECS R6 and newer switches.

SKLEVEL2 through SKLEVEL20

The SKLEVEL2 through SKLEVEL20 items appear in the following database tables.

Agent tables
An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. SKLEVEL2 through SKLEVEL20 apply to LOGONSKILL2 through LOGONSKILL20, respectively. The SKLEVEL2 through SKLEVEL20 items are available on the DEFINITY ECS R5 and newer switches with the EAS feature. Reserve levels are available on the DEFINITY ECS R6 and newer switches.

This is a status item.

Agent login/logout tables
An indication of the agent's skill level, which is 1 through 16 for a normal skill, or reserve level, which is 1 or 2 for a reserve skill. This SKLEVEL2 through SKLEVEL20 applies to LOGONSKILL2 through LOGONSKILL20, respectively. The SKLEVEL2 through SKLEVEL20 items are available on the DEFINITY ECS R5 and newer switches with the EAS feature. Reserve levels are available on the DEFINITY ECS R6 and newer switches.

SKPERCENT

The SKPERCENT item appears in the following database tables.

Agent tables
The percentage of time that is allocated for the agent to spend in LOGONSKILL. The SKPERCENT item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

Agent login/logout tables
The percentage of time that is allocated for the agent to spend in LOGONSKILL. The SKPERCENT item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

SKPERCENT2 through SKPERCENT20

The SKPERCENT2 through SKPERCENT20 items appear in the following database tables.

Agent tables
The percentage of time that is allocated for the agent to spend in LOGONSKILL2 through LOGONSKILL20. The SKPERCENT2 through SKPERCENT20 items are available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

Agent login/logout tables
The percentage of time that is allocated for the agent to spend in LOGONSKILL2 through LOGONSKILL20. The SKPERCENT2 through SKPERCENT20 items are available on the DEFINITY ECS R6 and newer switches with the EAS feature.

SKSTATE (real-time)

The SKSTATE item appears in the following database tables.

Split/skill tables
The state of the skill compared to all administered thresholds. The SKSTATE item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

SLVLABNS

The SLVLABNS item appears in the following database tables.

Split/skill tables
The number of ABNCALLS for which the time-to-abandon was less than or equal to the administered SERVICELEVEL for this split/skill.

This is a cumulative item.

VDN tables
The number of ABNCALLS for which the time-to-abandon was less than or equal to the administered SERVICELEVEL for this VDN.

This is a cumulative item.

SLVLOUT-FLOWS

The SLVLOUTFLOWS item appears in the following database tables.

Split/skill tables
The number of OUTFLOWCALLS for which the time-to-outflow was less than or equal to administered SERVICELEVEL for this split/skill.

This is a cumulative item.

VDN tables
The number of OUTFLOWCALLS for which the time-to-outflow was less than or equal to the administered SERVICELEVEL for this VDN.

This is a cumulative item.

SPLIT (index)

The SPLIT item appears in the following database tables.

Split/skill tables
The number of the split/skill for which data was collected.

This is a row identifier item.

Agent tables
On switches without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On switches with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

This is a row identifier item.

Trunk group tables
The number of the split/skill to which this TKGRP terminates.

This is an administrative item.

Trunk tables
The number of the first split/skill to which the call is currently queued or the number of the split/skill in which the call was answered. SPLIT is blank (NULL) when the trunk idles.

In the trunk tables, SPLIT is a real-time item.

This is a status item.

Agent trace tables
On switches without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On switches with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

Current day report tables
The number of the split/skill for which data was collected.

Agent login/logout tables
On switches without the EAS feature, SPLIT is the number of the split number to which the EXTENSION is assigned.

On switches with the EAS feature, SPLIT is the number of the skill to which the agent logged in.

Current day configuration tables
The number of the split/skill for which data was collected.

Agent exception tables
The split/skill in which the agent was doing work when the exception occurred.

This is a cumulative item.

Split/skill exception table
the split/skill in which the exception occurred.

This is cumulative item.

Malicious call trace table
The split/skill in which the agent was doing work when the malicious call was reported.

This is a cumulative item.

SPLIT1

The SPLIT1 item appears in the following database tables.

Call record tables
The number of the first split/skill to which the call queued in the first VDN with which it was associated in the call segment.

SPLIT2 and SPLIT3

The SPLIT2 and SPLIT3 items appear in the following database tables.

Trunk tables
The numbers of the second and third splits/skills to which the call is queued. This is blank (NULL) when the call dequeues. A call dequeues when it is answered, abandoned, forced busy, or forced disconnected. The SPLIT2 and SPLIT3 items are available with the Vectoring feature.

In the trunk tables, SPLIT2 and SPLIT3 are real-time items.

This is a status item.

Call record tables
the numbers of the second and third splits/skills to which the call is queued to in the first VDN with which it was associated in the call segment. The SPLIT2 and SPLIT3 items are available with the Vectoring feature.

STAFFED (real-time)

The STAFFED item appears in the following database tables.

Split/skill tables
The number of POSITIONS that are currently logged in. STAFFED = AVAILABLE + AGINRING + ONACD + INACW + INAUX + OTHER.

This is a status item.

STARTED (real-time)

The STARTED item appears in the following database tables.

Agent tables
The time of day at which WORKMODE began. Valid values for STARTED are NULL and time of day.

This is a status item.

Trunk tables
The time of day at which TKSTATE started. Valid values for STARTED are NULL and time of day.

This is a status item.

STARTTIME (real-time)

The STARTTIME item appears in the following database tables.

Split/skill tables
The 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
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
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
The 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
The 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
The 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
The start time of the intrahour interval for which data was collected. STARTTIME applies only to the interval table.

SVCLEVELCHG

The SVCLEVELCHG item appears in the following database tables.

Split/skill tables
An indication of whether the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

VDN tables
An indication of whether the service level was changed during the collection interval. Valid values for SVCLEVELCHG are 0, which means that no change was made, and 1, which means that a change was made.

This is an administrative item.

TAGINRING (real-time)

The TAGINRING item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill, have ACD calls ringing, and are not doing anything else. The TAGINRING item is available with the EAS feature.

This is a status item.

TALKTIME

The TALKTIME item appears in the following database tables.

Call record tables
The total talk time for the answering agent in this segment.

TAVAILABLE (real-time)

The TAVAILABLE item appears in the following database tables.

Split/skill tables
The number of top agents who are logged in and available in the skill. The TAVAILABLE item is available with the EAS feature.

This is a status item.

TDA_INACW (real-time)

The TDA_INACW item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and in ACW that is associated with direct agent calls. TDA_INACW is a subset of TOTHER. The TDA_INACW item is available with the ASAI or EAS feature.

This is a status item.

TDA_ONACD (real-time)

The TDA_ONACD item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and talking on direct agent calls. TDA_ONACD is a subset of TOTHER. The TDA_ONACD item is available with the ASAI or EAS feature.

This is a status item.

THRESHOLD

The THRESHOLD item appears in the following tables.

Agent exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when the agent's activity falls outside of the limit.

This is a cumulative item.

Split/skill exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the split/skill falls outside of the limit.

This is a cumulative item.

Trunk group exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the trunk group falls outside of the limit.

This is a cumulative item.

VDN exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the VDN falls outside of the limit.

This is a cumulative item.

Vector exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when activity in the vector falls outside of the limit.

This is a cumulative item.

Data collection exception table
The limit, given as a number of occurrences, that is administered for the exception type. An exception occurs when data collection activity falls outside of that limit.

This is a cumulative item.

TI_AUXTIME

The TI_AUXTIME item appears in the following database tables.

Agent tables
The length of time during the collection interval that the agent spends in AUX for all splits/skills, or on AUXINCALLS or AUXOUTCALLS and SPLIT was OLDEST_LOGON. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. TI_AUXTIME includes TI_AUXTIME0, TI_AUXTIME1 through 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 that the agent was logged into. The TI_AUXTIME item is available on the DEFINITY ECS and newer switches with the EAS feature.

This is a cumulative item.

TI_AUXTIME0

The TI_AUXTIME0 item appears in the following database tables.

Agent tables
The length of time that the agent spends in AUX with a reason code of 0 (zero). “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. On switches with AUX reason codes active, TI_AUXTIME0 is the time that is spent in “system” AUX work. On switches without AUX reason codes active, TI_AUXTIME0 is the same as TI_AUXTIME for switches without AUX reason codes active.

The TI_AUXTIME0 item is available on the DEFINITY ECS R5 and newer switches with the EAS feature.

This is a cumulative item.

TI_AUXTIME1 through TI_AUXTIME9

The TI_AUXTIME1 through TI_AUXTIME9 items appear in the following database tables.

Agent tables

The length of time that the agent spends in AUX with reason codes of 1 through 9. “TI_” time is stored for the split/skill in which the agent has been logged in the longest. “TI_” needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. The TI_AUXTIME1 through TI_AUXTIME9 items are available on the DEFINITY ECS R5 and newer switches with the EAS feature.

This is a cumulative item.

TI_AVAILTIME

The TI_AVAILTIME item appears in the following database tables.

Agent tables

The length of time during the collection interval that the agent is in the AVAIL state for split/skill or direct agent ACD calls in any split/skill. TI_AVAILTIME is recorded for the split/skill in which the agent has been logged in 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. On switches without the EAS feature, if an agent logs into multiple splits and is in AUX mode in one split and is available for ACD calls in another split, the agent accrues I_AVAILTIME for the split in which the agent is available and TI_AVAILTIME in the split that the agent has been logged into the longest.

This is a cumulative item.

TI_OTHERTIME

The TI_OTHERTIME item appears in the following database tables.

Agent tables

The length of time during the collection interval that the agent is in the OTHER work in any split/skill. TI_OTHERTIME is collected for the time period after the link to the switch is initiated and directly after the agent logs in but before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

"TI_" time is stored for the split/skill in which the agent has been logged in the longest. "TI_" needs to be summed across the splits/skills that the agent may log into in case the logon order changes during the collection interval. TI_OTHERTIME includes I_ACDOTHERTIME.

This is a cumulative item.

TI_STAFFTIME

The TI_STAFFTIME item appears in the following database tables.

Agent tables
The length of time during the collection interval that the agent is staffed in any split/skill. "TI_" time is stored for the split/skill in which the agent has been logged in the longest. "TI_" needs to be summed across the splits/skills that the agent may log into in case the logon 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 of the splits/skills that the agent was logged into.

This is a cumulative item.

TIME

The TIME item appears in the following database tables.

Agent exception table
The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when the agent's activity falls outside of the limit.

This is a cumulative item.

Split/skill exception table
The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the split/skill falls outside of the limit.

This is a cumulative item.

Trunk group exception table
The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the trunk group falls outside of the limit.

This is a cumulative item.

VDN exception table
The limit, given as a number of seconds, that is administered for timed exception types. An occurrence is logged against the threshold when activity in the VDN falls outside of the limit.

This is a cumulative item.

Vector exception table
The limit, given as a number of seconds, that is administered for timed exceptions types. An occurrence is logged against the threshold when activity in the vector falls outside of the limit.

This is a cumulative item.

TINACW (real-time)

The TINACW item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and in ACW for ACD calls to the skill. This includes top agents who are on ACWIN or ACWOUT calls and agents who are in ACW that is not associated with an ACD call. TINACW includes TONACWIN and TONACWOUT. The TINACW item is available with the EAS feature.

This is a status item.

TINAUX (real-time)

The TINAUX item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and in the AUX work mode. This includes agents on AUXIN or AUXOUT calls. TINAUX includes TINAUX0, TINAUX1 through TINAUX9, TONACDAUXOUT, TONAUXIN, and TONAUXOUT. The TINAUX item is available with the EAS feature.

This is a status item.

TINAUX0 (real-time)

The TINAUX0 item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and in the AUX work for reason code 0 (zero) for all splits/skills or on and AUXIN or AUXOUT call for AUX with reason code 0 (zero). On switches with AUX reason codes active, TINAUX0 is the time that is spent in “system” AUX work. On switches without AUX reason codes active, TI_AUXTIME0 is the same as TI_AUXTIME for switches without AUX reason codes active. The TINAUX0 item is available with the EAS feature.

This is a status item.

TINAUX1 through TINAUX9 (real-time)

The TINAUX1 through TINAUX9 items appear in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and in AUX work with the reason codes 1 through 9 for all splits/skills. This includes agents on AUXIN or AUXOUT calls from AUX with the appropriate reason code. The TINAUX1 through TINAUX9 items are available with the EAS feature.

This is a status item.

TKGRP

The TKGRP item appears in the following database tables.

Trunk group tables
The trunk group number for which data was collected. This is zero if the trunk group carrying the call is not measured.

This is an index (row identifier) item.

Trunk tables
The trunk group number to which the trunk is assigned.

In the trunk tables, TKGRP is this is an administrative item.

Call record tables
The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

Trunk group exception table
The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

This is a cumulative item.

Malicious call trace exception table
The trunk group number for which data was collected or for which an exception occurred. This is zero if the trunk group carrying the call is not measured.

This is a cumulative item.

TKSTATE (real-time)

The TKSTATE item appears in the following database tables.

Trunk tables
The state of the current 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)

The TONACD item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and on inbound and outbound ACD calls for the skill. TONACD includes TONACDOUT. The TONACD item is available with the EAS feature.

This is a status item.

TONACDAUX-OUT (real-time)

The TONACDAUXOUT item appears in the following database tables.

Split/skill tables
The number of top agents who are logged into the skill and on AUXOUT calls with an ACD call for the skill on hold. The TONACDAUXOUT item is available with the EAS feature.

This is a status item.

TONACDOUT (real-time)

The TONACDOUT item appears in the following database tables.

Split/skill tables
The number of top agents who are on outbound calls that were placed by an adjunct to this skill. The TONACDOUT item is available with the ASAI feature.

This is a status item.

TONACWIN (real-time)

The TONACWIN item appears in the following database tables.

Split/skill tables
The number of top agents who are in ACW for this skill and on inbound extension calls. These agents also appear in TINACW. The TONACWIN item is available with the EAS feature.

This is a status item.

TONACWOUT (real-time)

The TONACWOUT item appears in the following database tables.

Split/skill tables
The number of top agents who are in ACW for this skill and on outbound extension calls. These agents also appear in TINACW. The TONACWOUT item is available with the EAS feature.

This is a status item.

TONAUXIN (real-time)

The TONAUXIN item appears in the following database tables.

Split/skill tables
The number of top agents who are in AUX work or AVAILABLE. This includes agents with an ACD, AUXIN, or AUXOUT call that is attributed to this split/skill on hold and agents who are on inbound extension calls. The TONAUXIN item is available with the EAS feature.

This is a status item.

TONAUXOUT (real-time)

The TONAUXOUT item appears in the following database tables.

Split/skill tables
The number of top agents who are in AUX work or AVAILABLE. This includes agents with an ACD, AUXIN, or AUXOUT call that is attributed to this split/skill on hold and agents who are on inbound extension calls. The TONAUXOUT item is available with the EAS feature.

This is a status item.

TOPCALLS

The TOPCALLS item appears in the following database tables.

Split/skill tables
The number of ACDCALLS with top priority that are answered by agents in this split/skill. The TOPCALLS item is available with the Vectoring feature.

This is a cumulative item.

TOPSKILL (real-time)

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 and skill level 16 is the lowest. The TOPSKILL item is available on the DEFINITY ECS R5 and newer switches with the EAS feature.

The TOPSKILL of an agent is 0 except when PREFERENCE is set to skill level (LVL). This means that an agent does not have a top skill and is not 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 of their skills do not have a TOPSKILL. PCNT and reserve levels are available on the DEFINITY ECS R6 and newer switches.

This is a status item.

TOT_PERCENTS (real-time)

The TOT_PERCENTS item appears in the following database tables.

Split/Skill tables
The total staffed agent percentages that are allocated to the skill. The TOT_PERCENTS item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

TOTHER (real-time)

The TOTHER item appears in the following database tables.

Split/skill tables
The number of top agents who are doing other work. This includes agents who are logged into multiple splits/skills and doing work for a split/skill other than this skill. Agent POSITIONS show up in OTHER directly after the link to the switch is initiated and directly after the agents log in before the CMS is notified of the agent's work state.

While the agent is in Auto-In or Manual-In, other work for this split/skill includes the amount of time that is spent doing any of the following:

- 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.
- The length of time agents were logged into multiple splits/skills and doing work for a split/skill other than this one.

With the EAS feature and multiple call handling, agents are available in other multiple call handling skills, but not in this skill.

TOTHER includes TDA_INACW and TDA_ONACD. The TOTHER item is available with the EAS feature.

This is a status item.

TRANSFERRED

The TRANSFERRED item appears in the following database tables.

Split/skill tables
The number of ACDCALLS that are transferred to another destination. TRANSFERRED includes all split/skill calls that are transferred.

This is a cumulative item.

Agent tables
The number of calls that the agent transferred to another destination. TRANSFERRED calls include both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some SHORTCALLS. TRANSFERRED includes all calls that are transferred.

This is a cumulative item.

Trunk group tables
The number of calls that the agent transferred to another destination. TRANSFERRED calls include both inbound and outbound calls. Therefore, OTHERCALLS and O_OTHERCALLS may each include some TRANSFERRED. TRANSFERRED includes all calls that are transferred.

This is a cumulative item.

VDN tables
The number of calls that are transferred to another destination. TRANSFERRED includes all of the VDN calls that are transferred.

This is a cumulative item.

Agent trace tables
An indication of whether the answering agent initiated a transfer for this call. Valid values for TRANSFERRED are 0, which means that “no” transfer was initiated, and 1, which means that “yes” a transfer was initiated. TRANSFERRED includes all calls that are transferred.

Call record tables
An indication of whether the answering agent initiated a transfer for this call. Valid values for TRANSFERRED are 0, which means that “no” transfer was initiated, and 1, which means that “yes” a transfer was initiated. TRANSFERRED includes all calls that are transferred.

TRENDBASE

The TRENDBASE item appears in the following database tables.

Current day configuration tables
The base date for seasonal trending.

TRUNKS

The TRUNKS item appears in the following tables.

Trunk group tables
The number of trunks that are currently assigned to this TKGRP.

This is an administrative item.

TSTAFFED (real-time)

The TSTAFFED item appears in the following database tables.

Split/skill tables
The number of top agents who are currently staffed in SPLIT. TSTAFFED = TAVAILABLE + TAGINRING + TONACD + TINACW + TINAUX + TOTHER. The TSTAFFED item is available with the EAS feature.

This is a status item.

TYPE (real-time)

The TYPE item appears in the following database tables.

Agent tables
The skill type, p for primary or s for secondary, that is associated with the SPLIT. The TYPE item is available with the EAS and Vectoring features.

On the DEFINITY ECS R5 and newer switches with the EAS feature, skill level 1 is represented by p, skill level 2 is represented by s and skill levels 3 through 16 are blank. Users of more than two skill levels should use the SKLEVEL items instead of SKILLTYPE.

This is a status item.

UCID

The UCID item appears in the following database tables.

Agent trace tables
The UCID is the Universal Call Identifier, which is a unique number that is assigned to this call segment within the customer network. The UCID item is available on the *DEFINITY* ECS R6 and newer switches.

Call record tables
The UCID is the Universal Call Identifier-a unique number assigned to this call segment within the customer network. The UCID item is available on the *DEFINITY* ECS R6 and newer switches.

USE_SVC_OBJ (real-time)

The USE_SVC_OBJ item appears in the following database tables.

Agent tables
The agent requests receipt of calls based on the administered service objective for this skill. Valid values for USE_SVC_OBJ are 1, which means that the request is made, and 2, which means that no request is made. The USE_SVC_OBJ item is available on the DEFINITY ECS R6 and newer switches with the EAS feature.

This is a status item.

VDISCCALLS

The VDISCCALLS item appears in the following database tables.

Vector tables
The number of calls that are forced to disconnect because the vector disconnect timer expired or because the call reached a vector stop without being queued. A vector stop means that the “stop” vector command is executed, the end of the vector is reached, or the call executes 1000 vector steps. The VDISCCALLS item is available on DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

VDN tables
The number of calls that are forced to disconnect because the vector disconnect timer expired or because the call reached a vector stop without being queued. A vector stop means that the “stop” vector command is executed, the end of the vector is reached, or the call executes 1000 vector steps. The VDISCCALLS item is available on DEFINITY Generic 3 Version 2 and newer switches.

This is a cumulative item.

VDN

The VDN item appears in the following database tables.

Agent tables
The VDN that is associated with the agent's current split/skill or direct agent ACD call. The VDN item is available with the Vectoring feature.

This is a real-time, status item.

Trunk group tables
The VDN to which the TKGRP terminates. The VDN item is available with the Vectoring feature.

This is an administrative item.

Trunk tables
The VDN that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. The VDN item is available with the Vectoring feature.

This is a real-time, status item.

VDN tables
The vector directory number that is associated with this VDN.

This is an index (row identifier) item.

VDN exception table
The VDN for which the exception occurred or that carried the malicious call. The VDN item is available with the Vectoring feature.

This is a cumulative item.

Malicious call trace exception table
The VDN for which the exception occurred or that carried the malicious call. The VDN item is available with the Vectoring feature.

This is a cumulative item.

VECTOR

The VECTOR item appears in the following database tables.

Trunk tables
The vector that is associated with the current call. This stays set until the trunk idles, at which time it is set to NULL. The VECTOR item is available with the Vectoring feature.

This is a real-time, status item.

Vector tables
The vector number that this row represents. The VECTOR item is available with the Vectoring feature.

This is an index (row identifier) item.

VDN tables
the vector number that is associated with this VDN.

This is an index and administrative item.

VDN exception table
The vector number that is associated with this VDN or for which the exception occurred.

This is a cumulative item.

Vector exception table
The vector number that this row represents or for which the exception occurred.

This is a cumulative item.

WMODE_SEQ

The WMODE_SEQ item appears in the following database tables.

Agent trace tables
The sequence number for events that occur in the same second.

WORKCODE

The WORKCODE item appears in the following database tables.

Agent trace tables
The call work code that the agent entered for the call. The WORKCODE item is available when call work codes are implemented.

WORKMODE (real-time)

The WORKMODE item appears in the following database tables.

Agent tables
The work mode that the agent is currently using. Agent work modes include: AVAIL, ACD, ACW, AUX, DACD, DACW, RING, UNKNOWN, OTHER, and UNSTAFF. If the agent was not logged in during the collection interval, the value is blank.

This is a status item.

Agent trace tables
The 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 was not logged in during the collection interval, the value is blank.

WORKSKILL (real-time)

The WORKSKILL item appears in the following database tables.

Agent tables
The number of the skill in which the agent is currently working.

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 or AUXOUT call (this is OLDEST_LOGON split/skill).
- When an agent is on an AUXIN or AUXOUT call from the available state, while in AUX or with an AUXIN or 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).

WORKSKILL differs from WORKSPLIT only when the agent is available, in which case WORKSKILL is blank and WORKSPLIT displays one of the split/skills in which the agent is available. Using WORKSKILL instead of WORKSPLIT in reports is recommended. The WORKSKILL item is available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

This is a status item.

WORKSKLEVEL (real-time)

The WORKSKLEVEL item appears in the following database tables.

Agent tables
The skill level, which is 1 through 16 for a normal skill, or a reserve level, which is 1 or 2 for a reserve skill. The WORKSKLEVEL applies to WORKSKILL. The WORKSKLEVEL item is available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature. Reserve levels are available on the DEFINITY ECS R6 and newer switches.

This is a status item.

WORKSPLIT (real-time)

The WORKSPLIT item appears in the following database tables.

Agent tables
The number of the split in which the agent is currently working.

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 or AUXOUT call from the available state, while in AUX or with an AUXIN or 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).

WORKSKILL differs from WORKSPLIT only when the agent is available, in which case WORKSKILL is blank and WORKSPLIT displays one of the split/skills in which the agent is available. Using WORKSKILL instead of WORKSPLIT in reports is recommended. The WORKSKILL item is available on DEFINITY Generic 3 Version 2 and newer switches with the EAS feature.

This is a status item.

WORKSPLIT2 and WORKSPLIT3 (real-time)

The WORKSPLIT2 and WORKSPLIT3 items appear in the following database tables.

Agent tables
The numbers of splits/skills other than WORKSPLIT in which the agent is available. WORKSPLIT2 and WORKSPLIT3 apply to agents who are logged in to more than one split/skill.

WT1 through WT4

The WT1 through WT4 items appear in the following database tables.

Current day configuration tables
The weight that is given to date 1 (WT1), date 2 (WT2), date 3 (WT3), and date 4 (WT4), which are used in forecasting.

Definitions of CentreVu CMS calculations

Overview

This chapter includes definitions of the calculations that are used in the CentreVu CMS and CentreVu Supervisor reports.

This chapter also includes information and cross-reference tables for the search values used in calculations.

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.

Example standard dictionary calculations table

Below is an example of how the definition of each calculation is presented in this document.

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

Search values

Overview

Purpose

This section presents database search values. Use the tables in this section to identify how CentreVu CMS stores the row search values.

Organization

There are two tables in this section:

- Agent State and Row Search Values Cross-Reference
- Call Disposition and Row Search Values Cross-Reference

Agent state and row search values cross-reference

Use the following table to identify how CentreVu CMS relates agent state database items to the row search values in the database.

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
AG_PREF	LVL	1
	NEED	2
ALL_BUSY	YES	1
	NO	0

Status Database Items	State Names	Values for Row Search
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

Use the following table to identify how CentreVu CMS relates call disposition database items to the row search values in the database.

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

The mathematical calculations defined in this section are the standard CentreVu CMS Dictionary calculations that are used in real-time, historical, and integrated CentreVu CMS and CentreVu Supervisor reports. The calculations can also be used in custom and designer reports.

Do not modify any of the standard CentreVu CMS Dictionary calculations. Doing so changes the meaning of the data that displays in reports.

Standard Dictionary Calculations

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)	Average positions staffed for this skill across all call handling preferences
AVG_HOLD_TIME	HOLDTIME / HOLDCALLS	Average hold time
AVG_HOLD_TIME_SUM	sum(HOLDTIME) / sum(HOLDCALLS)	Total average hold time

Calculation Name	Calculation	Description
AVG_INB_ACD_TIME	(TOTAL_ACDTIME - O_ACDTIME) / (TOTAL_ACDCALLS - O_ACDCALLS)	Average inbound ACD time
AVG_INB_ACW_TIME	(TOTAL_ACWTIME - O_ACWTIME) / INBOUND_ACDCALLS	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
AVG_TALK_TIM_OUT_SUM	sum(ACWOUTTIME + AUXOUTTIME) / sum(ACWOUTCALLS + AUXOUTCALLS)	Extension out calls total average talk time

Calculation Name	Calculation	Description
AVG_TOP_STAFF	(TOTAL_I_ACDACW + TOTAL_I_ACDHOLD + TOPAVAUXTIME) / (INTRVL * 60)	Average positions staffed for EAS, making use of the top agent concept to avoid double- counting agents' time when they are staffed in multiple skills
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

Calculation Name	Calculation	Description
AVG_VDN_ACW_SK1_TIME	SKILLACWTIME1/SKILLCALLS1	Average time spent in ACW for VDN skill preference 1
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	Number of agents considered dedicated to this skill
EXT_CALL_IN	(ACWINCALLS + AUXINCALLS0	Incoming extension calls

Calculation Name	Calculation	Description
EXT_CALL_OUT	ACWOUTCALLS + AUXOUTCALLS	Outgoing extension calls
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	Number of full-time equivalent agents staffed for this skill
FTEA_AVAUX	(I_AVAILTIME + I_AUXTIME) * (MAX_FTE_AGENTS) / MAXSTAFFED	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	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	Maximum number of full-time equivalent agents on this skill
NON_TOP_STAFFED_AGTS	STAFFED - TSTAFFED	Agents staffed who are not top agents
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
R1ACTIVE_AGT	R1AGINRING + R1ONACD + R1INACW	Number of reserve1 agents on ACD calls, ringing, or in ACW for this skill

Calculation Name	Calculation	Description
R2ACTIVE_AGT	R2AGINRING + R2ONACD + R2INACW	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 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 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 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
TOT_I_ACDHOLD_SUM	sum(I_ACDOTHERTIME + I_ACDAUXINTIME + I_ACDAUX_OUTTIME)	Subcalculation that supports the AVG_TOP_STAFF_SUM calculation Sum of the time agents spent with ACD calls on hold

Calculation Name	Calculation	Description
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 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

The calculations in this section support reports that were 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, althouigh they draw data from the database. These calculations are only available with R8 and newer releases of CentreVu Supervisor.

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
% 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

Calculation Name	Calculation	Description	Database Table
% 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 9
Database Items and Calculations

Document No.: 585-210-945 Issue 1 Date: April 2001

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